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"Rummaging in the government's attic"

Description of document: Federal Communications Commission (FCC) Complaints filed with FCC Consumer & Governmental Affairs Bureau (CGB) during CY 2020 that contain any of the following: 1) covid, 2) coronavirus, or 3) pandemic

Requested date: August 2020

Release date: 02-September-2020

Posted date: 16-November-2020

Source of document: Freedom of Information Act Request
Federal Communications Commission
445 12th Street, SW
Room 1-A836
Washington, D.C. 20554

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Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

September 2, 2020

VIA ELECTRONIC MAIL

FOIA No. 2020-000584

This letter responds to your recent Freedom of Information Act (FOIA) request received by the Federal Communications Commission (FCC or Commission) and assigned to the Consumer & Governmental Affairs Bureau (CGB). Your request seeks copies of complaints filed with CGB during calendar year 2020 that contain any of the following words: 1) covid, 2) coronavirus, or 3) pandemic. Your request has been assigned FOIA Control No. 2020-000584. We are responding to your request electronically.

CGB conducted a search of the databases containing informal complaints. CGB identified approximately 5,459 complaints responsive to your request. Records responsive to your request were withheld or redacted under FOIA Exemption 6. Exemption 6 protects "personnel and medical files and similar files the 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.¹ Therefore, certain personal identifying information, including the complainant's name and phone number, has been redacted under Exemption 6. We have determined that it is reasonably foreseeable that a disclosure would harm the privacy interest of the persons mentioned in these records, which Exemption 6 is intended to protect.

The FCC receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, a complaint or comment does not necessarily indicate any wrongdoing by any individuals or entities named in the complaint or comment.

We are required by both the FOIA and the Commission's own rules to charge requesters certain fees associated with the costs of searching for, reviewing and duplicating the sought-after information. To calculate the appropriate fee, requesters are classified as (1)

¹ 5 U.S.C. § 552 (b)(6); *see also* 47 CFR § 0.457(f).

commercial use requesters; (2) educational requesters, non-commercial scientific organizations, or representatives of the of the news media, or (3) all other requesters.

Pursuant to section 0.466(a)(8) of the Commission's rules, you have been classified for fee purposes as category (3), "all other requesters."² As an "all other requester," the FCC assesses charges to recover the full, reasonable direct cost of searching for and reproducing records that are responsive to the request; you are entitled, however, to be furnished with the first 100 pages of reproduction and the first two hours of search time without charge under section 0.470(a)(3)(i) of the Commission's rules.³ Because preparing the response to your request falls within these limits, the FCC is not charging you for processing it.

If you consider this to be a denial of your FOIA request, 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.⁴ 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 No. 2020-000584.

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
Federal Communications Commission, Office of the Managing Director,
Performance Evaluation and Records Management
445 12th St SW, Washington, DC 20554
202-418-0440
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), 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

Office of Government Information Services

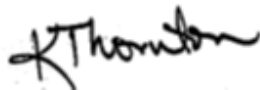
² 47 CFR § 0.466(a)(8).

³ 47 CFR § 0.470(a)(3)(i).

⁴ 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).

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

A handwritten signature in black ink, appearing to read "K Thornton". The signature is fluid and cursive, with a large initial "K" and a stylized "Thornton".

Kristi Thornton
Deputy Division Chief
Consumer Policy Division
Consumer and Governmental Affairs Bureau

Attachment

Cc: FCC FOIA Office

Ticket: # 3780305 - Defective MaxTrainer M6 Electronic Equipment in Compliance with FCC

Date: 1/27/2020 6:04:14 AM

City/State/Zip: Newberry, Florida 32669

Company Complaining About: Nautilus, Inc.

Description

Please see attached. The Company claims that its transmitting device installed in its product (MaxTrainer M6) is FCC compliant. I believe there is a transmitting issue with the device inside the machine that the FCC would need to investigate carefully before it gives its approval to the Company and its assurance to consumers. The transmitting device stopped by itself after one year. We hardly used the machine during that year. In addition, the Company does not have replacement devices ready to be installed timely (as showed in the attached document). The Company orders these replacement devices from China. The Company failed to disclose the Company in China that manufactures the electronic device. It may be manufactured at an unknown manufacturing shop. In addition, there is a high risk that the device may contain Coronavirus as it comes from China. The FCC would need to investigate the source of the electronic device and its compliant with the US standards. Again, the electronic device fails in a short period, as in my case, and as documented by other consumers on the BBB website.

Ticket: # 3785214 - CBS Detroit Publish False Story of Coronavirus in Michigan

Date: 1/28/2020 6:27:52 PM

City/State/Zip: Pittsburgh, Pennsylvania 15106

Description

Local CBS affiliate in Detroit published a news article saying officials in Michigan confirmed three dead in Michigan due to Coronavirus. The Coronavirus is causing many people to panic. I panicked when I saw three people had already died from this new and scary disease just a couple states away from me.

I repeatedly reached out to the CBS affiliate asking for verification and validity of their article. At no point did CBS respond to my multiple attempts to contact them. to be hor rifically

Ticket: # 3788431 - Chiropractor claiming to cure colds

Date: 1/30/2020 7:59:45 AM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Binnie Media

Description

105.5 JYY aired an ad by Crossroads Chiropractic yesterday morning around 7:15 am which contains false information regarding medical services. In the ad, a family is lamenting that the father never gets sick and when he does, he recovers faster than the rest of the household - all because he uses a chiropractor. There is a "disclaimer" at the end basically saying that your results may vary.

This is medically false. Chiropractors cannot cure or prevent colds. Even the disclaimer is false. The results will not vary. The results will all be the same - you will still be sick. Given the panic over the coronavirus, this ad is reprehensible. If someone contracts the coronavirus and uses a chiropractor instead of seeking real medical care, they may endanger the public.

The ad needs to be pulled. This chiropractor is an anti-vaxxer who has come dangerously close to advocating that on the air previously. This time, she crossed the line.

Ticket: # 3788544 - Closed captions suddenly cut off

Date: 1/30/2020 10:32:38 AM

City/State/Zip: College Place, Washington 99324

Company Complaining About: AT&T

Description

There were news about coronavirus and impeachment all suddenly closed captions were cut off on all channels

Kapp 35,kvew 42

Kerp action news channel 19

Even cnn news. What is going on??

It is not the provider (at&t cable) i believed.

Ticket: # 3795234 - Phone Incorrectly Locked to Virgin

Date: 2/3/2020 12:06:02 AM

City/State/Zip: Portland, Oregon 97230

Company Complaining About: Virgin Mobile

Description

Mayday,Mayday,Novel Coronavirus (2019-nCoV) outbreak in Hong Kong. I studying in Hong Kong as an exchange student.I need this phone to contact my family, But I cannot activate unlock my phone. Please help me!!I need this phone unlock

I 2019 purchased a used unlocked iPhone 8plus from Gazelle. , I do n't have a virgin real account,I was thinking of another vehicle that was more convenient for me in HK. It seems that because my iPhone's IMEI has entered somewhere in the Virgin system, it has become SIM locked as Virgin. I called the support hotline multiple times, but no one seemed to understand my request.

Actually, I have contacted Virgin customer service 4 times and was told that because I did not purchase a phone from Virgin, they could not unlock it. Then someone told me "Plug it into iTunes", "Contact Vendor" and "Contact Apple".

For some reason, the Virgin Mobile staff on the are totally unfamiliar with the unlock process, and trust me, I've spoken to a LOT of them, approx. 5 staff in total, each one of them tell me something different - but basically that they cannot help and try to pass me on to Apple/Carphone warehouse. Neither party are able to help, Carphone warehouse have no control over unlocking, and although Apple probably CAN do it, they refuse to, as its not really up to them.

FCC rules state that Virgin (as a network) must unlock my phone. Apple couldn't unlock them, plugging it into iTunes didn't do anything, and my vendor couldn't unlock my phone.

Finally, I contacted Gazelle, the latter was very confused about why the Virgin could not unlock my phone

The vendor (sold me a phone without a SIM without notifying me that would happen) and the entire process of the Virgin made them very dissatisfied.

I respect your work and look forward to your reply / listening to your opinion.I will again ask if you need the Virgin to do anything.

PS:I noticed this news <https://www.cnet.com/news/sprint-is-shutting-down-virgin-mobile/>

Sprint is shutting down Virgin Mobile

Customers will be transferred to Boost Mobile starting in February.

Ticket: # 3830433 - 210-493-8502 SPOOF 210-493 #290

Date: 2/18/2020 1:01:46 PM

City/State/Zip: San Antonio, Texas 78231

Description

Call came in 2 minutes after FCC 3830389. Car warranty. South Asia spoofing my area code and prefix. "Representative" voice broken by static & I asked if they have the Corona virus. Hung up after 1 min 27 sec.

Ticket: # 3840931 - Xenophobic remarks against Asians

Date: 2/22/2020 8:24:24 PM

City/State/Zip: Barranquitas, Puerto Rico 00794

Description

WTOK-FM's (HOT 102) DJ refers to BTS group members as "Lo Mein, Chow Mein, Pepper Steak, Won Ton", instead of using their names. He laughs and states that their names are too hard to pronounce. Also, he said "oh, and someone told me their manager is called Coronavirus".

Ticket: # 3843857 - Rush Limbaugh show spreading pandemic misinformation, danger to society

Date: 2/24/2020 10:11:51 PM

City/State/Zip: Kew Gardens, New York 11415

Description

The information is here:

<https://www.rushlimbaugh.com/daily/2020/02/24/overhyped-coronavirus-weaponized-against-trump/>

Rush Limbaugh is spreading dangerous misinformation about a public pandemic and needs to be taken off the air and off the internet. He will get people killed.

Ticket: # 3844624 - Rush Limbaugh Misinformation

Date: 2/25/2020 12:56:01 PM

City/State/Zip: Massena, New York 13662

Description

Limbaugh is dangerously downplaying the coronavirus as "the common cold." This is a purposeful lie that could have significant implications. It is indecent. Please order him to cease and desist with the misrepresentation of this virus.

Ticket: # 3846528 - rush limbaugh radio show

Date: 2/25/2020 11:58:39 PM

City/State/Zip: Santa Maria, California 93455

Description

radio personality and content originator has proclaimed that the corona virus is not a public health issue and no more dangerous than the common cold. This is a clear and immediate danger to the american public as mr. limbaugh is not a doctor and has no credibility as a public health official yet has a profound influence with his listeners and has chosen to negate the overwhelming and scientific evidence that this public health crisis is dangerous. i would file a formal complaint and probably will if i can come up with the 225 dollar fee. thank you for your time and consideration.

Ticket: # 3851007 - President news conference with CDC

Date: 2/26/2020 9:07:19 PM

City/State/Zip: Hebron, Indiana 46341

Company Complaining About: Not Applicable

Description

Networks CBS NBC ABC and PBS did not carry the conference on the coronavirus on 2/26/20. I was hoping to get advice from the CDC! I do not have cable.

Ticket: # 3852864 - False info

Date: 2/27/2020 1:50:01 PM

City/State/Zip: Boise, Idaho 83701

Company Complaining About: Kfi

Description

So on KFI am at about 10 40 10 45 you have a guy on there giving out medical advice who is not a doctor on the Corona virus telling people not to use certain products hes not a licensed physician and that's false information and that can be dangerous. Indeed to have a medically licensed physician giving out information.

Ticket: # 3853450 - Presidential coverage re: coronavirus of 2/26/20

Date: 2/27/2020 3:48:25 PM

City/State/Zip: Big Lake, Minnesota 55309

Company Complaining About: Windstream Communications

Description

I'm infuriated that coverage of the Presidential press conference of Wednesday, February 26, 2020, covering update on the current status and the nations readiness of the coronavirus was not covered by any local networks. It would be in the national interest.

Ticket: # 3856466 - Corona virus

Date: 2/28/2020 4:29:13 PM

City/State/Zip: Lancaster, Wisconsin 53813

Company Complaining About: Other

Description

CNN & other corporate leftists Press Are FEAR Mongering Corona Virus for political reasons, their trying to cause public panic !! FCC should shut this sick BS down now !! Our national press is over steping it's constitution protected rights !!

All news stations should be shut down on medical advise, it should only come from the CDC!! All news media is causing this chaos and down markets! Shame shame on them!

Ticket: # 3858812 - Truvata Commercail Not Appropriate For Children or ME!

Date: 3/2/2020 5:31:05 AM

City/State/Zip: Brookhaven Town, New York 11961

Description

.. The fact that CBS,, the drug companies.. would make, and Run that Truvata Commercial, (and all day)... is appalling!!!!

a commercial for GAY Transgender AIDS people to continue to have unprotected sex with less fear of spreading AIDS!!! HELLO AMERICA wake UP!!!

This is offensive to ME!!!! It clearly does not set a proper example for our young people!!! This is not something I want to see on my TV!!! Or should CHILDREN!!!! how about setting a PROPER Example Verse deviance??? (Don't we have enough issues in the USA today with the overall lack of morals or values in anyone under 35??)

Isn't that commercial all about deviant behavior on any level!!! You are telling Kids that Its Not only OK to have sex out of wed lock, well please go ahead and HAVE RISKY sex, Forget about saving trees or our planet you deviants just go have sex then some more sex with another person and on and on and on!~!! that is EXACTLY what This commercial represnets!!! Plus... who cares about Corona Virus , Global worming!!! climate change... Overpopulation, Starvation, Just go ahead and continue to KEEP having RISKY SEX!!!!!!!!!!!!

No matter your orientation? everyone should be appalled that THIS commercial is On REGULAR TV!!!!

Ticket: # 3858849 - fear mongering by NBC News

Date: 3/2/2020 8:47:55 AM

City/State/Zip: Pitcairn, Pennsylvania 15140

Description

Broadcast, while reporting on coronavirus, said something to the effect "that cases may skyrocket". This kind of hyperbole and speculation, at approx. 7 AM EST, is clearly unnecessary and could panic the public. NBC has a duty to report factually. I believe this hype is harmful and must be stopped.

Ticket: # 3863142 - False advertising.

Date: 3/3/2020 6:02:53 PM

City/State/Zip: Madison, Wisconsin 53711

Company Complaining About: Wabc Radio

Description

The on air host of the Bernie and Sid Show, WABC/AM radio NYC, stated that their one of their sponsor's product will prevent the buyer and user of this product from contracting the Corona virus. Heard on the morning show today and yesterday, 3/2 and 3/3/2020

Ticket: # 3864541 - Live captioning during Coronavirus not provided

Date: 3/4/2020 2:03:38 PM

City/State/Zip: Williamsville [buffalo, New York 14221

Company Complaining About: Nexstar Broadcasting [wivb] & E W Scripps [wkbw]

Description

This is not a one time occurrence. It is a constant problem with our local tv stations [WIVB & WKBW] in regards to not providing closed captioning during live events. I have filed complaints to theses stations only to have nothing happen. Pictures below were taken at the same time, same event but different channels.

I seek to have the FCC hammer them into the modern age of live captioning and not just what's provided for the teleprompter. The technology exist and they should not be getting away with this.

Phone number below is for text msg only. Voice calls not accepted.

Ticket: # 3865503 - US Online Pharmacy Scam

Date: 3/4/2020 6:06:30 PM

City/State/Zip: Denver, Colorado 80204

Company Complaining About: Us Online Pharmacy

Description

I wanted to report the newest scam we were getting. They called us under the vise of US Online Pharmacy trying to offer us all types of medication. this included the Covid-19 medication. They are preying on ignorance to the virus.

Ticket: # 3866136 - Disinformation about pandemic

Date: 3/5/2020 8:46:57 AM

City/State/Zip: Middlesex, New Jersey 08846

Description

On Sean Hannity's show on Fox news last night, he allowed Donald Trump to spread disinformation about the Coronavirus pandemic, including alarmingly false statistics, telling people it's just fine to go to work with this, and it's not even as bad as the flu. And Hannity never corrected him. Fox "News" need to lose their license NOW.

Ticket: # 3866211 - COVID-19

Date: 3/5/2020 10:05:28 AM

City/State/Zip: West Hollywood, California 90069

Description

Fox News spreading misinformation about the disease will worsen the pandemic. The president said, on Fox News, to “go to work” if infected. This misinformation poses a serious threat to public health. Please ACT.

Ticket: # 3866763 - Radio Complaint

Date: 3/5/2020 1:22:03 PM

City/State/Zip: Columbia, South Carolina 29223

Description

- The consumer is calling about a radio station
- She states they were making racist remarks against Chinese Americans
- It was 101.3 FM the Big DM
- They are in Columbia, SC
- It was Dee Dee Renee speaking to a Moe
- This was in reference to the Corona virus
- They asked if anyone ate at a Chinese Restaurants and how they eat dogs, cats and bats
- The consumer felt this was disgusting and racist

CTR405-phone

Ticket: # 3867007 - Corona Virus

Date: 3/5/2020 2:24:02 PM

City/State/Zip: Tucson, Arizona 85750

Description

Today on the John Jay and Rich morning show, 1.04.7 KISS FM was telling its listeners that the Corona virus is a "hoax". 1.04.7 treating this virus too lightly is just as bad as overreacting. No one (and I do mean no one) knows how this will end.

Ticket: # 3868578 - Rick Santelli

Date: 3/6/2020 10:45:49 AM

City/State/Zip: Cotati, California 94931

Description

Santelli advocated purposeful injurious and lethal harm against the entire population of the United States by giving everyone the novel corona virus. "that could result in more than 11 million Americans dead." <https://www.marketwatch.com/story/cnbcs-rick-santelli-suggests-giving-everyone-coronavirus-to-spare-the-economy-2020-03-05>

Ticket: # 3868918 - Captions Not Available

Date: 3/6/2020 12:33:40 PM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Wthr 13 Tv Station In Indianapolis

Description

On WTHR 13 TV's recent online live news broadcast about the first coronavirus case in Indiana, there were no captions available. I emailed the station right away, but am filing this right now without waiting. It is 2020...should not even have to worry about this.

Ticket: # 3868994 - WSHB TV Station 3 No TV Signal

Date: 3/6/2020 12:56:28 PM

City/State/Zip: Maurer Town, Virginia 22644

Company Complaining About: Over The Air Broadcast

Description

- * Consumer get no TV stations signal.
- * Consumer can not get WSHB Channel 3
- * Consumer can not get the news on Corona virus and how to protect his family.

- * Consumer live in Maurer Town, VA 22644

- * Neighbors no longer can get PBS, CBS, ABC and FOX

- * After Digital TV change

- * Consumer was told by TV station WSHB on 3-6-2020 that FCC allow WAZT TV station interring with their TV station signal.

- * Consumer can not afford to pay high cable TV Bills.
- * Consumer purchase new antennas and re scan his TV and still I get no signal.
- * Consumer has called the TV station WSHB and was told by the representative hey are still working on the n signal problems.
- * The last time consumer was able to watch his TV was September 17, 2019 over the air broadcast with a antenna.
- * Consumer other neighbors have the same problem he is having.
- * No one can watch TV right. And the families can not afford high price cable TV bills.

Ticket: # 3870516 - Fraud

Date: 3/6/2020 11:18:11 PM

City/State/Zip: Dallas, Texas 75240

Description

I am writing to apprise you of fraudulent activity as related to the coronavirus outbreak. The rev. Jim Bakker, who can be seen on several religious television stations claims to have the cure for the coronavirus and is selling it for \$300 per bottle. The product he is selling, to the best of my knowledge is not approved in any way by the FDA as a treatment or cure nor has it been tested or studied for such treatment. Mr. Bakker went to prison several years ago for fraud and money laundering and know he is making unsubstantiated claims about a oroduct that is tantamount to snake oil. He is deliberately with knowledge and forethought committing the crime of fraud again and should be stopped, arressted and thrown under the jail. Here is a link to a video of him making these claims on his television show. <https://m.youtube.com/watch?feature=share&v=AAHqO736cXc>

This man isca con artist of the highest degree and his criminal activity must be stopped.

Ticket: # 3871144 - CNBC/Rick Santelli

Date: 3/7/2020 8:49:05 PM

City/State/Zip: Nokomis, Florida 34275

Description

CNBC broadcast their employee, Rick Santelli, advocating for the intentional infection of all Americans with the COVID-19 virus. This would mean the death of many millions of people. His rationale was that this would minimize the economic damage being caused by the virus.

Such behavior is, at the very least, dangerous and threatens the wellbeing of every American. To allow such advocacy on our airways is irresponsible beyond compare.

I urge the FCC to use any authority they have to restrict or remove any rights of CNBC to continue to broadcast.

Sincerely,

(b) (6)

Ticket: # 3871591 - Medicine ads claiming to prevent coronavirus

Date: 3/8/2020 5:01:22 PM

City/State/Zip: Las Vegas, Nevada 89123

Company Complaining About: Kbet Las Vegas 790am

Description

On 3.8.2020 at approx 1320pst, and on several other occasions this past week, i have heard a radio talk show host named wayne allyn root hawking a some sort of herbal remedy called "My doctor suggests". During these ads, he makes claims, some blatant and others barely veiled, that the remedy can prevent one from getting the coronavirus. KBET 790 AM

Ticket: # 3873729 - Unsolicited call claiming to be from CDC

Date: 3/9/2020 7:47:07 PM

City/State/Zip: Westover, West Virginia 26501

Description

Two calls from 312-871-4241, a few minutes apart. I ignored the first time. Second time, when I answered, caller claimed to be from the Center for Disease Control. I told them do not call and ended call immediately. CDC is too busy with the COVID-19 to be calling private citizens.

Ticket: # 3874457 - Trish Regan Fox News

Date: 3/10/2020 11:17:06 AM

City/State/Zip: Colorado Springs, Colorado 80918

Description

On 3/9/2020, Fox Business host Trish Regan made false claims regarding the deadly COVID-19 virus that is currently spreading through American and the world. She stated it was a hoax designed to impeach the president. Broadcasting false information is against FCC regulations regardless of who your boss Ajit Pai supports politically. Broadcasting false information about a deadly disease is dangerous and irresponsible and should be illegal. I urge you to do your jobs and take action against FOX.

Ticket: # 3874489 - Live captioning during Coronavirus not provided

Date: 3/10/2020 11:27:24 AM

City/State/Zip: Williamsville [buffalo, New York 14221

Company Complaining About: Nexstar Broadcasting [wivb] & E W Scripps [wkbw]

Description

This is not a one time occurrence. It is a constant problem with our local tv stations [WIVB & WKBW] in regards to not providing closed captioning during live events. I have filed complaints to theses stations only to have nothing happen. Pictures below were taken at the same time, same event but different channels.

I seek to have the FCC hammer them into the modern age of live captioning and not just what's provided for the teleprompter. The technology exist and they should not be getting away with this.

Phone number below is for text msg only. Voice calls not accepted.

Ticket: # 3875096 - FoxNews downplaying COVID19

Date: 3/10/2020 2:13:32 PM

City/State/Zip: Shepherdstown, West Virginia 25443

Description

Fox News; FoxBusiness programming dismissed COVID19 threat as a Democratic impeachment scam and thereby deminishing serious warnings and guidance to protect the public.

Ticket: # 3875237 - Covid epidemic and misinformation

Date: 3/10/2020 2:59:01 PM

City/State/Zip: Sammamish, Washington 98075

Company Complaining About: Assurance Wireless

Description

First - let me state that I live in Washington State, which is ground zero for this epidemic/pandemic. We have lost 22 souls to this viral infection, with more surly to come

I have been monitoring the information being played on TV networks, including Fox network, to compare the messaging that I am receiving here locally. Fox is a HUGE offender!

To date, they replay statements made by Donald Trump, such as t this is the 'best response ever' ; or "no one has ever been as quick to respond" ; and the worst "when the weather warms up this will go away - another month, probably by April" No corrections follow.

The First Amendment guarantees free speech, with the exception of yelling "fire" in a crowd. Trump is repeating lies, lies that can be documented by the facts. In my mind, given the gravity of this epidemic/pandemic, these lies are the equivalent to yelling 'fire'..

I decided to contact you, the FCC, at the published number 888-225-5322. I identified myself as living in Washington State, and a FOX viewer. The operator was very hostile to my questions, much less criticism. She talked OVER me, then accused ME of talking over her, instead of LISTENING. I asked that the FCC regulate the broadcasts for factual informaton. She informed me that 'facts' were opinions. NO - THEY ARE NOT.

I ended by asking her pointedly : "Do you NOT work for me, an American taxpayer?" She went totally silent (I thought for a minute that she had hung up). I followed with "who signs your paycheck?"

The answer was "the people who purchase the permits. If you are a ham radio operator, you would know that".

I apologized for being misinformed, thinking that the FCC represented the interests of the American public.

My question is WHEN did "ownership" of the airwaves transfer FROM the public to PRIVATE interests?

I have contacted both Senators Murray and Cantwell, and my locat state representatives as well, relaying the same incident and asking this same question.

I always thought I was a well informed voter, but I am deeply unsettled by this experience.

Ticket: # 3875372 - Fraud Texts

Date: 3/10/2020 3:38:10 PM

City/State/Zip: Twin Peaks, California 92391

Company Complaining About: None

Description

Texts stating that banks in the US will be closing due to COVID-19 and that I need to get money for this upcoming disaster. That this loan will give me money before the money is all gone etc. Fear mongering and scary to someone who doesn't know it's a scam.

"BREAKING NEWS! With the VIRUS OUTBREAK, banks maybe closing. Get what you can now oq21.pw/cGKJIYF8Hn UP to 5k. We can only OFFER THIS TODAY"

Ticket: # 3875515 - Robocall - Air Duct Service

Date: 3/10/2020 4:23:12 PM

City/State/Zip: Orland Park, Illinois 60462

Company Complaining About: Dave

Description

I received a Phone call Monday 3/9/20 at 8:42 PM for air duct cleaning services, Selling it based on the idea to contain the spread of the Coronavirus and other illnesses and germs.

Ticket: # 3875776 - Trying to scam people over the internet spreading fear the banks will close over the Corona Virus

Date: 3/10/2020 6:14:59 PM

City/State/Zip: Paris, Tennessee 38242

Company Complaining About: Verizon Wireless

Description

Received this text at 9:13 am CT from (772-812-8147

Breaking News Gregory with the Virus Outbreak.Banks maybe closing. Get what you can now (oq21.pw/cGJ3FmdOya) Up to 5K. We can only offer today.

Ticket: # 3876288 - Coronavirus misinformation

Date: 3/11/2020 8:52:16 AM

City/State/Zip: Mcdonald, Pennsylvania 15057

Description

Randy Baumann is spreading inaccurate information regarding the coronavirus. It is very dangerous and public hazard to speak on a topic without having the facts. The information that I did hear him say was that if you sneeze, have diarrhea or vomiting, then you should go get tested that they are symptoms. They are not symptoms The symptoms are fever, cough, trouble breathing. Millions (not sure if it is that many people and I am not sure of the number) of people listen to this show in the morning and listen to his words. He is spreading information causing unneeded fear and anxiety and it needs to stop. It was during his morning show from 6:00 to 10:00 a.m.

Ticket: # 3876929 - Radio Advisement COVID-19

Date: 3/11/2020 1:02:28 PM

City/State/Zip: Studio City, California 91604

Description

He is calling about Radio Station.

Shawn Hannity at 8:24 am he broadcast that 1.9 million people were going to die from COVID-19.

The US has laws against yelling fire in a theater.

Shawn Hannity is breaking those laws, and therefore IHeart radio should lose its broadcast license.

We cannot have panic in this nation.

The station it came on was 1150 AM in Los Angeles, California.

The station it came on was KEIB.

CTR414-phone

Ticket: # 3877295 - "virus protection" scam call

Date: 3/11/2020 2:36:05 PM

City/State/Zip: Bowdon, Georgia 30108

Company Complaining About: None Shown

Description

Caller from (b) (6) implied to my elderly father that they could provide "virus" protection for him from COVID-19 for \$399.99. This is a despicable scam and needs to be stopped immediately - and people should be warned about it.

Ticket: # 3878217 - Spam Call

Date: 3/11/2020 8:29:09 PM

City/State/Zip: Livingston, New Jersey 07039

Company Complaining About: Greenfield Ma

Description

Recorded message stated that they would clean my vents to protect against the Corona Virus.

Ticket: # 3878305 - CORONAVIRUS

Date: 3/11/2020 10:04:01 PM

City/State/Zip: Doral, Florida 33172

Company Complaining About: Comcast

Description

In the recent pandemic of coronavirus we have internet providers like Comcast that charges for exceeding data caps, but schools are going to remote learning we need your help on lifting data caps ASAP

Ticket: # 3878520 - Misleading the public during a national health crisis

Date: 3/12/2020 9:09:42 AM

City/State/Zip: Naperville, Illinois 60565

Description

Fox News is repeatedly downplaying the seriousness of the coronavirus and calling it simply a political ploy against the president. Trish Regan called the seriousness about the virus that had been communicated a "Coronavirus Impeachment Scam". They have their viewership believing it is no worse than the flu. It is nearly 3 times more contagious and can spread from someone without symptoms. They are putting the public at risk, especially the Seniors who watch their program all day long.

Ticket: # 3878696 - CNN

Date: 3/12/2020 10:46:23 AM

City/State/Zip: Prineville, Oregon 97754

Company Complaining About: Cnn

Description

America cannot have emotional, hate filled news reporting in a time of pandemic. Personal feelings and emotions MUST come 2nd to citizen safety and information disbursement. Im writing to DEMAND the FCC clamp down on media hysterics and citizen manipulation for the good of all. (b) (6)

Ticket: # 3878859 - Windstream monopoly of service in Monroe, Georgia 30655

Date: 3/12/2020 11:54:40 AM

City/State/Zip: Monroe, Georgia 30655

Company Complaining About: Windstream Communications

Description

My name is (b) (6). I live in the city of Monroe, Georgia where I am forced to purchase my phone and internet service from Windstream. Just outside the city limits consumers have a choice of internet providers to choose from...ie:at&t, xfinity, etc. I am a government contractor teleworking who for the past 4 weeks dealt with limited to no internet service. I've tried resolving this issue through Windstreams policies to no avail. My complaint here is that this company is ill equipped to deal with prolonged internet service that will be required when/if businesses and schools are closed because of coronavirus. Why isn't this area (Monroe, Ga) able to have a choice for service like the rest of this county (Walton County). Windstream is incapable and unwilling to accommodate this requirement of the President and his administration for social distancing and keeping people connected.

Ticket: # 3879081 - License violation

Date: 3/12/2020 1:16:00 PM

City/State/Zip: San Juan, Puerto Rico 00902-3365

Company Complaining About: Not Applicable

Description

WLII Univision Puerto Rico channel 11 last night did not preempt their regular programming to broadcast the President's message from the Oval Office regarding the Coronavirus pandemic. In doing so, they exhibited blatant disregard for their duty to serve the public interest. They should be stripped of the license to operate.

Ticket: # 3880067 - Fox news is broadcasting misinformation

Date: 3/12/2020 5:51:40 PM

City/State/Zip: Columbia, South Carolina 29209

Description

Fox news is broadcasting misinformation, and blaming democrats for the Coronavirus.

<https://twitter.com/i/status/1237174846355841024>

Isn't this against FCC regulations, shouldn't a news agency be truthful in their reporting of issues, rather than lie to get ratings?

Fox news should be fined for this type of issues.

Ticket: # 3880078 - Issue with Payment Extension**Date:** 3/12/2020 6:01:10 PM**City/State/Zip:** North Hollywood, California 91601**Company Complaining About:** AT&T

Description

This is part of the transcript of my online chat with AT&T about my Uverse account. During the chat, I was granted an extension to April. I was provided a case number of (b) (6) I asked for a confirmation of the extension to be emailed. The chat rep said he couldn't email it but if I called 800.288.2020 and asked for someone in account receivables that they could confirm and send correspondence. When I called Accounts Receivable I was addressed by a very rude and sarcastic representative who was very snide in her comments and negligent in her desire or ability to assist. As it stands, I am in need of a payment extension to April 15, 2020. I do not have Coronavirus but I am affected by it as I'm a consultant for various event productions. A number of our events have been either canceled or postponed which in turn means we (my company) does not only lose money but I don't get paid. I really truly need your help. I know there are things that are limited in the system, but I need human apathy. Its not a large bill so I beg of you to help. This is a stressful financial hardship so I merely need a little assistance. I've been an AT&T customer for decades. I hope that loyalty means something when it comes to customer engagement. Please feel free to reach me directly at (b) (6)

Ticket: # 3880323 - Walgreen Fraud Call trying to get DOB and SSN

Date: 3/12/2020 8:18:09 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Walgreens

Description

I got a call from a number 425-438-9380 and Caller ID Spoofed as Walgreens.

It said I had a "immunization due" which I don't but started by asking for a DOB which I didn't give.

The call came back a second time , but this time asking for last 4 of SSN. This is clearly a fraudster trying to pickup data due to the COVID 19 scare.

Scum.

Ticket: # 3880434 - Comcast commits Terminates Service during a state of emergency. Violation of Massachusetts Law

Date: 3/12/2020 9:51:17 PM

City/State/Zip: Dartmouth, Massachusetts 02748

Company Complaining About: Comcast

Description

Comcast is continuing to turn off services without giving proper notice during a state of emergency in Massachusetts from the Corona Virus.

I never received any notice for a 60 dollars bill. This is putting elderly like myself at risk and disconnected from the community.

I am requesting that the FCC fully investigate comcast and it's affiliates.

Comcast continues to exploit it's monopoly in our service area as the only internet provider.

Ticket: # 3880534 - Xfinity Data Caps during COVID-19 Crisis**Date:** 3/13/2020 1:09:37 AM**City/State/Zip:** Tuscaloosa, Alabama 35404**Company Complaining About:** Comcast

Description

I've been instructed to work from home as much as possible during the COVID-19 Crisis, but I'm concerned as a video editor at a public University that I will have to pay fees related to the data caps that Xfinity has in place. After chatting with a representative, Xfinity has no plans to relieve these data caps during a public health crisis, and in fact the representative tried to upgrade me to unlimited data with a "deal" of only \$30+/month (while also being dishonest about my current bill). I hope the FCC can intervene during this crisis and help workers like me who have no choice but to work from home during this outbreak.

Ticket: # 3880542 - News Media

Date: 3/13/2020 1:42:44 AM

City/State/Zip: Macedonia, Ohio 44056

Description

Everyday, I see our president being slandered on national news stations such as CNN, ABC, Msnbc, and CBS. When is the FCC going to do something to stop the slandering and lies of our president? With the outbreak of the coronavirus, the fake news media is causing damage to our country. Do something please...fact check, act, fine, sanction. I'd like to see these stations clean up their act or get shut down. Enough is enough.

Ticket: # 3880639 - Security, Accessibility & COVID19

Date: 3/13/2020 8:26:06 AM

City/State/Zip: Coldwater, Mississippi 38618

Company Complaining About: AT&T

Description

I wish to reopen ticket # (b) (6) As a technology/knowledge worker, I need access to high speed, wireless internet. Also, more and more essential services from central and local government are being put online. At the same time, rural internet cover is still poor or non-existent causing us to be blocked out of those services, and in some cases punished via fines for not responding to agencies that only have an online presence. If high speed, wireless internet access providers such as Comcast and AT&T would implement this service in our area, a lot of problems and inconveniences will get solved. Satellite internet at low speeds is not a help, it is a hindrance to our productivity, access, and security.

Ticket: # 3880735 - scammer

Date: 3/13/2020 9:57:00 AM

City/State/Zip: Potomac, Maryland 20854

Company Complaining About: Adairsvill

Description

criminal # 2 called at 9:36 a.m. from Adairsvill 678-899-6167; these criminals have called previously from 770-769-1273; also likely was same scammer that called a few minutes earlier from 630-463-1097 with out of area ID!; when is this game of changing numbers going to be halted? it's as bad as the spread of coronavirus that the govt. continues to screw up big time!!!!

Ticket: # 3880946 - At&T harassing with Internet Installation

Date: 3/13/2020 11:28:05 AM

City/State/Zip: Mckinney, Texas 75070

Company Complaining About: AT&T

Description

My Installation was scheduled for 7th Mar , 2020. I scheduled the appointment atleast 15 days in advance. ON day of installaltion, AT & T guy said there is no fibre to my place and put installation on hold and called the tech guys. They again were unresponsive even after my repeated calls and fixed issue on tuesday. and i immediatley scheduled appointment for 13th Mar 9 AM -11 AM. When no one showed up today, i called AT&T and they are saying there is no appointment scheduled. My AT&T app was showing the appointment until i called them when no one showed up. I have been spending lot of time on calls, wasting my office hours and commute time. And still there is no installation. Because At&T is the only internet provider in my area, they are playing hard ball and unnecessarily harassing me and my family. I need it urgently because of Corona Virus, our offices are shut down. Please help ASAP.

Ticket: # 3880955 - Fox News and Rupert Murdoch Issues

Date: 3/13/2020 11:30:20 AM

City/State/Zip: Strongsville, Ohio 44149

Description

She has AT&T cable service.

She is calling about Fox News and Rupert Murdoch.

The channel is 12.10.

They are giving miss information on the COVID-19.

She would like Rupert Murdoch arrested, and Fox News taken off the air.

Fox News and Rupert Murdoch should be arrested for valuating the first amendment.

She feels they are fake news.

CTR414-phone

Ticket: # 3880966 - Indecent Airing

Date: 3/13/2020 11:35:40 AM

City/State/Zip: Little River, South Carolina 29566

Description

Spectrum is her carrier

Fox news spreading lies about the Corona Virus

Channel 51 they are airing their news.

That the coronavirus is a hoax.

It is a bioweapon created by North Korea.

They have been spreading false news for weeks.

Resolution:

She would like someone to stop them from spreading false information.

CTR394-phone

Ticket: # 3881003 - News Media

Date: 3/13/2020 11:44:31 AM

City/State/Zip: Mobile, Alabama 36619

Company Complaining About: Google

Description

The news media has and is causing major panic over the corona virus. They have blown it all out of proportion and causing major panic. People are going crazy and buying out all the toilet paper, paper towels and cleaning supplies. This is ridiculous. They need to stop.

[Ticket: # 3881438 - Comcast data caps while quarantined and forced to work from home](#)

Date: 3/13/2020 1:51:50 PM

City/State/Zip: Aurora, Colorado 80014

Company Complaining About: Comcast

Description

I have been working from home since the end of February and will be forced to work from home for the foreseeable future during the COVID-19 pandemic, as will everyone else in my household.

Comcast will charge \$10 per 50GB over the 250GB monthly cap. This means Comcast will profit off of disease and a national emergency. This is immoral and should be illegal.

Ticket: # 3881445 - Fox news

Date: 3/13/2020 1:53:24 PM

City/State/Zip: Kansas City, Missouri 64012

Description

Sean Hannity program has mislead his elderly viewers on the risk of pandemic virus. They are most at risk . He should be fined/taken off air.

Ticket: # 3881514 - data overage fees during coronavirus

Date: 3/13/2020 2:11:57 PM

City/State/Zip: Deerfield, Illinois 60015

Company Complaining About: Comcast

Description

Comcast/Xfinity is taking advantage of millions of customers who have been forced to work from home and have their children do distance learning in elementary all the way through college. There is an increased need for data and other companies are waiving this during this act of God. I'm asking the FCC and all appropriate agencies to step in and prevent all of us from being price gauged.

Ticket: # 3881553 - DSL Internet Outage**Date:** 3/13/2020 2:26:25 PM**City/State/Zip:** New York, New York 10013**Company Complaining About:** Verizon

Description

DSL Internet service was out since July 17, 2019. Reported on July 19, 2019 with ticket # NYBM01XU41. Temporary phone box provided by Verizon but the party does not recognize my home phone number. Internet access is not available impacting to update my online process especially in this critical coronavirus period. Every time when called, the date keep pushing out for a month and could not give me a set date.

Ticket: # 3881707 - Improper billing etc

Date: 3/13/2020 3:09:56 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: T Mobile

Description

I switched my cell phone provider for phone (b) (6) from T-mobile to Verizon in summer of 2018, possibly July. After I switched I never received any form of communication from T-mobile regarding amounts due, etc. Conversations this morning indicate they have the correct address on file and it has not changed in nine years. I received a phone call from a collection agency about an amount of approximately \$34.00. From conversations with various T-mobile reps that amount is apparently from some \$2.00 charge plus a collection fee. I have been on the phone with multiple people this morning including two supervisors, Nico Max(sp?) and Rizizi (sp?). My phone call with Nico was cut off. Rizizi wanted my pin to access my account which I of course don't have since I haven't used it in over a year and a half. She was trying to tell me that I needed to go to my local store and show them an ID to prove who I am so they can access my account. Of course, especially given the current Covid emergency and the fact that I have wasted way too much time already, I am not going to do that. My conversations with all representatives were almost impossible to follow because of background noise, etc. I am concerned with the amount of time wasted and the possibility that a complaint has adversely affected my credit score. I am seeking to have this matter resolved, and I am seeking financial restitution in the amount of \$1,000 for the stress and my wasted time. This company should be shut down. I anxiously await your reply, thank you.

Ticket: # 3881715 - Century Link fraud

Date: 3/13/2020 3:11:33 PM

City/State/Zip: North Las Vegas, Nevada 89086

Company Complaining About: Centurylink

Description

I have been a Century Link for 3 months. I started at 40mg on a special. I had it for a month and a repairman needed to come out. They have 13 ports for the higher speed but they are bad. The repairman dropped me down without asking me to 20mgs. A week later another repairman came out and again dropped me down to 10mgs. I just called again because of the Coronavirus I may have to work at home. century link s up sale to 40mgs but then drop it to 20MGs. They state that they don't have the money to fix the ports.

Ticket: # 3881946 - Lack of close captioning

Date: 3/13/2020 4:23:24 PM

City/State/Zip: Rockville, Maryland 20852-2696

Company Complaining About: Msnbc

Description

The CNBC app on the Apple TV doesn't seem to caption all its content, especially the live one. I am currently trying to watch the 3:30 PM president news conference regarding the coronavirus, but it is not captioned. As a deaf person, I rely on captions to understand all TV and online content.

Ticket: # 3882034 - Fox Misleading Public regarding Corona Virus

Date: 3/13/2020 4:50:34 PM

City/State/Zip: Fargo, North Dakota 58103

Description

Dissemination of false news related to a health crisis

Ticket: # 3882117 - FOX "News" endangering the public / misinfo COVID-19

Date: 3/13/2020 5:19:43 PM

City/State/Zip: Clinton, Arkansas 72031

Description

Fox News has repeatedly broadcast, not just unsubstantiated, but absolutely insane conspiracy theories in attempts to mislead the American public into unfounded support of Donald Trump. They are now a source of misinformation concerning the infectious disease designated COVID-19 by the CDC.

Ticket: # 3882146 - AT&T's Data Cap

Date: 3/13/2020 5:36:36 PM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: AT&T

Description

AT&T has lifted the data cap on their metered, broad-band customers due to the Coronavirus pandemic and the increased number of people reliant on the network for work/ school at home; they are not releasing the cap for their rural, metered customers. AT&T claims that because their rural customers are required to utilize Fixed Internet off of their cellular towers (which why AT&T can run wired service for home phone and not broadband is a mystery to me), that said customers do not qualify for the cap or overages cessation. We, as rural customers, pay the same, if not more than our city counterparts for much less data (420 g [or less] vs 1T). AT&T is lifting the cap for customers with 1 T of data, but keeping the cap for those of us with 420 or less gig a month. Rural customers are under the same pressures with the Coronavirus outbreak and yet there is no relief for us. The overages that we will incur for broadband will make financial stability difficult, if not impossible. AT&T already has programs in place for their poor & disabled customers in cities; no such programs exist for those living in rural areas. As an aside; I live 7 miles from Frankfort, KY - the capital of Ky and I can not get 'typical' service - we are not remote country here; there are many near us suffering for this decision.

Ticket: # 3882298 - providing misinformation and slander

Date: 3/13/2020 6:57:29 PM

City/State/Zip: Needles, California 92363

Company Complaining About: Frontier Communications

Description

I filed a dispute with my internet provider several months ago regarding my bill due after being told to do so by the technical service department due to the incredibly high number of interruptions in my service. I was told not to pay \$107 of the bill until the dispute was settled which should only take approximately 30 days but instead to pay \$10 which I did. Today I was informed that they would only take \$15 off of the \$107 and that until I paid the remainder my service was being suspended at which point I asked to speak to a supervisor. That supervisor hung up on me! The scheduled technician came to my address did some outside stuff and then left and then called me a short time later informing me that he could not enter my residence because it was stamped across the top of his work order that we have that coronavirus!! That is seriously slanderous and untrue.

Ticket: # 3882327 - Unwanted scam calls

Date: 3/13/2020 7:24:34 PM

City/State/Zip: Boulder, Colorado 80304

Company Complaining About: Nt&t

Description

PLEASE CHECK THIS NUMBER, SCAMMING SENIORS, & IN COURSE OF SCAM, ALLEGES PERSON GIVING INFO TO IS FCC.

ADDITIONALLY, CLAIMS SPECIAL EMERGENCY COVID 19 MEASURE PASSED TO BE SURE/GUARANTEED THAT SENIORS W/COPPER LINES HAVE PHONE SERVICE DURING COVID-19 EMERGENCY. PLEASE GET ON THIS BEFORE THEY SNARE ANY OTHER UNWARY SENIOR AT THIS TIME!!!!!! 605 217-7025 - 605 217-7025 is a number in South Dakota IDs as COMMUNICATIONS ON CALLER ID & IN MY VOICE MAIL.

605 217-7025

Ticket: # 3882372 - Unwanted Phone Call.

Date: 3/13/2020 8:10:43 PM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Renton Wa

Description

Annoying telemarketer and scammers. Uptick in activity since Corona virus scare.

Ticket: # 3882386 - SPAM TEXT RE:CORONAVIRUS

Date: 3/13/2020 8:22:23 PM

City/State/Zip: Cranston, Rhode Island 02921

Company Complaining About: None

Description

I received the UNWANTED HARASSINF SPAM TEXT today shown below in pdf section. It falsely advertised vaccine for Coronavirus. This is an outrage!!

I have been getting similar spam harassing texts from different numbers for 6-7 YEARS. I've been reporting and sending them to you in pdf for over a year. They continue. All are addressed to "Allie" which is not me. All have a link in them they try to get me to click on. I've NEVER clicked on any link in any text of theirs. They all advertise some prize, offer, service, gift..But each comes from a different area code and different number which I block each time. PLEASE DO SOMETHING TO GET THIS TO STOP!! They send them in the middle of the night sometimes. This is such excessive harassment. My local police and my cell phone provider told me to report this to you. I've done that for over a year and nothing stops them. Please help.

Ticket: # 3882564 - Services Interrupted

Date: 3/14/2020 1:25:08 AM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: Comcast

Description

I was directly affected by the coronavirus and quarantined out of work for almost one month which caused me to lose income, I was unable to pay the bill in a timely manner I want to call the company to try to set up a payment arrangement they refuse to set a payment arrangement and suspend my services I am currently unable to work from home in order to make the money to pay the bill some of the file complaint in regards to this matter.

Ticket: # 3882587 - Re: [FCC Complaints] Re: ATT Fixed Wireless

Date: 3/14/2020 5:22:03 AM

City/State/Zip: Clayton, California 94517

Company Complaining About: AT&T

Description

This is a follow-up to your previous request (b) (6) "ATT Fixed Wireless"

Is ATT going to release Data Cap during COVID19 pandemic

Sent from my iPhone

> On Feb 2, 2020, at 12:45 PM, (b) (6) wrote:

>

> Thank you. Yes they resolved my issue and apologized and gave me a credit. They installed my wifi and I love. I'm so happy.

> Thank you

>

> Sent from my iPhone

>

>>> On Jan 29, 2020, at 12:08 PM, FCC <consumercomplaints@fcc.gov> wrote:

>>>

>>

>>

Ticket: # 3882613 - Shannon Burke Show "Florida Man Radio"

Date: 3/14/2020 8:48:00 AM

City/State/Zip: Tampa, Florida 33611

Description

Racist, sexist, insiting coronavirus is made up and not to worry about it. Very alarming statements to many to add now. Please listen and remove from station.

Ticket: # 3882692 - Comcast Data Limits Place Undue Financial Burden on Work From Home Customers

Date: 3/14/2020 11:25:46 AM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: Comcast

Description

With the spread of COVID-19, many employees, including everyone in my immediate family, are now required to work from home. Unfortunately for my profession, like many others, the prospect of working from home might be difficult due to Comcast's low data usage threshold of 1TB per month per household.

My employment requires me to work with legal video media, and I purposefully avoid working from home because to do so would put a strain on the data limits imposed by Comcast that have not been changed in the five years since they introduced data caps despite residential speeds increasing in that time. We would regularly use 75% or more of our allotted data usage before required work from home. Now, I have concerns that customers like us will be pushed up against that limit and financially penalized for it.

I do not believe it is a morally sound decision by Comcast to keep the data limits when so many of its customers are now going to be subject to data overages by forces beyond their control. AT&T has made the decision to suspend its data caps during the pandemic, and Comcast so far has not pursued similar relief action. Currently customers who incur too many overages are subject up to \$200 a month in fees, which would be four times my bill.

I spoke to Comcast a few days ago in which they verbally indicated they would not be enforcing their data caps for 60 days, but I am filing a complaint because as of March 14th Comcast has not provided anything in writing indicating as such. I do not believe it is sufficient to provide a verbal commitment, especially when they have pages of information regarding their response to COVID-19 and suspending data caps is not one of their covered topics.

Ticket: # 3882727 - False TV Broadcast information endangering the Health and Welfare of Americans

Date: 3/14/2020 12:07:45 PM

City/State/Zip: Hooksett, New Hampshire 03106-6403

Company Complaining About: Consolidated Communications

Description

Over the past few weeks, FOX News Corp. has basically been calling the Coronavirus a "Hoax"(Hannity, Ingraham, Limbaugh, et.,al), leading tens of millions of citizens to not even consider emergency preparedness, leading to mass hysteria, and the likely increased transmission of the virus to "pandemic proportions". The demographics for Fox News Corp. skews older than 60. The most vulnerable. The President's delayed actions to combat this "virus" indicates gross misconduct. He espoused the same terminology as the Fox Corp. presenters. There is a nexus. Roll the tape. It is now a National Emergency. Fox News gets it now. Too late, the horse is already out of the barn. The FCC needs to take quick action by suspending the Broadcast License of Fox News Corp. immediately. Or, at the very least, force the removal of the appropriate personnel. The FCC is responsible for the safety of the American people during these times. And yet, the FCC allowed False information to be broadcast, causing senseless loss of life, injury, illness, and untold Trillion\$ of Dollars. Inaction would be deemed a political favor. It is time to act. Commissioner Ajit Pai, this happened under your watch. Not a good look.

thanks, ...

Ticket: # 3882733 - Possible Phishing Website

Date: 3/14/2020 12:15:06 PM

City/State/Zip: Bay City, Michigan 48706

Company Complaining About: AT&T

Description

There is a profile spamming Facebook claiming to offer sales of masks, due to the coronavirus. The website offered looks very suspicious, so I am reporting it to you so you may check it out so people are not defrauded. This is the address: www.maskfactory.store

The profile spamming it is: https://www.facebook.com/xiaolou18?sk=wall&__tn__=%2CdC-R-R&eid=ARAYIFiKKjttCJvqq1pcTvn5x9WsVRivbrqdeCH_1eL2Hso8PKmk5CoyguaPYcwxXnRjemk_q16XFD-B&hc_ref=ARSY3Jq0fXDVbipsammZ3aAUcj_SAK9bm0319jpW41vStV5fazGqnkRbMxnmuvocaJs&fref=nf

The ad: Xiaolou Yang: If you need a small amount of masks for family use, you can go to our online mask factory retail store to purchase in detailed items . The price are are affordable for everyone . Please see all the items at maskfactorystore. You can also follow our Facebook page and get a 20 Euros coupon:
www.maskfactory.store

the person claims it will take a week for the masks to reach the US.

Ticket: # 3882749 - COMCAST INTERNET

Date: 3/14/2020 12:26:05 PM

City/State/Zip: Inkster, Michigan 48141

Company Complaining About: Comcast

Description

Ive been a loyal customer to Comcast since 2016, always paid my bill. During this coronaVirus I had to spend my bill money on more food and toilet tissue cleaning products, etc. I read that all telecommunications companies would help their clients keep their services on, amid the virus, even though in a shutoff period. I am on disability and have one source of income, one times a month. Comcast would not honor the 60 day grace period when clearly we have a national emergency as President Trump declared. I am not trying to get out of paying the bill, some relief for low income would sound like common sense.

Ticket: # 3882934 - Suspicious activity on my icloud account

Date: 3/14/2020 3:51:26 PM

City/State/Zip: Clarkston, Michigan 48346

Company Complaining About: None Just Number And Location

Description

People with separate numbers keep calling and saying they are Applecare from Apple stating that there has been suspicious icloud activity on my account.

They even had someone call me has say they were from Apple and that I had called them. They left messages asking me to call (208)262-0000 which did not work.

Verizon Wireless, my phone carrier, stated this was a non-working number. Interesting that it was during the President's' speech on declaring a National Emergency for the Coronavirus.

These are all the numbers it started yesterday March 13, 2020 at 4:12pm EST (540)-889-1176; 4:27pm EST (540) 385-8696; March 14, 2020 at 1:13pm EST (540) 655-1889; 1:25pm EST (540) 698-8678; 1:45pm EST (540) 883-8709. Then I started blocking the numbers and then they started from another area code at 1:59pm EST from (248) 717-1825; 2:21pm EST (540) 307-8743; 2:32pm EST (248) 717-1480; 2:55pm EST (540)889-1176; 3:02pm EST (540) 999-9198; 3:22pm EST (540) 902-8152

Ticket: # 3882955 - Porting Number issue with Comcast Xfinity Mobile**Date:** 3/14/2020 4:30:03 PM**City/State/Zip:** Dublin, California 94568**Company Complaining About:** Comcast

Description

I was porting my tmobile cell number to comcast xfinity but it is still pending for last 5 days and number from tmobile side is not active as from tmobile it is already ported out. I am without my primary cellphone number (b) (6) for last 5 days. Comcast is keeping my primary cellphone number hostage for past days and it is really risky for me specially with the coronavirus risk in the bay area and primary contact for all my bank accounts, stock accounts, utilities etc. please look into this issue, and penalize comcast for the sham business policies and scheme.

Ticket: # 3882998 - KEEP AMERICANS CONNECTED PLEDGE (COVID-19)

Date: 3/14/2020 5:03:58 PM

City/State/Zip: Baton Rouge, Louisiana 70807

Company Complaining About: AT&T

Description

ATT IS NOT HONORING THE ABOVE PLEDGE SET FORTH BY CHAIRMAN PAI. I CALLED THEM TO INFORM THEM OF THE CUSTOMER OFFER ON THEIR WEBSITE ONLY TO BE TOLD AT FIRST THAT IT'S NOT TRUE. THEN WHEN I TOLD THEM ITS ON THEIR WEBSITE SHE SAID ITS FOR RESIDENTIAL CUSTOMERS ONLY. THEN WHEN I DISPUTED THAT AND TOLD HER TO READ THE WHOLE THING SHE PUT ME ON HOLD FOR AN EXTREMELY LONG TIME THEN CAME BACK ONLY TO TELL ME THAT ITS NOT FOR PREPAID CUSTOMERS. CLEARLY THAT IS NOT THE TRUTH NOR DOES IT STIPULATE THAT IN THE CUSTOMER OFFERS. ITS EVIDENT SHE DIDN'T WANT TO HONOR THE PLEDGE THAT WAS SET FORTH BEING THAT I AM A CURRENT PREPAID CUSTOMER AND HAS HAD THEIR PREPAID SERVICE FOR MORE THAN 10 YEARS. THE SITE INFORMATION THAT I AM REFERENCING IS about.att.com/pages/COVID-19.html. COULD YOU PLEASE ASSIST ME IN GETTING THIS 60 DAY OFFER THAT IS MENTIONED? THANK YOU

Ticket: # 3883033 - Over 100 calls from: Utah State Drive of National Police Department

Date: 3/14/2020 5:42:28 PM

City/State/Zip: Park City, Utah 84060

Company Complaining About: Utah State Drive For National Police Department

Description

Hello,

We have been receiving phone calls all day from these numbers:

435-681-8770

435-268-6851

435-681-8657

They are asking for donations and we have asked 5 times to be on the do not call list and they cannot complete this. This has affected our daily business operations when we have many guests affected with the State of Emergency & Corona Virus Calls.

Please see if they can stop calling our property.

Thanks,

(b) (6)

[REDACTED]

[REDACTED]

Ticket: # 3883042 - Price gouging due to coronavirus outbreak

Date: 3/14/2020 5:52:40 PM

City/State/Zip: Ossining, New York 10562

Company Complaining About: Optimum

Description

My Showtime subscription was canceled and when I called to figure out the reason, the Optimum representative replied with something to the effect that due to the coronavirus outbreak many people are staying inside their homes watching television and they are increasing their rates accordingly

Ticket: # 3883229 - Complaint against Fox Broadcasting and Affiliates for Public Endangerment

Date: 3/14/2020 9:58:27 PM

City/State/Zip: Sunny Isles Beach, Florida 33160

Description

Dear FCC Commissioners: Surely you must be witness to and recognize the tremendous risks to human health and safety being promulgated by broadcasting misleading, erroneous and knowingly false information regarding the Coronavirus outbreak on a mass scale by Fox News and other media outlets under your purview, purely for political and commercial gain. If endangering human life is not the regulatory line which cannot be crossed, what is? If it not your role to protect the American public from abuse by those you are charged with regulating, then why should we support your taxpayer funding? (b) (6)

Ticket: # 3883236 - RE: Request received: Internet Availability

Date: 3/14/2020 10:13:24 PM

City/State/Zip: Rocky Point, North Carolina 28457

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1989082 "Internet Availability"

I've been requesting someone with some type of authority to have the internet ran to our neighborhood, but it seems no one can do anything about this, I'm officially appealing to the Federal Communication to help with this. Since this situation has been deemed a pandemic emergency, we have no internet to support or kids during the shut down of the school system here in Pender COUNTY, NORTH Carolina, the AT&T company says it would only cost 30 thousand to run the cable to our neighborhood, and that money has not been allotted for my neighbor hood, seems very funny to me that the closest neighbor that has internet is only 2000 ft from us. I'm requesting help from someone that might be able to have the funds released to supply my area with internet, can you help us?

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

Sent from AOL Mobile Mail

On Tuesday, October 17, 2017 FCC <consumercomplaints@fcc.gov> wrote:

#yiv7032158737 table td {border-collapse:collapse;}#yiv7032158737 body .filtered99999

.yiv7032158737directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 3883243 - 2nd Complaint - Direct TV / AT&T Fixed Wireless Internet**Date:** 3/14/2020 10:53:02 PM**City/State/Zip:** Shelbyville, Kentucky 40065**Company Complaining About:** AT&T

Description

Previous Ticket No. (b) (6). AT&T has a network or an over-subscription problem that they refuse to address. I had some calls from my previous FCC complaint but there has been no resolution. I also have an AT&T hotspot that utilizes their cell phone network which appears to be a completely different network. That connection is starting to take spikes as well now. (They may be trying to offload traffic from the fixed wireless network onto the cell network?) After over a month, I still have 30% packet loss which makes it impossible to stay connected to games. I may have to work remote due to Covid-19 shutdown and I need to be able to connect reliably to our corporate VPN.

This is happening in multiple areas around the country as people like me are joining their forum board trying to get help.

See thread here:

<https://forums.att.com/conversations/att-internet-equipment/fixed-wireless-high-packet-loss/5e193b06758fed77cf876d2d>

Ticket: # 3883254 - Profanity on the radio

Date: 3/14/2020 11:24:39 PM

City/State/Zip: Vail, Arizona 85641

Description

On Friday, March 13, 2020, at around 4:30pm my family and I were exposed to some profane language on the radio. The station was 104.1 fm and we were in Payson, AZ. As we scanned stations searching for music, the radio stopped on 104.1 in the middle of a conversation that seemed to be about dealing with the coronavirus. The speaker started saying that he drinks "a ton of f*cking water", I asked my wife if she heard the same thing I did, and she confirmed. We noted the station number and and scanned on quickly to avoid any further exposure for our children. I'm greatly disappointed that we had to have this happen to our young children.

Ticket: # 3883536 - Fox News

Date: 3/15/2020 3:31:32 PM

City/State/Zip: Wichita, Kansas 67207

Description

During this pandemic, and really at all times, the blatantly false information being aired on this network is not only wrong, but dangerous. For the FCC to ignore this is irresponsible. Fox should be taken off the air until some monitoring is done, and they're held accountable for the lies they're airing to Americans. What is the FCC, the supposed watchdog for media, doing?

Ticket: # 3883645 - Coronavirus predators

Date: 3/15/2020 5:28:46 PM

City/State/Zip: Lore City, Ohio 43755

Description

I have received text messages regarding the Coronavirus and I believe these texts are definitely a SCAM!

Ticket: # 3883704 - Availability

Date: 3/15/2020 6:22:42 PM

City/State/Zip: Cartersville, Georgia 30121

Company Complaining About: Comcast

Description

Since Corona virus is shutting our schools down, our whole street barely have any type of internet access. I am pretty sure that we would love to have some sort of access to the internet which isn't satellite.

Ticket: # 3883729 - Disconnection threats from Spectrum

Date: 3/15/2020 7:03:15 PM

City/State/Zip: Garner, North Carolina 27529

Company Complaining About: Spectrum

Description

I am being harassed about my amount due for my cable and internet service with Spectrum even after explaining that I am a student of a school that has been shut down due to the Coronavirus and going to online only as well as having a elementary aged child whose school has been shut down!! They are telling people we must apply for assistance to not be shut off under the pledge they made to not during the next 60 days although I gave them a date of payment so I can pay for food for my kid during this school shut down!! They are only giving me until the 24th of March and that is not what there website is telling customers, I am being harassed by nonstop automated calls and text messages!! During this time to add more stress is crazy and they should honor their pledge to the public!!

Ticket: # 3883876 - ATT & SPECTRUM "Low income internet approved" and "after I am DENIED"

Date: 3/15/2020 11:35:39 PM

City/State/Zip: Clarksville, Indiana 47129

Company Complaining About: AT&T

Description

RE: Low Income Internet is APPROVED & AFTER your DENIED repeatedly

I am writing for a very ill friend (b) (6) that resides at (b) (6) IN (b) (6)

(b) (6), is on SSI and elderly, and ONLY can afford analog TV, ever since cable took over 30 years ago, and he can't afford internet, or get any streaming TV service [except two channels] Andy Griffith & Fred Sandford, and his other channels are complete snow. (b) (6) has no contact to the outside world, or any actual television on what REALLY going on watching Andy Griffith re-runs, for the last five years.

(b) (6) is on SSI, low income, elderly, permanently disabled, on HUD housing, LIHEAP, FOOD STAMPS, and has to remain bed ridden, on kidney dialysis 12 hours a daily, and unable to leave his apartment.

SPECTRUM or ATT refused to make ONE acceptance to get internet installed for (b) (6) (that he qualified for) after he qualifies ATT & SPECTRUM says they don't offer low income internet in his area of Clarksville, IN 47129. (b) (6) is on SSI, HUD, LIHEAP, FOOD STAMPS, and is dying with a Kidney disease and is being denied LOW INCOME internet to stream TV....I have applied for him several times, Gary is unable and has no internet or computer.

(b) (6) has been awaiting a kidney-donor, for a kidney transplant, for 5 long-years, and he is unable to leave his home, and very depressed, while "awaiting for his kidney donor alone will depress your waiting for a kidney transplant" and all he can afford is analog TV because it's free. And he needs The Spectrum Internet Assist program that provides reliable, internet access at an affordable price for qualifying households or ATT ACCESS (are they putting the federal funding into their own pockets while they deny eligible applicants low income internet?) Can you please help my friend that is dying, to be able to watch TV, before he dies, if he doesn't get a Kidney Donor.

SPECTRUM ASSIST & ATT ACCESS HAVE BOTH DENIED GARY MANY TIMES LOW INCOME INTERNET HE QUALIFYS FOR. But SPECTRUM ASSIST & ATT ACCESS they have informed Mr. (b) (6) they will provide him FULL PRICE INTERNET at any time in his area?

PLEASE (b) (6) is on SSI and he is literally dying with a Kidney disease, and may never get a Kidney Donor now, with Coronavirus, or his medications from China ... (b) (6) is so depressed that he must sit in his apartment alone, with no TV, being permanently disabled, on SSI, on LIHEAP, on HUD, on FOOD STAMPS, on MEDICAID, and he still DENIED low income internet can you please investigate this and get this dying man television service, this is a sin to treat a person this inhumane.

Thank you for your kindness and consideration in this matter and appreciate your support.

(b) (6)

[REDACTED]

Ticket: # 3883906 - ABC15 Inciting Panic

Date: 3/16/2020 3:20:22 AM

City/State/Zip: Phoenix, Arizona 85027

Description

ABC 15 along with other local stations are inciting fear and panic in the public, related to the coronavirus/COVID19 with unethical, click-bait headlines and inaccurate, misleading information. See example linked below. Please hold these institutions accountable during this volatile time for our country.

<https://www.abc15.com/news/region-phoenix-metro/central-phoenix/as-many-as-70-000-az-residents-could-have-coronavirus-according-to-cdc-models>

Ticket: # 3883941 - Lost TV stations

Date: 3/16/2020 8:02:16 AM

City/State/Zip: Tallahassee, Florida 32309

Company Complaining About: I Think It's A Ge Converter Box.

Description

Lost 40.1, 2, 3, 45.1, 2 & 49.1, 2, 3 over the weekend in Arbor Hills subdivision , Tallahassee, Florida. Didn't know if stations closed for Covid-19 or a neighbor is jamming them. Station #'s 6, 11 & 27 still work. Not sure if this is availability or interference.

Ticket: # 3884066 - Radio Complaint

Date: 3/16/2020 10:04:30 AM

City/State/Zip: Kent, Ohio 44240

Description

- The consumer is calling about a radio station
- He states they are saying the Coronavirus is a complete Hoax
- It is WNIR- 100.1 out of Kent Ohio
- He states they need to be penalized for this

CTR405-phone

Ticket: # 3884108 - Slow internet/company monopoly

Date: 3/16/2020 10:25:10 AM

City/State/Zip: Swanton, Ohio 43558

Company Complaining About: Centurylink

Description

Internet speed is 768 kb. We are unable to get internet from any other company as they state they are not authorized to service our area. Centurylink has no plans to upgrade speed in our area, which has now put students forced to online schooling due to pandemic at a disadvantage to completing assignments. By allowing other companies access to the area will force Centurylink to be competitive and increase internet speed.

Ticket: # 3884130 - Spectrum Complaint

Date: 3/16/2020 10:36:11 AM

City/State/Zip: Dexter, New York 13634

Company Complaining About: Spectrum

Description

Consumer is stating that she has poles right at her home and the consumer says that she is trying to get internet service

Spectrum says no that they can not get the service and the neighbors have the service

The consumer said that reps are always coming to her home to sign her up for service then they turn around and say no

As well the consumer is being slammed with solicitation mail but can not receive service

The consumers kids need internet service due to the fact that they are out of school due to the corona virus

Consumer wants this resolved by getting the internet set up at her home ASAP

Ticket: # 3884280 - Comcast Xfinity cable company complaint

Date: 3/16/2020 11:31:14 AM

City/State/Zip: Leominster, Massachusetts 01453

Company Complaining About: Comcast

Description

Due to the Global Pandemic of the Coronavirus my children's school has been closed for 3 or more weeks and are now having classes online daily. I am a current customer with cable and internet but my speed and connection is not working properly. The connection is very slow and keeps kicking my child off line. I have called several times to Comcast Xfinity cable company to ask for a FREE upgrade on a faster internet speed but was told they can't offer any free upgrades to EXISTING CUSTOMERS only people who don't have internet currently will get 2 months FREE service which to me is NOT FAIR and ridiculous. all I'm asking for is an upgraded speed so mu kids can do their school work without any interruptions during this NATIONAL CRISUS.



[Ticket: # 3884298 - TV commentators on Fox network endangering U.S. with false info on Corona virus](#)

Date: 3/16/2020 11:36:19 AM

City/State/Zip: Piedmont, California 94611

Description

The Fox News network is allowing and promoting its employees and guests to broadcast dangerous misinformation about COVID-19. The information directly contradicts the CDC, CMS, Dr. Fauci, and the U.S. Surgeon General. The false information they broadcast directly endangers lives and actually promotes spreading the virus.

Ticket: # 3884307 - Corona call Chinese speakingThe number is not a working number. I do not want an elderly person to be scammed by anything on the coronavirus as seriou

Date: 3/16/2020 11:38:53 AM

City/State/Zip: Robbinsville, New Jersey 08691

Description

1-855-345-6507 I just received a call from that number indicating that regarding the coronavirus 19 that they had some information about me and it was very important I was to press one for an English-speaking person. I did not press Number one as indicated a Chinese speaking voice came on. The number is not a working number. I do not want an elderly person to be scammed by anything on the coronavirus as serious as it is. Thank you my phone number is (b) (6)

Ticket: # 3884418 - Radio Frequency Availability

Date: 3/16/2020 12:13:16 PM

City/State/Zip: Tulsa, Oklahoma 74102

Description

My company, The Williams Companies, is a natural gas transmission company using licensed and unlicensed radio frequencies to communicate mission critical data from our pipelines to headquarters. Our safe operation of gas pipelines requires radio data transmission. Could the COVID19 situation cause any interruption in radio transmission of data? Does the FCC foresee bottlenecks or risks to the availability of radio transmission?

Ticket: # 3884440 - COMCAST free WiFi access

Date: 3/16/2020 12:25:39 PM

City/State/Zip: Everett, Washington 98201

Company Complaining About: Comcast

Description

COMCAST announced free WIFI access in response the national COVID crisis. They only opened access to WiFi spots in public gathering places, which are all shut down in the state of Washington. They limit eligibility to certain customers, will not tell me if I am eligible, and will not disclose the conditions for eligibility. In order to gain access, I had to create an account. In order to get considered for free access, I had to give them credit card information. This predatory business practice to try to gain public support through an empty gesture is disgusting.

Ticket: # 3884525 - Keep Americans connected pledge

Date: 3/16/2020 1:10:33 PM

City/State/Zip: Albion, Michigan 49224

Company Complaining About: T Mobile

Description

Hi I just seen the keep American connected pledge on the news. So I called my provider who is through T-Mobile and they told me the only thing they would do for me was give me 10 day extra to pay my bill!! I just lost my job due to this corona virus and now I have to support my 3 kids on my last paycheck. I am very outraged right now seeing as my friends have metro by T-Mobile and they got there bills compensated

Ticket: # 3884540 - CenturyLink slow internet provisioning

Date: 3/16/2020 1:14:06 PM

City/State/Zip: Foristell, Missouri 63348

Company Complaining About: Centurylink

Description

Too Slow. Our subdivision is in the Northwest corner of St.Charles County, Missouri. Internet bandwidth is very low/slow. We currently get close to 1.5Mbps but often lower and up stream speed is much slower. With current COVID outbreak we are encouraged to work from home. Centurlink is not providing sufficient bandwidth despite having fiber at the entrance of our subdivision. Our company recommends a minimum of 30Mbps down and 10Mbps up. Fiber has been installed to the entrance of our subdivision for months, but no bandwidth increase has been provisioned. We are paying same price for 1.5Mbps as CenturyLink advertises for 100Mbps.

Ticket: # 3884597 - Charter Cut Her Services Off

Date: 3/16/2020 1:32:22 PM

City/State/Zip: Florence, South Carolina 29501

Company Complaining About: Charter

Description

Charter Spectrum disconnected her service today . The consumer is 71 years old and has Cable service through Charter Spectrum. She has TV and internet service.

She called them today to verify information, that was provided last week, by one of their reps. She believes that the customer service rep had told her that she had until the 15th or 16th to pay her bill.

When she called, Charter, a different rep advised her service was already off. However, when she turned the services on, they were still operational for a little while this morning and then services went off.

Services were working yesterday and the consumer had seen the news announcement where the telecom companies promised to keep consumers connected during the pandemic so that they would have access to news, their doctors, and public Wi-Fi, etc.

The consumer stated that she can understand about the TV service. However, she does need the internet service so that she can have access to communications with her doctor should she experience any concerns, with regard to exposure of feeling ill.

The consumer stated that she attempted to make an arrangement for this coming Friday. However, she was advised, by the IVR that she must pay approximately \$156.00 to stop the disruption of service and she now actually owes \$305.00 because her new bill just generated.

The consumer stated that Charter has told her, on various occasions, that Charter does NOT provide extensions of any kind! She sometimes needs just a few days due to being on a limited income! She has had to borrow money to extend it for just one day!

Ticket: # 3884626 - USAC Life Line Renewal Complaint

Date: 3/16/2020 1:44:18 PM

City/State/Zip: Champlaine, New York 12919

Company Complaining About: Safelink Wireless

Description

- * Consumer trying to apply for life line phone service.
- ** Consumer trying to renewal life line with Safe Link Wireless The carrier is not the problem

- * Consumer;s life line application is in pending status with USAC since December 2019. have approval letter
- . * Consumer spent 4 hours on 3-15-2020 trying to get approved.
- * Consumer state the application ask questions consumer not able respond to.
- * Consumer live in United States for 15 years.

- * The xerox machine not making clear photo copies.
- * Consumer was ask to give a benefit letter to USAC and consumer complete many requirements that USAC ask for.
- * Consumer is a senior citizen and 75 years old.
- * Life line web site not working.
- * Consumer have a ID number.
- * Consumer will lose her phone number and service.
- * Internet links not working.
- * Due to Coronavirus library is close in New York city.
- * Consumer not able to work at the hotel.
- * New York state officials have hotels close down to help stop spread of Coronavirus

Ticket: # 3884670 - Service Issues

Date: 3/16/2020 1:55:52 PM

City/State/Zip: Elk, Washington 99009

Company Complaining About: Centurylink

Description

- The consumer is calling about Centurylink as her carrier
- She only has Internet service thru them
- She states she has had Intermittent service thru them
- She states her calls are being dropped
- She states she has had a cable down on her property since October 2019
- She states she had a tech out on Friday, and they advised all the equipment is old
- She states they are being required to work from home due to the Coronavirus
- The consumer wants the carrier to up the application for replacing her lines

CTR405-phone

Ticket: # 3884747 - Unexpected increase in monthly bill from Xfinity (Formely Comcast)

Date: 3/16/2020 2:17:49 PM

City/State/Zip: Sammamish, Washington 98074

Company Complaining About: Comcast

Description

I am an Xfinity internet and TV service user since 2011. A couple of years back I decided to cancel my services because of significant hike in the monthly bill. When I reached to Xfinity store they offered me another plan where I can get TV and internet services for \$70 per month without any agreement. I can avail that offer life long without any increase in monthly bill or reduction in service. So, I accepted that plan. Now today, I got an email from Xfinity where they increased my monthly bill from \$77 to \$107. So, I reached out to them and now they are saying that the plan I am using was good for two years. The plan is ended now and as per new plan I need to pay \$107 to use same services. The other plan they offered will cost me \$72 but some of the TV services would not be available. This is not acceptable to me as I felt cheated. So, I requested to talk to the supervisor, the lady put me on hold saying that she will transfer the call to supervisor. After sometime the call got disconnected and nobody reached out to me. During the time when we all are dealing with Corona virus threat internet and TV are important medium to help our customers especially working from home. In this time this is really inhumane to increase the bill and focusing on earning more money. Especially when Xfinity committed to me that the plan I am accepting will be good for lifetime. Please help me to solve this issue so that I can help my customers and being aware about Corona virus through internet and TV.

Please note, Xfinity never informed me that my two year agreement is ending on so and so date and then onwards my bill will increase by \$30. Which clearly says that there was no agreement and the plan I accepted was valid for lifetime.

Ticket: # 3884750 - Direct TV scam disconnect charges

Date: 3/16/2020 2:19:30 PM

City/State/Zip: Los Altos, California 94022

Company Complaining About: AT&T

Description

I stopped my ATT -Direct TV services 10 days ago and was told by a representative to return equipment by April 6. I went to Fedex office today but was able to return only ATT portion of equipment, as nothing was entered for Direct TV return. Called and emailed the latter provider many times, no response. I am quarantined now due to COVID 19 and will need equipment to be picked up from home, but have no way of reaching to a person with knowledge at Direct Tv

Ticket: # 3884921 - Spectrum not helping loyal customers with bill.

Date: 3/16/2020 3:15:18 PM

City/State/Zip: Oakland, Florida 34787

Company Complaining About: Spectrum

Description

I have been a spectrum/brighthouse customer for over 15yrs. Due to the corona virus our employment will drastically change with a loss of income. Spectrum refuses to provide a change to account to help with the high cost of the service. if we take cable off they said they will increase our internet bill plus charge us an additional \$25.00 fee for cancelling the cable service. THEY WILL PENALIZE OUR ACCOUNT FOR REMOVING CABLE IN ORDER FOR US TO SAVE MONEY THEY ARE GOING CHARGE US HIGHER RATE FOR INTERNET. Not fair that we are being punished for having financial problems and needing to make changes to our bill.

Ticket: # 3885161 - dangerous misinformation

Date: 3/16/2020 4:33:28 PM

City/State/Zip: Holden, Massachusetts 01520

Description

Fox news is spreading dangerous misinformation regarding proper personal conduct during a pandemic.

You can help solve this problem (and save lives) by stopping reckless disinformation in all its forms, but especially lies meant to support any political agenda.

Ticket: # 3885212 - Internet complaint Consolidated Communications**Date:** 3/16/2020 4:45:19 PM**City/State/Zip:** Springfield, New Hampshire 03284**Company Complaining About:** Consolidated Communications

Description

I live in Rural Springfield NH. Consolidated is the ONLY internet provider available to me. I have their most powerful service at 10mbps. This is VERY slow compared to most internet providers. Due to the current Corona virus both my college aged sons are home and need to be online all day for the completion of their college classes. This internet does not meet our needs. I called to request options. They advised they were not offering any solutions or assistance during this crisis. (unlike most other larger providers who are waiving limits, boosting service etc.) They advised my only option is to get an additional line. There will be a 19.99 installation fee and 129.00 cancellation fee if I don't keep the line for 2 years. They were not willing to waive these fees, they are not offering a discounted rate to help get us through this situation and I have to wait a full 2 weeks to get the second line installed causing great hardship to me as a full time work from home person and for both my college aged boys who would put their college grades at risk if they cannot call into their remote classes. i am beyond frustrated. This seems like unnecessary hardship being caused to a loyal customer. I am sure there is nothing you can do, but I needed to file this formal complaint as , in my opinion, what they are doing is wrong. Regards (b) (6)

Ticket: # 3885235 - Not Accessible

Date: 3/16/2020 4:51:12 PM

City/State/Zip: Orangevale, California 95662

Description

California Gov. Gavin Newsom held a press conference on March 15, 2020, to update the public about California's response to the coronavirus outbreak. The camera focused on Gov. Newsom and the interpreter next to him until it was the reporters' turn to ask questions. At that time, the camera kept moving to the reporters causing me to miss the questions and the first part of Gov. Newsom's response.

Ticket: # 3885292 - intermitent outages and slowww internet

Date: 3/16/2020 5:10:20 PM

City/State/Zip: Renick, West Virginia 24966

Company Complaining About: Hughes Net

Description

I am writing concerning the poor internet service in rural Wva we are reduced to Hughes Net for our service. As such the service is weak and intermittent. With all of the discourse over the pandemic it would be greatly appreciated if the FCC could do something to urge Hughes Net to increase bandwidth or whatever so that we can stay upto date with latest info.

Ticket: # 3885297 - Internet access

Date: 3/16/2020 5:14:18 PM

City/State/Zip: Sugar Grove, Pennsylvania 16350

Company Complaining About: Verizon

Description

Verizon is the DLS provider in my area and they are no longer accepting new customers. I need internet for my sons college classes due to coronavirus closures.

Ticket: # 3885313 - 8+ yr old outdated, poor quality internet service interrupting work & education during COVID-19 Crisis

Date: 3/16/2020 5:17:38 PM

City/State/Zip: Carrollton, Georgia 30117

Company Complaining About: AT&T

Description

I have contacted AT&T 2-3 times a year for the past 4 years to find out when and if there was a plan to update the services to one that would match those within the city limits as we live in a rural area. While they had no plans to make any updates, they also wouldn't allow any other company to come in and provide a service that would meet the demands of the current technology. Now we are in the midst of a crisis, our county has sent the children home with computers to log into class from home which requires a bandwidth equal to what we have. That bandwidth is taken up by ONE child logged into class, not to mention a second student or me who has to work from home and do virtual conferences. It's day 2 and my work has already been effected in addition to the education my children can not receive because of constantly being kicked out of their virtual class session due to low bandwidth.

There was a petition that circulated our town (Mt. Zion) a couple of years ago to ask AT&T to upgrade the services...but that was to no avail.

I can't lose my job and my child shouldn't suffer because a corporation is unwilling to meet the needs of its customers or relinquish the territory to another company that can. Comcast has already contacted the City Hall of Mt. Zion, I am praying that they provide a solution or that the FCC steps in and helps mediate one, because we have no idea how long these restrictions will last.

Ticket: # 3885388 - Paying to use my own modem now

Date: 3/16/2020 5:51:57 PM

City/State/Zip: Miami, Florida 33127

Company Complaining About: Comcast

Description

Comcast using corona virus to make a profit? why now when the economy is taking a hit i am now being charged \$50 to use my own modem??? where did this bullshit charge come from? its use my \$15 a month device that costs \$180/a year or go fuck myself???

Ticket: # 3885472 - Unwanted call

Date: 3/16/2020 6:31:45 PM

City/State/Zip: North Hollywood, California 91606

Company Complaining About: 3 M.s. Safety Program

Description

Unwanted call offering medical testing supplies for Corona virus.

Ticket: # 3885480 - MSNBC -Lawrence O'Donnell

Date: 3/16/2020 6:34:44 PM

City/State/Zip: Las Vegas, Nevada 89135

Description

Stating that people dying in COVID Outbreak is because Donald Trump is the President is disgusting and inciting for people.

Recommend you pull MSNBC's FCC license. While your at it CNN 's as well. I've never seen this level of lying and malice in TV journalism..

Ticket: # 3885491 - Unwanted call

Date: 3/16/2020 6:40:43 PM

City/State/Zip: N. Hollywood, California 91606

Company Complaining About: 3 M.s. Safety Program

Description

Unwanted call offering medical testing supplies for the Corona virus.

Ticket: # 3885575 - Local channels marked with copy-once flag

Date: 3/16/2020 7:25:42 PM

City/State/Zip: Santa Barbara, California 93109

Company Complaining About: Cox

Description

I live in Santa Barbara and use Cox for TV. I am renting a CableCARD from them which I use with customer-owned TV tuning hardware.

The following local channels are encrypted using copy-once flags which makes them unavailable to me. These channels carry important community health information about covid19 such as local meetings and announcements, which I am unable to watch with my TV equipment.

13	MYNET
17	TVSBV
18	CTYTV
19	CTYGL
20	CSBTv
21	CARPT

Ticket: # 3885731 - Corona Virus Data Cap Suspension Does Not Apply to Wireless Plans

Date: 3/16/2020 10:30:31 PM

City/State/Zip: Kaufman, Texas 75142

Company Complaining About: AT&T

Description

On March 12th, AT&T stated that they are suspending data caps for wired and fixed wireless plans to assist with customers that have to work from home because of the Corona virus. They did not include wireless plans. There are many rural and exurban customers, like myself, who use AT&T wireless as their primary internet provider for their home because that is the best option available to them. AT&T's refusal to give relief to these customers puts a potential financial burden on them, and may also impair their ability to work from home due to throttling that usually accompanies wireless plan data caps. This could jeopardize some customers' jobs.

T-mobile announced on the same day that they are removing data caps for their wireless customers in response to the Corona Virus.

Ticket: # 3885764 - AT&T U verse

Date: 3/17/2020 12:33:29 AM

City/State/Zip: Miami, Florida 33130

Company Complaining About: AT&T

Description

I have been a U verse customer for over two years now and have consistently paid less than \$100 for cable and internet services. My billing cycle ends around the 10th of every month and my bill is typically due on the 14th of every month. This month I went to pay my bill and noticed that it had more than doubled for the month of March 2020. I couldn't seem to understand why, being as though I was contracted at a set price for the term of 24 months. When I contacted customer service, after being on hold for over 45 minutes, I was told that my promotion had expired and that is why my bill had more than doubled (although my services had not once changed). I decided to cancel my services because lets be real, who wants to pay more than double for the same exact service they had been paying half the price for nearly two years. I was then told that AT&T no longer does prorating so although I was requesting to cancel my services before the billing cycle, and despite the fact that the services have already been canceled and disconnected, I would still be responsible for the final bill which was \$220. I am confused as to why I am responsible for pay for three additional weeks of service although they were canceled? As a dedicated customer, who not only has had U verse for two years, but AT&T wireless for over 15 years, it is very disheartening to not only have my bill doubled, but then be responsible for continuing to pay for a service I have already canceled. On top of that, to deal with this during a national pandemic, when I was just laid off is heartbreaking. One of AT&T's core values is to be there for consumers, and not only was the ball dropped, retention services and management did not even try to rectify for retain me as a customer. The only reason I even have U verse is because it is the ONLY cable provider accessible in my building! I plan to also cancel my wireless services being as though AT&T has showed me that I'm no longer of any value as a consumer!

Ticket: # 3885771 - Emergency Broadcasting System

Date: 3/17/2020 1:01:26 AM

City/State/Zip: Candler, North Carolina 28715

Description

I hope I am reporting this problem to the correct place.

The problem is that every time the EBS runs a test it does not play correctly on my television. The sound skips through the entire message so that you cannot understand anything that is said. Also, after the EBS message is finished and it goes back to the regular programming the sound on my television is at a lower tone until I change the channel then change it back...then the sound goes back to normal. This issue has been going on for years now and it has been getting worse over time. I did not think it a real problem, just a very mild inconvenience, until the Coronavirus happened and I thought to myself...well it might be quite problematic if the EBS does not work properly on my television! Anyway, I thank you for your time and effort in this matter, I appreciate it.

Ticket: # 3885800 - All Services Not Working AGAIN

Date: 3/17/2020 4:14:00 AM

City/State/Zip: Montgomery, Texas 77356

Company Complaining About: Sudden Link

Description

All of my services including cable and Internet will not work and have been out for several days. During this coronavirus panic, I am left with zero information. I'm in the dark. They sent a technician but the problem was not fixed. I wait with no Internet or cable, only leaving to go to work as I self Quarantine during this crazy time. PLEASE HELP!

Ticket: # 3885802 - All services not working AGAIN

Date: 3/17/2020 4:18:45 AM

City/State/Zip: Montgomery, Texas 77356

Company Complaining About: Sudden Link

Description

During this coronavirus panic, My cable and Wi-Fi have both stopped working for several days. I've been left in the dark with zero information about what is going on and how to take care of myself. I pay my bill but my services have not been fixed. Please help ASAP!

Ticket: # 3885806 - Failure to alert for COVID-19 <<employee complaint/whistle-blower>>

Date: 3/17/2020 5:17:25 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Ota

Description

WDVM has failed to alert its coverage area within the Commonwealth of Pennsylvania about the actions of its state in combating COVID-19. While half of its coverage area broadcasting into southern PA, WDVM has presented itself as unable to promote the common good of its allowed broadcasting power and direction.

Ticket: # 3885830 - Unsolicited text

Date: 3/17/2020 7:58:14 AM

City/State/Zip: Topeka, Kansas 66605

Company Complaining About: Representative Steve Watkins

Description

I am a registered Democrat in the state of Kansas and received an unsolicited political text from Representative Steve Watkins on my personal cell phone without my prior permission or consent.

Ticket: # 3885842 - Unsolicited political texting

Date: 3/17/2020 8:19:05 AM

City/State/Zip: Crestview, Florida 32536

Company Complaining About: Representative Jay Trumbull

Description

I received a political text from Jay Trumbull's campaign advising me to try and go out and vote for Trump despite the recent advisement to avoid social gathering due to the coronavirus. I have a number of issues with the text:

It is addressed to "fellow Republicans" (I'm not a Republican, I'm NPA - No Party Affiliation)

As NPA, in Florida I'm not even eligible to vote in the primary as we're a closed primary state

Jay Trumbull is in a different county. Why is someone who is not my representative soliciting my vote?

[Ticket: # 3885856 - Refusal to reconnect timely in pandemic](#)

Date: 3/17/2020 8:56:21 AM

City/State/Zip: Perrinton, Michigan 48871

Company Complaining About: Casair

Description

We forgot to update our payment card so payment was declined. Service was shut off less than a month later. They refused to reconnect right away even though I am working from home during pandemic

[Ticket: # 3885859 - price gouging because of Coronavirus](#)

Date: 3/17/2020 9:05:33 AM

City/State/Zip: Sloatsburg, New York 10974

Company Complaining About: Optimum

Description

Just as the Coronavirus was ramping up in intensity and talk of closing schools, social distancing, and working from home had come to the forefront of fighting the spread of this disease low and behold Optimum raised their rates across the board knowing that usage was going to increase exponentially

Ticket: # 3885896 - Re: [FCC Complaints] Re: Phone service by landline

Date: 3/17/2020 9:43:43 AM

City/State/Zip: Laurel, Maryland 20708-3204

Company Complaining About: Windstream Communications

Description

This is a follow-up to your previous request (b) (6) "Phone service by landline"

----- Original Message -----

Date: Mon, 09 Mar 2020 10:04:19 +0000

Hello. the Governor of Maryland issued new laws regarding the corona virus pandemic forbidding utility companies from turning off their services. Thiis obviously includes landline phone service. I hope TalkAmerica will abide by the law or they will be in trouble with the law.

(b) (6)

Ticket: # 3885906 - Unable to work from home or student sign in for elementary School, during covid 19 national emergency

Date: 3/17/2020 9:54:43 AM

City/State/Zip: Bushnell, Florida 33513

Company Complaining About: Hughes Net

Description

my mom has to work from home, as well as send in my great nephews school work, he lives in Georgia, due to school closing,pany is Centrylink and have refused to upgrade our 25 yr old DSL less than 2kbps up and down, not even 1 mbps. we were forced to go to Hughes satellite internet. They will not lift data caps so she can work from home also (b) (6) is unable to attend his online classes

Ticket: # 3885923 - Local news falsely reporting on Coronavirus

Date: 3/17/2020 10:15:40 AM

City/State/Zip: St Helen, Michigan 48656

Company Complaining About: Spectrum

Description

On Sunday our local news: 9&10News out of Traverse City, Michigan (email news@9and10news.com) reported that President Trump "lied" regarding Google providing assistance in developing a website that will aid in providing information regarding the Corona Virus. I believe this type of reporting, which is false, spreads fear and panic by undermining faith in our government. I have reached out to them regarding a public clarification, provided them a link to an article in Reuters which debunked their story and they have offered no clarification.

Ticket: # 3885967 - Don't let ISPs reinstate data caps

Date: 3/17/2020 10:47:47 AM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

This has taught us that communication companies can lift data caps and handle high network traffic without everything falling apart like what they lied to consumers about. I feel we learned the importance and how much data is really utilized for applications not just for entertainment in the future we are in now. Please don't let Cox Communications re-establish the lies surrounding data caps. As posted on their site-

"Cox is offering the following over the next 60 days, through May 15:

A \$19.99 offer for new Starter internet customers with a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students.

Eliminating data usage overages beginning today to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plan will receive credits."

This should be everyday! Epidemic or not greed is the only motivation for these poor business practices.

Source-

https://newsroom.cox.com/Cox_expands_coronavirus_relief_for_remote_workers_and_students

Ticket: # 3885998 - Comcast disconnect service during coronavirus outbreak

Date: 3/17/2020 11:02:02 AM

City/State/Zip: Villas, New Jersey 08251

Company Complaining About: Comcast

Description

Comcast offers free WiFi, waives data cap and late fees, won't disconnect service during coronavirus outbreak but this morning comcast shut of our service when both of my kids are home and no work during outbreak

Ticket: # 3886055 - Suddenlink refusing to acknowledge equipment receipt

Date: 3/17/2020 11:27:05 AM

City/State/Zip: Abilene, Texas 79601

Company Complaining About: Sudden Link

Description

We purchased our own modem and returned theirs so that we could have the \$10 monthly "equipment rental fee" removed from our bill. We used the Suddenlink label through FedEx and sent it as required. We have proof that it was received by Suddenlink, but they say that it was not received and are continuing to charge us \$10 a month. They are telling me to go into a store to show someone proof that they received it... in the midst of the US Government telling everyone to stay home to stop the spread of COVID-19. I just want them to acknowledge that they received the equipment and remove the fee from my bill... that's all.

Ticket: # 3886109 - Service disconnection during covid -19 crisis

Date: 3/17/2020 12:01:42 PM

City/State/Zip: Middle River, Maryland 21220

Company Complaining About: Cricket

Description

Maryland made an executive order on Monday March 16, 2020 that all cell phone service providers can not disconnect service during a state of emergency. When will this be implemented? the cell is my only way to communicate right now and my service is scheduled to get disconnected at 11:59 tonight 3/17/2020. What are my options? What can be done to help us? Our state is shut down, work places are closed there is no income so how am I supposed to pay the 50 to keep service on for another week? or 74 to keep it on until april 10th? This is awful. You can only contact me at this number until 11:59 tonight other wise it will have to be thru email.

Ticket: # 3886120 - Scam call trying to get social security number

Date: 3/17/2020 12:07:36 PM

City/State/Zip: Cincinnati, Ohio 45226

Company Complaining About: Washington, Dc

Description

Fraud call trying to solicit social security numbers by claiming “your social insurance will be suspended if you do not return this call right away.” If this company is doing business in the US, they should be criminally charged. The FCC needs to put out a nationwide alert that scam calls are skyrocketing ever since the coronavirus crisis has begun.

Ticket: # 3886125 - Closed Captioning during Live Breaking News

Date: 3/17/2020 12:10:56 PM

City/State/Zip: West, Texas 76691

Company Complaining About: Kcen Tv

Description

I'd just turned on the TV and saw the local Breaking News on KCENTV and there were no captioning at all during LIVE. There was a sign language interpreter, but I need the captions to know what's going on with the Coronavirus issues.

Ticket: # 3886146 - Unwanted Call - Anthem Fraud Call

Date: 3/17/2020 12:18:49 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Anthem Blue Cross Blue Shield

Description

I received a robo call on my cell phone that had the Anthem Blue Cross Blue Shield actual recording from their business, saying it had important information from Anthem and it provided my first name and then asked me for my birthdate to confirm my identity. At that point I hung up and called a known legitimate Anthem number....I learned that number on the caller ID of this fraud call is not in the legitimate Anthem Business system. Apparently they are using this Corona Virus pandemic to make fraud calls purporting to be medical insurance companies.

NOTE: These fraudsters used Anthem's actual recording as I have heard this same recording when I call the legitimate Anthem

Ticket: # 3886280 - Service/Billing/Payments

Date: 3/17/2020 1:07:05 PM

City/State/Zip: Washington, District Of Columbia 20002

Company Complaining About: AT&T

Description

She has a bundled plan Phone & Internet

AT&T is her career.

Her two cell numbers are:

(b) (6)

Her account number to AT&T's mobility dept is (b) (6)

She has to pay \$165.00 by the 22nd, which is the arrangement she has set up.

Resolution

Due to the financial situation at this time in the US.

Due to the Coronavirus 19, this has made a hardship.

The consumer is seeking financial assistance with payment arrangements to maintain her services.

CTR394-phone

Ticket: # 3886294 - Verizon shut down service in rural area McKenzie Bridge, OR

Date: 3/17/2020 1:11:54 PM

City/State/Zip: Mckenzie Bridge, Oregon 97413

Company Complaining About: Verizon Wireless

Description

We woke up this morning to "No Network Connection" cell phone coverage by Verizon Wireless. In speaking with Verizon, their agreement with Qwest Corp to host their equipment on Belknap Bluff tower, providing coverage to the Upper McKenzie River Valley, expired at midnight March 16, 2020. As a consumer, we were given no notice this was happening and during the time of this CoVID-19 pandemic where we're all encouraged to work from home, the timing of Verizon and Qwest Corp to end their working agreement is ridiculous and hazardous. We need better and affordable communication tools available in rural areas, not go backward in connectivity. Please help us. Thank you.

Ticket: # 3886305 - Online service

Date: 3/17/2020 1:16:43 PM

City/State/Zip: Norwalk, Connecticut 06855

Company Complaining About: Optimum

Description

Our home internet's service is being interrupted frequently and it is a major problem since we have to work from home during the Coronavirus

Ticket: # 3886323 - Channel 6 abc Philadelphia

Date: 3/17/2020 1:23:13 PM

City/State/Zip: Wilmington, Delaware 19808

Description

During President Trump's Special Report regarding the COVID-19 pandemic, Channel 6 (abc) Philadelphia interrupted the special announcement with a commercial. Seemed like they just wanted to block President Trump while he was discussing bipartisanship and the abuse of the news media, tv stations and certain Democrats that are presenting False information.

I think any station that interrupts the President of the United States of America's should be Fined Heavily.

Ticket: # 3886419 - Verizon not continuing service during Corona Virus

Date: 3/17/2020 1:56:16 PM

City/State/Zip: Anaheim, California 92804

Company Complaining About: Verizon

Description

Hello,

On 3/17/2020 10:39am I called Verizon to request an extension and continue my service due to being impacted by the corona virus and inability to pay. I was informed by Governor Newson of California that telecom companies would not shut off services during this State and National emergency. However, the representative Lotoya refused to honor my request and asked me to pay in full.

<https://www.gov.ca.gov/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>

Please assist to restore my service and waive all late fees during this difficult pandemic.

Ticket: # 3886444 - Problems not being able to reach a 1-800 # service or their corporate office

Date: 3/17/2020 2:02:10 PM

City/State/Zip: West Monroe, Louisiana 71292

Company Complaining About: AT&T

Description

(b) (6) I'm writing to try and get assistance with my dilemma. I have a "non-refundable" hotel booking that was purchased through Hotels.com for this upcoming Friday-Saturday (3/20-3/22/20); however, due to the Corona virus Pandemic I've been trying to call their 1-800 # multiple times a day since restrictions by the government have been ordered because of the virus and cannot get through. I have tried calling their corporate number in Dallas as well multiple times a day, I attempted to send a letter to the corporate fax and email that is posted on the corporate information website and none of it has gone through! No calls, no email, and no fax will go through! I'm trying to get a credit for a booking another time or a refund due to the current circumstances. I hope someone can assist me with this problem. I attempted to change the booking online myself, but it won't let me change the dates. I called the hotel itself and was told I have to call Hotels.com since it was purchased through them. But there lies the problem I can't get through and haven't been going on several days now. They should have something in place online for even customers like myself with a non-refundable booking to be able to change the dates, ask for a credit or get a refund due to this world event transpiring. Please help me get this resolved. Than you, (b) (6)

Ticket: # 3886470 - Provider canceling service

Date: 3/17/2020 2:14:01 PM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Vivint

Description

Vivint Wireless, Inc. d/b/a Vivint Internet in proceeding 'WC 20-77' with ID (b) (6) is canceling their wireless internet service. Coupled with the Covid19 pandemic, they are the sole internet provider available to me at the time. Without them I will lose internet and likely my job. Century link claims to neither offer the speeds I currently have nor cover my area.

Ticket: # 3886489 - ExTream Media Com \$8.59 TV Channel added without permission

Date: 3/17/2020 2:17:27 PM

City/State/Zip: Geneva, Illinois 60134-6084

Company Complaining About: Mediacom

Description

I called Media Com when I received my billing this month to question and asked them to remove an \$8.59 Sports Network Featuring the Chicago Cubs that was added to my TV lineup. They said it cannot be removed because it was added as a part of the 2nd to lowest tier package I am subscribed to other than local channels tier 1. Since no games are being broadcast anyway with the Corona Virus and I have no interest in this added channel, it does not seem right that I have to pay an additional \$8.59 monthly without any ability to cancel or remove this channel. Every month the Media Com bill goes up but this is outrageous to have to pay for something I do not want. I am asking that this channel and the charge for this channel be removed now and in the future.

Ticket: # 3886553 - Keep America Connected Pledge

Date: 3/17/2020 2:30:34 PM

City/State/Zip: Philadelphia, Pennsylvania 19131

Company Complaining About: Comcast / Xfinity

Description

During this difficult time for America concerning the COVID-19 Comcast / Xfinity pledged not to disconnect services. Although, I have confidence in the FCC's ability to stand behind its agreement Comcast / Xfinity has shown themselves to be ruthless in their business dealings with their customers. Lastly, I'm disabled living on a fixed income. I called to move the payment date to 3/27/2020 as a fail safe and they've still disconnected my services.

Ticket: # 3886569 - URGENT: World Health Organization Imposter Scam During COVID-19 Outbreak

Date: 3/17/2020 2:33:39 PM

City/State/Zip: San Gabriel, California 91775

Company Complaining About: World Health Organization (fake)

Description

On March 14, 2020 at approximately 11:15 AM, I received a call from the telephone number +1 855 345 0942. The automated system claimed to be the World Health Organization stating that I needed to go to a disease control center immediately and demanded told me to press 1 to talk to an operator and stay on the line for Chinese instructions. Instructions were then given in a Chinese language and then it automatically hung up. Upon looking up the number, it was not connected to the WHO. This is an extremely malicious scam given that they are doing it amidst the COVID-19 outbreak and needs to be stopped immediately.

Ticket: # 3886570 - Verizon Refuses to fix my Internet**Date:** 3/17/2020 2:33:45 PM**City/State/Zip:** New York, New York 10023**Company Complaining About:** Verizon

Description

Verizon FiOS is refusing to send a technician to my apartment to fix my Internet. Consequently, it's been days that I need Internet to work from home but I can't. The company is stating that due to "health reasons", technicians are not comfortable visiting my apartment because I was in Italy recently. However, my family and I came back from Europe more than 14 days ago, which is the quarantine period for COVID-19 as indicated by the CDC. Moreover, none of us (3 members in the family) has shown any symptoms.

We feel we are being discriminated on the bases that I'm from Italy and had a travel there some time ago. But the self-quarantine is over for us and we are healthy, so there is no reason why Verizon should refuse to fix our services provided that I'm still paying for it.

The person I spoke with at Verizon called me from this work number: (646) 860-52131, and subsequently from their personal phone number: (201) 694-0537. This person told me their company policy calls for 1-month quarantine, but I have reasons to believe he just made it up, since the Verizon's website says that they follow the CDC guidelines (ref. <https://www.verizon.com/about/news/our-response-coronavirus>).

My Verizon account number: (b) (6)

[REDACTED]

Also attaching some correspondence with a Verizon support person, which clearly indicates they consider me being under quarantine, which is false. When I was first contacted, I had communicated over the phone to them that , in total transparency, that I had returned from Italy weeks ago, that my quarantine was over, and no one in the family is infected.

Ticket: # 3886721 - Fake Vaccine for Covid-19

Date: 3/17/2020 3:11:05 PM

City/State/Zip: Honolulu, Hawaii 96826

Description

A Robocaller called offering me a 10% discount on a vaccine for the corona virus. They said it was available to a select group of Americans.

Ticket: # 3886750 - Service Availability and Billing

Date: 3/17/2020 3:17:44 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Sprint

Description

Consumer said she has a phone with Sprint, and they shut her service off on 3/17/2020

Consumer said she is self-Quarantining herself due to the Covid-19 virus

Consumer does not understand how Sprint can shut off her service in the middle of a pandemic

Consumer just wants her service turned back on ASAP and she will work out a payment plan to pay her back balance

CTR402

Ticket: # 3886837 - Xfinity Cut Off My Needed Services During Coronavirus Time

Date: 3/17/2020 3:44:31 PM

City/State/Zip: Pittsburg, California 94565

Company Complaining About: Comcast

Description

This a complaint regarding Xfinity not ATT as you do not have a choice for them? I just recently got services so I could be informed during the Corona Virus as I'm disabled and was allowed to work from home. A rep named Mark from Xfinity was rude and was combative over a bill from over 2 1/2 years ago. I disputed the amount. He called me a Bitch and cut off my services immediately within 5 minutes. Now I have no communication to the outside world or work.

Ticket: # 3886983 - Verizon Wireless not allowing access with unlimited data plan

Date: 3/17/2020 4:19:17 PM

City/State/Zip: Boca Raton, Florida 33444

Company Complaining About: Verizon

Description

Verizon Wirelss continues to not allow me to have access to the internet inspite paying for a unlimited data. They can't continue to reduce the upload speed 15-20 hours of my day. I'm a healthcare worker working from home. COVID -19 is a pandemic and I'm in need of communication.

Ticket: # 3886985 - Phone number pretending to be pfizer

Date: 3/17/2020 4:20:01 PM

City/State/Zip: Los Angeles, California 90027

Company Complaining About: Pfizer

Description

I've been receiving calls from similar numbers over and over but this one infuriated me - pretending to be Pfizer during a pandemic. I had to report it.

Ticket: # 3887094 - Price vs Service scam**Date:** 3/17/2020 4:49:23 PM**City/State/Zip:** Clanton, Alabama 35075**Company Complaining About:** AT&T

Description

AT&T feels as though its valid, and not a scam, to charge a customer for lower quality service while another customer paying the same fee is getting better service. They take no responsibility for providing a reliable service, but instead make excuses to not repair or ensure all their customer are getting the same value of service at the same price. Charging 1 customer \$50 for 15Mbps, while another customer paying the same \$50 is getting 99Mbps.

This would be the same concept if someone went to a restaurant, and that restaurant Charged one customer \$5 for 10 chicken nuggets, but then charged the next customer \$5 for 3 chicken nuggets. Thats unfair practices and discrimination.

All customer that pay the same fee, should be getting equal service. If you can't provide a certain service to a customer, then that customer should not have to pay as much as someone getting more/better service.

AT&T Monopolies the service in rural areas, and knowing that they scam people out of money. The citizens in the area have no other providers to turn too. We live in a digital age, we must have connection to the outside via the internet to get vital information especially in this time of crisis with the coronavirus . And when that connection is unreliable, we have no other choices but to accept AT&Ts scam rates and receive unreliable service instead of having no service at all.

Three service techs told me a reliable service was available at my address, that all they needed was approval to install it. However when this request was made, it was declined. They would not offer a reason, only that they won't be making any changes to provide a reliable service.

AT&T rather keep a customer at a lower speed, as its no benefit to them to improve the speed since that customer is already paying the same for the unreliable service as they would be for the faster/reliable speed due to their current pricing scam.

Ticket: # 3887111 - 800-792-0001 CHASE BANK SPOOFER!

Date: 3/17/2020 4:57:20 PM

City/State/Zip: San Antonio, Texas 78231

Description

While people are worrying how to pay bills during the pandemic WE DO NOT NEED CREDIT CARD SCAMS. For info, see 800notes and Robokiller.

Ticket: # 3887189 - Coverage areas

Date: 3/17/2020 5:21:53 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: AT&T

Description

I live in Elko, Nevada but am FORCED to access television from the Salt Lake City, Utah area. I find it appalling that I can not get news in my own state and must watch news from a state I never go to let alone care about what happens there. NOW, we are in a serious crisis with the corona virus where I desperately want to know what is going on in my state and I can not get information. This is criminal and whoever is making these stupid rules needs to make a change. I want access to Reno Nevada channels to get local information. Salt Lake has never even mentioned that we exist yet we are suppose to be part of their territory. What a joke

Ticket: # 3887240 - Telemarketing Call -- New Twist

Date: 3/17/2020 5:39:40 PM

City/State/Zip: Oak Park, Illinois 60304

Company Complaining About: Dg (?) Maintenance Service

Description

I received a long call from a robot telling me that unless I wanted an autorenewal of my subscription for \$399, to call them back. They said they had my credit card number. At the end of the message, they said that if I have no such subscription, DG (?) Maintenance Service apologized. I did not return the call. Now that everyone is home with coronavirus issues, can you please make these calls stop?

Ticket: # 3887381 - Profanity and inciting violence

Date: 3/17/2020 6:54:41 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: K7ddw

Description

My neighbor operates an amateur radio under license number below. We frequently hear his calls on other devices and have not been able to do much to filter out the interference.

Today 3/17 My wife and I heard him using hateful profanity about the government, presumably about the current COVID situation, but we're not sure. He was talking about having a group of about 20 people to "do something about it".

My daughter hears this kind of talk over her headphones while attending virtual 1st grade and is very scared by it. I understand Part 15 requires me to accept interference, but surely this kind of talk warrants investigation.

Ticket: # 3887384 - Price gauging and false advertising by Optimum/Altice

Date: 3/17/2020 6:56:35 PM

City/State/Zip: Brooklyn, New York 11230

Company Complaining About: Optimum

Description

Madam/Sir

I want to report False Advertising and Price Gauging by Optimum/Altice telephone/internet company. My mail box is inundated by their advertising material that arrives at least twice a week. I am attaching one of those advertisements where they offer a "deal" (optimum13mar20.pdf file): Internet service \$14.99 (plus taxes) per month "up to 30Mbps internet, free smart router & modem, unlimited data, no annual contract, 30-day money-back guarantee, free installation.

I am a senior citizen who is also attending college part-time, thus, I am on a budget; this looked like a good deal. I went to a public phone in my neighborhood Tel no. (b) (6) on March 13, 2020 and called Optimum as specified on their advertisement 1-800-469-5225 (conversation ended at 1:30pm). I talked to their representative who told me her name was something like Keoly Price. She denied that an offer like this existed. I read her text from the advertisement that they had sent me and I told her that I get such advertisements continuously. Then she said that this must have expired etc. I told her that the expiry date on the card states to call by March 23, 2020. She then again said that, if this is the offer, "the final price" would be \$38.49 and 20 Mbps. I told her that this is price gauging and she then replied that this is what the governments charge (i.e. the difference of \$23.50). I told her that the government does not charge taxes that are 157% of the product. She then responded that these are not only taxes, but government fees (she could not specify what fees, or what taxes...). She was persistent and insistent about this. At this point I told her that I will complain about this to the FTC She did not seem to care.

This is not one off – I responded to same offer several months ago. I male representative replied and he gave me a similar spiel, his price he claimed was \$30. I had similar conversation with him and he started shouting and behaving abusively and I was left dumbfounded when he hung up. This is clearly Optimum/Altice operation of mass proportion and magnitude where they false advertise. Except now, they realized that many more people need internet service, because of the virus pandemic and they are jacking up prices unbelievably.

I would like FTC to impose substantial fines on this company that would make their unlawful practice stop, without a thought of repetition.

I also want them to honor the price of \$14.99 and install the service in my residence as they have advertised. Since they abused me and wasted my time and nerves, they should pay whatever taxes and fees there may be.

Sincerely yours,

(b) (6)

Ticket: # 3887546 - AT&T Fixed Wireless Packet loss

Date: 3/17/2020 8:56:14 PM

City/State/Zip: Stamping Ground, Kentucky 40379

Company Complaining About: AT&T

Description

This has been an issue prior to the COVID-19 pandemic, there are massive packet losses occurring on the AT&T Fixed Wireless network. These losses range between 2-5% in non peak (1AM-7AM) hours to 10-75% during the remaining hours. This packet loss can create performance equivalent to 1.5 mpbs. I'm providing a link to show that this is widespread across the country and AT&T is ignoring it.

<https://forums.att.com/conversations/att-internet-equipment/fixed-wireless-high-packet-loss/5e193b06758fed77cf876d2d>

Ticket: # 3887570 - No internet service since Saturday, 3/14/2020

Date: 3/17/2020 9:04:34 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Centurylink

Description

We have a CenturyLink account and have been unable to connect to the internet since last Saturday (3 full days now), from our home. We are both over 65 and have been urged to remain home due to the Covid19 virus. We need our service now more than ever and are being told that there is an outage in our area and they are working on it. According to CenturyLink they care about their customers especially in this special time. Wow, that is so untrue. I cannot get anyone to tell me when we will have service again. It's creating a huge hardship for my disabled partner and me. I need the internet for work as I am not retired.

Ticket: # 3887577 - Xfinity Promised Free Usage of their WiFi hotspots due to Covid-19

Date: 3/17/2020 9:11:34 PM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Comcast/Xfinity promised free usage of their wifi hotspots during the COVID-19 crisis. Yet, when attempting to access WiFi hotspot the customer is prompted for payment. This is a reoccurring incident with those who attempted to used the Xfinity WiFi Hotspot.

I contacted Xfinity Twitter support and they were quite dismissive and didn't see the issue in the false advertising. I've attached snippets of my Twitter support conversation and images of other customers stating their grievances.

During this time of crisis a promise of free wifi hotspots is not a promise people who work from home can take lightly.

Ticket: # 3887602 - Unreasonable privacy compromise

Date: 3/17/2020 9:46:17 PM

City/State/Zip: Palo Alto, California 94303

Company Complaining About: AT&T

Description

I called AT&T to upgrade the speed of my Internet service because I have to work from home due to the corona virus crisis. AT&T conditioned the upgrade of the service on a credit check.

This is an unreasonable invasion of my privacy and I am concerned it could also negatively affect my credit score. Thus, I did not move forward with the upgrade.

I would like to upgrade my service - something I am willing to pay for - without AT&T doing another credit check on me.

I have been an AT&T customer for about 10 years and always paid my bills on time so the credit check request is baseless in addition to being unwarranted.

Ticket: # 3887603 - Electric Service Disconnection Scam

Date: 3/17/2020 9:47:24 PM

City/State/Zip: Madison, Wisconsin 53719

Company Complaining About: "potential Scam"

Description

Called and left voicemail. Claimed that electric service was due for disconnection because of failure to pay. My account is current. The state of Wisconsin has suspended disconnections beyond its usual April 15th winter moratorium for the duration of the COVID-19 public health emergency. This is a scam capitalizing on the crisis.

Ticket: # 3887687 - ISPs should not be allowed to data cap

Date: 3/18/2020 12:19:22 AM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

They know it keeps customers connected. It isn't a accurate representation of data as metered at the house (as water, power and gas) how can it be considered a utility. Please reconsider data caps as they make enough off selling peoples data without consent. Thank you!

Copied from Cox page-

"Beginning March 16, data overage charges incurred on or after 3/16 will not be billed. This will be in effect through May 15 and is a part of our ongoing effort to keep our customers connected during the COVID-19 work and school closures."

Ticket: # 3887719 - MSNBC coronavirus coverage

Date: 3/18/2020 2:37:10 AM

City/State/Zip: Boston, Massachusetts 02118

Description

I truly find MSNBC'S coverage of the coronavirus to be utterly treasonous..The American public is already being heavily affected by a virus beyond the administration's control, and to continue to incite the public and lie about the gov. Is disgusting

Ticket: # 3887729 - T-Mobile Service suspended and suspended/late fees

Date: 3/18/2020 3:33:02 AM

City/State/Zip: San Diego, California 92137

Company Complaining About: T Mobile

Description

I was under the impression that my service with T-mobile would not be interrupted due to the coronavirus situation. I was temporarily laid off until further notice from both of my jobs due to the coronavirus. I previously worked at the airport servicing Lufthansa Airlines and British Airways.

Ticket: # 3887748 - Having insurance on phone and still cant get a device

Date: 3/18/2020 6:51:43 AM

City/State/Zip: Marietta, Georgia 30061

Company Complaining About: AT&T

Description

My phone screen went out and i pay for insurance but att is saying they dont have my device so the only Thing they can do is offer a purchase to pay , i dont have money to spend hundreds of dollars then wait for them to send the moneybto ,e , we are in need due to the coronavirus. Paying for equipment insurance is no good if they still cant help you.

Ticket: # 3887772 - Corona

Date: 3/18/2020 8:35:53 AM

City/State/Zip: Wellsville, Kansas 66092

Company Complaining About: Centurylink

Description

All TV stations in this area have blown the corona virus problem way beyond a reasonably informative state--in my opinion, they are inducing undue panic! Other information that I have seen (primarily facebook posts from medical professionals--two of which I'm related to and another that I've known since she was a child) assert that corona is less deadly than influenza, yet to hear the media, this stuff is the equivalent to bubonic plague! This borders on (if not in fact is) social manipulation. All this restricts my access to normal news and information. P.S. Your menu of choices is inadequate--specifically the section on TV issues.

Ticket: # 3887787 - Public health issue Comcast uniforms

Date: 3/18/2020 8:56:03 AM

City/State/Zip: Upper Marlboro, Maryland 20774

Company Complaining About: Comcast

Description

Comcast is requiring to work during the pandemic and they have not made any changes to the work uniform. Technicians go in and out of more than 10 homes a day with no gloves, masks , protective gear, disposable shoe covers. This a public safety issue they are not requiring mandatory uniforms they are leaving it up to employees to choose whether to use gloves. Why are they not wearing mandatory uniforms. Changes of mandatory uniforms need to be met.

Ticket: # 3887839 - Scam

Date: 3/18/2020 9:38:21 AM

City/State/Zip: Washington, District Of Columbia 20554

Description

Spectrum is her carrier

Jim Baker

Jim Baker Show.

1-888-988-1588

www.jimbakershow.com

He is selling meal buckets.

Water filters to drink dirty water and it makes clean.

He is selling water bottles.

Liquid cures for the Corona Virus

(b) (6)

He is a scammer

He wants people to buy his food and water.

He is scaring people.

He said someone broke into the pentagon and stole 5 cases of the virus and spreading it everywhere.

Impact show

474 channel

6:00 pm

He is on twice a day.

Liquid cures for the Corona Virus

Government conspiracy

Resolution:

She would like to see his show shut down.

***CTR394-phone

Ticket: # 3887866 - Fox6 Promoting Fake CoronaVirus "Cure" on Morning Show as "News"

Date: 3/18/2020 9:54:47 AM

City/State/Zip: Milwaukee, Wisconsin 53204

Description

Irresponsibly, and flagrantly violating its license to use the public airwaves, Fox6 Milwaukee interviewed a local business, "Tippecanoe Herbs" (235 S. Kinnickinnic Ave, Milwaukee, WI 53207. (414) 585-9279, tippecanoeherbs@gmail.com) about a sham tonic called "Fire Cider".

There website explicitly states on the webpage for Flame Cider (<https://tippecanoeherbs.com/collections/featured-products/products/flame-cider-1>): "Disclaimer: This statement has not been evaluated by the FDA. This product is not intended to diagnose, treat, cure, or prevent any disease."

Despite this, Fox new's on-location interviewer (male), claimed the product was effective and repeatedly asked the interviewee (a man with long hair) whether or not the product was effective. This man, knowing that Tippecanoe Herbs features a disclaimer for the product, not only lied that the product would provide medical benefits, but urged people to go to their website and purchase it for \$10 for each 4 ounce bottle.

Fox6, like it does every day Monday-Friday, ran this promotion repeatedly all through their morning show. I saw it between 8:15-8:30. Fox6 ran another false and deceptive promo from Tippecanoe Herbs at 8:45.

Fox6's morning show has no right to promote hucksters and fake cures for the current pandemic -- especially when that seller's own website explicitly says the product is not meant for this purpose and has never been evaluated to treat or even help fight CoronaVirus.

In fact, on-air, the representative for Tippecanoe Herbs directly stated that their store is closed -- obviously, if the "cure" or "preventative cider" did work, there would be no need to close the store. This is irresponsible journalism and criminally promotes false hopes -- actually an illegal scam.

I will attach 3 screenshots from Tippecanoe Herbs for "Flame Cider" (the entire page was captured in 3 parts). The 3rd one contains the disclaimer.

Ticket: # 3887951 - Billing

Date: 3/18/2020 10:40:41 AM

City/State/Zip: Jacksonville, Florida 32257

Company Complaining About: Metropcs

Description

Consumer has concerns with her billing. Consumer has been laid off work due to the coronavirus outbreak (COVID-19). Consumer watch the news about this and she decided to address her situation with corporate office after hearing the FCC chairman Ajit Pai the pledge of keep American connected. Therefor consumer wants to avoid termination on her service and fees attached to her account for the next two months she will be short on income.

ctr408-phone

Ticket: # 3887978 - Spectrum Complaint

Date: 3/18/2020 10:50:50 AM

City/State/Zip: Beverly Hills, California 90211

Company Complaining About: Spectrum

Description

consumer had an account back in 2018 with Spectrum

Finally consumer said that she had enough and took the equipment back and they would send her a final bill

She was still waiting for the closing bill and then 2 months later she received a bill that she paid the \$108

Consumer said that she received a bill for over \$300

As of yesterday she called them about internet and this bill that was never straightened out was sent to a collection agency , consumer was never aware of this

Now the consumer is in need for internet service due to her job being shutting down for the corona virus she needs to teleworker

Consumer wants this resolved by getting her internet back on ASAP , internet should not be shut off due to the circumstances of the Corona Virus

Ticket: # 3887981 - My phone has been transfered from AT&T to Comcast wihtout my request or permission

Date: 3/18/2020 10:53:15 AM

City/State/Zip: Union City, Georgia 30291

Company Complaining About: AT&T

Description

I have not received incoming calls, since 3/7/2020. The AT&T repairman came to my home to repair my phone on 3/16/20. I was told that the equipment showed my service was with Comcast. I have not requested my service change or given anyone permission to change my service. After a full day of holding, being transferred and disconnected, I was told that because I am an AT&T retiree, the concessions department for retirees was the only department that could restore my service. The concessions department is closed for covid-19. I have sent an email to go2511@att.com with the hopes of getting my service reconnected soon.

[Ticket: # 3888022 - Facebook is removing legitimate news stories and posts on Corona Virus - First Amendment issue](#)

Date: 3/18/2020 11:08:55 AM

City/State/Zip: Tampa, Florida 33679

Company Complaining About: Facebookk

Description

Dear FCC,

Facebook is continuing to remove posts related to critical information on the corona virus and marking legitimate news as spam.

Sincerely,

(b) (6)

Ticket: # 3888028 - Fine Fox News for Inaccurate/Dangerous broadcasts

Date: 3/18/2020 11:11:33 AM

City/State/Zip: San Antonio, Texas 78258

Description

Numerous times this network said not to worry about COVID-19, with one host, Trish Regan, calling it a democratic impeachment hoax. Due to their broadcasts, 100 people died and more became sick. Fine them for lying and causing public harm.

Ticket: # 3888046 - Unable to reach VRBO's customer service to resolve time sensitive matter

Date: 3/18/2020 11:16:16 AM

City/State/Zip: Fremont, California 94536

Company Complaining About: Vrbo

Description

We booked a vacation rental on VRBO. Due to the COVID-19 virus, the county we live in has been mandated to shelter-in-place. As check-in was 5 days away when we received the news, we contacted the property owner through our VRBO account to request a reschedule. Owner claims she's unable to assist in modifying the reservation and suggested I contact VRBO Customer Service (phone #1-877-202-4291). My nearly 50 attempts over the past 48 hours have been fruitless. An automated attendant informs they are unable to accept call, directs you to call back, then hangs up. No option is given to wait on hold. The other form of customer service contact VRBO offers (Chat on the VRBO website) is also not operating. I realize we are not operating in typical times amidst this health crisis, but we are at stake to lose \$1000 due to the inability to reach VRBO.

Ticket: # 3888109 - Billing

Date: 3/18/2020 11:33:36 AM

City/State/Zip: Orlando, Florida 32809

Company Complaining About: Verizon

Description

The provider Verizon, cell phone service.

The phone number (b) (6) .

The consumer was told by her carrier that she had until 3/26/2020 to pay her bill.

The consumer said that she is being told to pay \$152.58.

Also she said that they are charging her twice the \$20.00

The consumer did reach out to the carrier about the issue.

She said that they told her she would have to pay the amount she was told that she needed to.

Then the consumer said that how would she pay if the president mention about how the carrier should understand the problem that is happening with the coronavirus.

The consumer said that she kept getting different explanation about the amount she would need to pay.

Resolution

The consumer stated that she would like for the carrier to understand that she only needs to pay what she needs to which is \$110.00.

Ticket: # 3888111 - Subcontractor sent to my home without notice

Date: 3/18/2020 11:33:50 AM

City/State/Zip: Jamesville, New York 13078

Company Complaining About: Spectrum

Description

Spectrum sent a technician out to my home without notice to remove equipment that I did not request. The subcontractor walked through my entire home looking for cable boxes. He eventually removed one cable box and a router. In doing so, my home theatre system (TV and internet) was messed up. I had previously had someone working on my theatre system there and both the system as well as internet and cable were working fine. Both my husband and myself have reached out to spectrum on the phone for 2 hours per call to no avail. They put us on hold pretending to transfer us to their supervisor. This isn't the first time I have had to call my service technician for my system to fix something that Spectrum has messed up. And I have always had to pay an extra charge for this. I feel this time Spectrum should be responsible for this additional charge I have to pay and it should be credited to my account. We especially need access to the internet now because of the coronavirus and with the both the kids and I working from home. Their customer service department is laughable at best and totally useless.

Ticket: # 3888221 - Internet streaming

Date: 3/18/2020 12:04:58 PM

City/State/Zip: Wakefield, Rhode Island 02879

Company Complaining About: Cox

Description

During this pandemic, I received an email from Cox saying they wanted to help out during this crisis by offering faster streaming so that we can work better from home. They were generously offering this free deal until May 31, 2020, at which time they would charge for the service. I opted to try it, and reset my system through Cox. Once that was done, I could no longer access Amazon Prime Video. I contacted Cox and was told I now had to upgrade to an even faster speed plus rent their modem in order to get Amazon Video, a service I had always had with my original internet speed. I asked to be returned to the speed prior to their "upgrade" and was told they couldn't do that. After spending several hours with my modem's manufacturer as well as with Amazon chat, I finally got everything back to working order. What Cox did was give a "free" upgrade, then they tried to sell me bigger services to make it work!! That is gouging, no doubt.

Ticket: # 3888255 - Fox "news"

Date: 3/18/2020 12:16:42 PM

City/State/Zip: Cordova, Tennessee 38018

Description

In light of the ongoing pandemic I have paid careful attention to what Fox "news" and its correspondents are saying (reporting). The majority of what they have reported is trump rhetoric and propaganda...or outright lies about this virus. I am asking that you investigate them and, If appropriate (which I believe would be) they need to be sanctioned or face some repercussions for this reckless behavior

Ticket: # 3888256 - Fox "news"

Date: 3/18/2020 12:17:42 PM

City/State/Zip: Cordova, Tennessee 38018

Description

In light of the ongoing pandemic I have paid careful attention to what Fox "news" and its correspondents are saying (reporting). The majority of what they have reported is trump rhetoric and propaganda...or outright lies about this virus. I am asking that you investigate them and, If appropriate (which I believe would be) they need to be sanctioned or face some repercussions for this reckless behavior

Ticket: # 3888289 - Lack of captioning on TV

Date: 3/18/2020 12:25:46 PM

City/State/Zip: St. Louis, Missouri 63119

Company Complaining About: Kmov

Description

The first 2 minutes of the news broadcast on KMOV (4.1) from 10:00pm-10:02pm, on Sunday March 3rd, no closed captioning appeared during this important COVID-19 announcement. I believe the station and the captioner needs to constantly ensure the quality of captioning, for it to improve and even make technological advances to solve this problem.

Ticket: # 3888302 - ATT Fixed Wireless

Date: 3/18/2020 12:29:33 PM

City/State/Zip: Oak Ridge, Louisiana 71264

Company Complaining About: AT&T

Description

My address has not been approved to get ATT fixed wireless. I can see from my home my neighbor who is able to get it. My road is newly created, and does not show up in GPS maps yet. My children are being required to do schoolwork from home during this pandemic and internet access is required. Could you please open the fixed wireless capabilities to include more addresses?

Ticket: # 3888328 - Fox News Handing of CoronaVirus

Date: 3/18/2020 12:37:03 PM

City/State/Zip: Bluffton, South Carolina 29910

Description

Fox News has shown a complete and total lack of regard to human safety. For hours on end for several weeks this 'news' station deliberately downplayed the severity of the health crisis, telling their viewers to continue to travel, go out, and essentially ignore all warnings from other sources. Although they have changed their tune over the past 48 hours, the damage has been done - putting lives at risk!

Ticket: # 3888504 - Unwanted Calls

Date: 3/18/2020 1:25:09 PM

City/State/Zip: Long Beach, California 90815

Company Complaining About: Larry Castelli (Probably Spoofed)

Description

Continually receiving these calls that recorded messages .I always block the numbers daily , but new numbers keep showing up .

Ticket: # 3888530 - Hughesnet not providing service

Date: 3/18/2020 1:32:17 PM

City/State/Zip: Pigeon Forge, Tennessee 37863

Company Complaining About: Hughes Net

Description

My contract with Hughesnet was fulfilled in June 2019. I canceled the service in December 2019. Due to the current suggested restriction brought on by the Coronavirus, we need their internet service again. Our cell phone data works intermittently and there is no other option for the internet in this area. Hughesnet refused us service unless we signed a 2 year contract. We bought their equipment which is still hooked up.

[Ticket: # 3888544 - scam call](#)

Date: 3/18/2020 1:35:04 PM

City/State/Zip: Doylestown, Pennsylvania 18901

Company Complaining About: Medic Alert

Description

Medic alert scam trying to get money name was mark

Ticket: # 3888574 - Fox News

Date: 3/18/2020 1:40:42 PM

City/State/Zip: Elmira, New York 14901-1328

Company Complaining About: Spectrum

Description

I would like to make a complaint about Fox News broadcasting that the current pandemic was a hoax, which put people's lives at risk.

Ticket: # 3888694 - Being trick to upgrade and pay more instead of fixing the issues.

Date: 3/18/2020 2:15:38 PM

City/State/Zip: Las Vegas, Nevada 89178

Company Complaining About: Centurylink

Description

I had issue with internet service where it goes out a lot and when I called CenturyLink they state i need to replace my modem. I received the new modem and everything was working great no issues for about 2-3 weeks and now I have no internet. When I call customer service their solution for me to get a faster speed which require me to pay a higher rate. I am out of work for a month because of the coronavirus so I am not in the liberty to make my bill higher. The customer service stated first i had a technician coming so I was transfer to technical service and speaking to them it show I don't have a appointment for a technician to come. I am getting the run around with Centurylink. I want my internet back on without upgrading I do not want a higher bill. It was working fine and now it not. I need it fix

Ticket: # 3888755 - Promoting panic

Date: 3/18/2020 2:34:41 PM

City/State/Zip: Vero Beach, Florida 32967

Description

MSNBC , CNN and Fox News are actively encouraging panic . They have plastered the airwaves with disinformation ! Overblown the threat of the Corona virus and promoted doubt in the handling of the administrations response . Can you say fire in a crowded theatre ?

[Ticket: # 3888808 - Fox News should be punished for potentially fatal disinformation campaign](#)

Date: 3/18/2020 2:54:52 PM

City/State/Zip: Somerset, Wisconsin 54025

Description

In the wake of the COVID-19 pandemic, it concerns me that Fox News had reporters explicitly telling the American people that there was nothing to worry about, no precautions should be made because it's "Just like the flu". Fox and Friends personalities were telling people it was the safest time to fly and Trish Reagan spouted off about how precautionary warnings from the CDC and WHO were attempts to "impeach the president" once again. This disinformation could have or may have actually resulted in fatalities.

Ticket: # 3888827 - Comcast Bill from 2016

Date: 3/18/2020 3:02:07 PM

City/State/Zip: Irvington, New Jersey 07111

Company Complaining About: Comcast

Description

Hello,

My name is (b) (6). I have an old comcast bill from year 2016, and comcast is not advising me of why I have a balance of \$290 that must be paid before I can get service.

In the era of the COVID-19, I am now working from home and will need internet access.

The address that was under the bill is: (b) (6) All devices were returned and the cancellation of the account was within the contract.

Ticket: # 3888839 - Disinformation and Fox News

Date: 3/18/2020 3:04:13 PM

City/State/Zip: Milwaukee, Wisconsin 53219

Description

Fox News has spent the last few months spreading incorrect information regarding COVID19. This information is dangerous and prevented people from treating the problem with the seriousness it deserves. The platform should be taken to task as they have not tried to right any wrongs or admit to their mistake.

Ticket: # 3889140 - KFBK broadcast of comments made by Mark Steyn

Date: 3/18/2020 4:31:10 PM

City/State/Zip: Sacramento, California 95821

Company Complaining About: I Heart Radio Kfbk

Description

Limbaugh guest host Mark Steyn: San Francisco faces a COVID-19 shutdown because it's "a big gay town". On March 17th the KFBK broadcast of the Rush Limbaugh show included the following: "San Francisco has just ordered everyone to shelter in place, just to say, "Stay in your apartment. Don't leave your apartment unless you need to go out to a grocery store or to a pharmacy or to a doctor's." Why are they doing that? Why is San Francisco the first to do that? Because they've got all the gay guys there. It's a big gay town, San Francisco, and they're the ones with all the compromised immune systems from all the protease inhibitors and all the other stuff. And they don't want all the gays dropping dead on the San Francisco mayor's watch. So that's why they've got all that sheltering in place there." I would consider this to be hate speech, I have called KFBK but they take no responsibility for the statement.

Ticket: # 3889152 - Television news

Date: 3/18/2020 4:34:15 PM

City/State/Zip: Clinton, Michigan 49236

Company Complaining About: Dish Network

Description

My problem is that we are in the middle of a pandemic and i can only see news from my neighboring state! I have to Google everyday to see what is happening in my state because i cannot just turn on my tv and watch my states news. This has been bothering me since i lived closer to the border, but now it's more than an unconvinced it's something that needs to change now! Give me my states news programming!!! I'm in Michigan not Ohio! I turn on the tv and Ohio is all I see

Ticket: # 3889159 - Internet accessibility during Corona virus

Date: 3/18/2020 4:37:37 PM

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: Spectrum

Description

Please find attached my letter to my unresponsive local government regarding the fine print that local Internet Provider(s) are using to fail to respond to our educational crisis despite their claims that they are helping homebound students. THANK YOU

Ticket: # 3889297 - AT&T / DirectTV

Date: 3/18/2020 5:23:34 PM

City/State/Zip: Jacksonville, Florida 32277

Company Complaining About: Directv

Description

Last year I had major construction done on my home. During that time I knew that my DirectTV dish was going to have to be removed from my roof and that I would not have access to services so I called and had my account placed in suspension until August. As August came around and the construction was not completed I contacted DirectTV and requested that my account suspension be extended until the first of the following year. I was told that this would not be a problem and was given confirmation that my account was put on hold. However, a few months later in October/November I receive an email notifying me that I have a balance of almost \$400 that was past due. I contacted DirectTV and was told that my account was brought out of suspension and those fees were for my DirectTV service since the account had become active again. I explained that the account was not "active" because I had no way to receive those services since I no longer had a dish on my roof and explained that I had called to extend the suspension. After reviewing the notes I was told that 1) yes, the account was supposed to have been in suspension, 2) the account was taken out of suspension without me being notified, and therefore 3) I was not responsible for the charges that I had been billed. I was told that the balance would be cleared and I got off the phone that day with the impression that everything had been resolved. Fast forward a few weeks later and I receive a phone call stating that my account is about to be turned over to collections if I didn't pay the balance or reconnect my services. I explained the situation again and the call was escalated to an individual who identified herself as a manager. She reviewed the notes and told me the same thing that I had been told before, including that the charges would be dismissed. Fast forward a few more weeks and I receive another threatening phone call, but with the twist of extortion that my balance would be wiped clean if I reconnected my services at no additional fee. I explained that I had no way to receive services and again argued my point. I was told that my case would be escalated to confirm dismissal of the fees.

Today my husband (whose number is not even associated with the account) was contacted by a debt collector trying to collect the fees that I was told multiple times would be dismissed. I called DirectTV immediately to try to resolve this and was told that 1) it should have been explained to me that accounts cannot be placed in suspension for more than 6 months in a year and therefore the extended suspension was never possible; 2) that the people who identified themselves as a managers were not in fact managers but members of an escalation team who did not have the authority to dismiss the fees; 3) that the offer was still valid to reconnect my services but it would cost almost \$300 for the dish and installation work, which are standard fees that would have been assessed earlier as well instead of free as the previous offer had stated; and 4) that there were never any intentions to reverse the charges because AT&T feels the charges are valid since my account never should have been placed in the second suspension.

At this point I have been lied to and misled with almost every communication. I cannot in good conscience pay for services that I did not receive, had no physical way of receiving, and was told multiple times by multiple representatives of AT&T I should not have been billed for. The fact that I would receive word that this account went to collections the same day that half the country - including people in my household - have been furloughed due to corona virus is just insult to injury.

Ticket: # 3889323 - scammers

Date: 3/18/2020 5:32:23 PM

City/State/Zip: Potomac, Maryland 20854

Company Complaining About: Emedinsee

Description

yet another criminal scammer 325-200-055 EMEDINSEE at 5:28 p.m (these are the same criminals that have been reported and continue to change phone numbers!!!!).; DOES THE FCC THINK IT'S A JOKE TO IGNORE THESE SCAMMERS? perhaps they also think that the coronavirus is a hoax as well!! the public is fed up with all of this!!!!

Ticket: # 3889456 - Scam Corona virus

Date: 3/18/2020 6:34:17 PM

City/State/Zip: Saco, Maine 04072

Description

I received a text from (424) 450-6127 telling me I can receive free groceries due to the coronavirus by clicking on a link. I tried to trace the number, but it isn't listed in white pages. I have sent in a long series of numbers, to the FCC, which keep sending messages to me, but in my brother's name.

Ticket: # 3889584 - Billing Issues

Date: 3/18/2020 7:29:47 PM

City/State/Zip: Denver, Colorado 80202

Company Complaining About: Sprint

Description

In August 2019 I purchased a cell phone at a sprint store that came with a promotion of free accessories like wireless charger, screen protector, and phone protector. Sprint Corporate tried charging me then corrected then charged a \$150 cancelation fee. Now sprint is threatening to disconnect service during this coronavirus. I am told to work from home and may lose my job without my cell phone as all my work is through my cell phone at home. I have never missed a monthly payment but my still get disconnected and possibly lose my job due to sprint corporate office error. I unable to reach sprint to try to rectify same issue again.

Ticket: # 3889599 - Lifeline Phone Service - Safelink

Date: 3/18/2020 7:34:36 PM

City/State/Zip: Russellville, Arkansas 72802

Company Complaining About: Safelink Wireless

Description

In speaking to this consumer regarding another matter, she mentioned that she had qualified for Lifeline service, (She has SNAP), and a while back, she had services through Safelink Wireless.

However, she lost the phone and when Safelink was contacted, no assistance was provided. Therefore, she did not pursue the matter because she could not afford to purchase a phone and let her eligibility lapse.

She stated that she is low income, receives the SNAP (Food Stamps), benefit and really needs the Lifeline service. She is disabled, low income, and has a special needs son.

Therefore, it is imperative that Lifeline assist her in re-applying and obtaining a new phone so that she can use the phone to communicate with her doctors....especially now that people are completely shut in, inside their homes due to the pandemic. She requested that Safelink immediately assist in applying for a new benefit and requested that they send her a new phone due to the fact that the old one was lost/stolen and she has not had a phone since that time.

She did not have her old phone number when we spoke. Therefore, she is requesting a new number on the new device.

Ticket: # 3889605 - ATT won't refund for internet outage

Date: 3/18/2020 7:36:42 PM

City/State/Zip: Los Angeles, California 90020

Company Complaining About: AT&T

Description

With the coronavirus outbreak, I need to work from home and having internet is a must. However, my ATT internet was down on March 16th, 2020 and when I called their technical support, I was told the earliest time they could send a technician would be March 19th 2020. So, I had to urgently purchase internet from another service provider on March 16th. But when I called to ask ATT to cancel my service from March 16th, they told me they would not be able to cancel my service until the billing cycle ends on March 24th.

That means I will have to pay ATT from March 16 -24 of 2020 even though I do not get any internet service from them. I don't think it is fair and their agent was very rude when talking to me.

Ticket: # 3889682 - Poor upload speeds

Date: 3/18/2020 8:40:52 PM

City/State/Zip: Farmingville, New York 11738

Company Complaining About: Optimum

Description

Optimum fails to deliver the quality product they promised. I am experiencing regular drops in the upload speeds, which affect my devices upon which I rely for my safety (i.e., Nest cameras at home). In addition, due to the COVID-19 pandemic, I am expected to work from home now and I am using Zoom to teach my classes. A poor upload speed might result in a disconnection in the middle of my class.

To be clear, the upload speed I should be getting is 30 Mbps and I frequently get under 0.50 Mbps (see attached).

This is simply unacceptable, especially now that Optimum raised my monthly bill by \$14 under the pretense that the raise aims to further improve the quality of their product.

Ticket: # 3889684 - International Call Fee

Date: 3/18/2020 8:42:37 PM

City/State/Zip: Davenport, Florida 33837

Company Complaining About: Sprint

Description

Was checking my bill to start managing budgets due to COVID-19 I al laid off my job until further notice and I see that Sprint is charging for international call which I never actually did. I talked to one of their representatives on chat named Catriona and explained the situation and that all call that I make international are through FaceTime using my WiFi network at home. Never was I charged for this and I have been doing FaceTime on my WiFi for about 5 months now with no issues ever. This bill went from the regular \$156 to \$400+ and when I claimed this to the representative the representative said that the other person has to be also on WiFi in order for me to not get charged with international charges. I explain that we always do WiFi and the response was "I cannot remove that charge. I can offer you \$50 voucher as a one time accommodation since this is a valid charge" even with me explaining everything Sprint still wants to charge me this outrageous amount specially on the current situation. Why was I never charged before and not I am? Representative had no answer to that and just said to me "I am sorry for the inconvenience. I am just doing my job". Please help removing this charge from my account. Never had major issues with Sprint until now.

Ticket: # 3889725 - 210-493-8167 SPOOF 210-493 #307

Date: 3/18/2020 9:29:50 PM

City/State/Zip: San Antonio, Texas 78231

Description

During this pandemic and the worry over my neighbors, I DO NOT NEED NEIGHBOR SPOOFS.
TWO TODAY WITH 210-493. STOP. STOP. STOP NOW!

Ticket: # 3889731 - Unlocking my phone

Date: 3/18/2020 9:50:02 PM

City/State/Zip: Charlotte, North Carolina 28210-2416

Company Complaining About: Boost Mobile

Description

Boost Mobile refuses to unlock the phone I purchased in December, 2019. I was with Virgin Mobile (now Boost) for several years and decided to switch carriers this year. The number was switched to the new carrier but Boost refuses to unlock my phone. Even though I own the phone, they refuse to make an exception to their "policy" requiring 12 months of service. I have been without phone service while self-isolating due to the corona virus. The customer service supervisor hung up on me.

Ticket: # 3889743 - Robo Call/ Misuse of a 3rd party phone number

Date: 3/18/2020 10:06:40 PM

City/State/Zip: Tea, South Dakota 57064

Company Complaining About: South Dakota

Description

I received a phone call from what was suppose to be from a very good friend of mine when it wound up to be a "Robo Call" from the office of Republican member for the Great State of South Dakota Dusty Johnson. It was a call stating that he was about to go live with a "Webinar concerning The Corona Virus. This is in My view is foul play and a very sneaky way to have folks listen to His views on this sensitive subject matter. Therefore I am officially submitting this official complaint on behalf of myself and My good friend. There are many other ways to spread your message other than violating the use of a 3rd parties private phone number. This goes way beyond The FCC' s policies and procedures for any Government entity to express or share their concerns or public message. Please contact the Office of Dusty Johnson and assure them that they are in strict violation off the FCC. I am looking forward to your response and learning of the measures taken on our behalf. Thank you for you time.

(b) (6)

A redacted signature block consisting of two solid black rectangular boxes stacked vertically.

Ticket: # 3889812 - Dangerous Content Being Spread Regarding COVID-19

Date: 3/19/2020 1:34:52 AM

City/State/Zip: Walnut Creek, California 94596

Description

As you are aware of, the COVID-19 pandemic is claiming lives in the United States and infecting at an alarming rate - this is, in part do to dangerous rhetoric being being perpetuated from licensed media outlets. One outlet in particular, which has an alarming viewership is Fox News. Per FCC's own guidelines "Broadcasting False Information that causes substantial 'public harm' is prohibited, per https://www.fcc.gov/sites/default/files/broadcasting_false_information.pdf. One of many examples of this dangerously misleading and false coverage can be seen here:

https://www.washingtonpost.com/video/politics/how-fox-news-has-shifted-its-coronavirus-rhetoric/2020/03/17/e0f4e15d-9ae3-4779-8a6a-c4eb505e18c0_video.html

Ticket: # 3889823 - Arizona State University Knowingly Dishonoring Robotext Opt-out

Date: 3/19/2020 2:38:00 AM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Asu

Description

My University, Arizona State University (ASU), runs a 'chatbot' robotext service. Although I may initially have given ASU permission to contact me, I opted out of the robotexts by texting 'STOP' over a year ago. However, I received a robotext on 03/18/2020 with the content 'Hi, it's Sunny, ASU's chatbot. I know you previously opted out, but I'm texting you in case you have questions as ASU monitors COVID-19.' The coronavirus pandemic does not overwrite TCPA laws, and this text is certainly not a confirmation of my opt-out as I received it over a year after opting out.

Ticket: # 3889838 - TV SIGNAL BROADCAST

Date: 3/19/2020 6:19:06 AM

City/State/Zip: Franklinville, New York 14737

Company Complaining About: Air Broadcast = How Can I Even Give You A Name?!

Description

Western New York State TV signals have apparently again been changed. 2 years ago the FCC ordered the Channel 4 tower change, and Channel 4 chose to keep their newer equipment, FARTHER AWAY from the rural areas that DO NOT HAVE cable communication options. Then signals changed again and we lost Channel 7. Within the last week, we were told to rescan TV signals again, and now we've lost our LAST TV CHANNEL!! W.T.H.!!! HOW do you expect those of us in rural areas to stay informed, ESPECIALLY in light of COVID-19?! PLEASE work on STRENGTHENING our area's TV signal strength instead of limiting that to urban areas which have access to other cable options!!! FYI - NOT everyone has satellite or WANTS satellite dishes!! We just need LOCAL NEWS ON A STABLE TV ANTENNA SIGNAL

Ticket: # 3889847 - Violation of captioning requirements

Date: 3/19/2020 7:41:43 AM

City/State/Zip: Corrales, New Mexico 87048

Description

Today, Wed. March 18 @12:37 P.M., the Governor of New Mexico was conducting a televised news conference on the Corona Virus situation in the state and what actions the state is taking to protect the public from this virus. KRQE-TV, channel 13 is not providing captions for this event and, when asked about them, an individual named Paul said, "There are sign language interpreters." When informed that their competitors at channel 7 and channel 4 were providing captions Paul said, I will tell my manager.

I regularly watch channel 13 (KQE) for news as they seem to be the most accurate and complete in their coverage of local news BUT there are very often no captions on the evening newscast and on the programs that follow.

Ticket: # 3889848 - Violation of captioning requirements**Date:** 3/19/2020 7:51:13 AM**City/State/Zip:** Corrales, New Mexico 87048

Description

I now also wish to file a complaint in regard to the captions on tonight's local news broadcast on KOAT - the local ABC affiliate. Their captions were covering vital information on the screen. At a point in the broadcast when they were giving telephone numbers to call for information on tests for the Corona Virus, Dough Fernandez told viewers to "call them numbers on your screen" but those numbers were not visible as they were covered by the captions. It's my understanding that captions must not cover critical information on the screen and, because of the place KOAT chooses to place their captions on locally produced news, they regularly cover weather report and other information. This has been reported to the new station manager but no action has been taken to either move the captions or have the graphics used in broadcasts designed in such a way that they are not covered by captions.

Ticket: # 3889864 - Fox news coverage of covid 19

Date: 3/19/2020 8:43:47 AM

City/State/Zip: Cincinnati, Ohio 45206

Company Complaining About: Spectrum

Description

I am a Fox news watcher. I am no longer. They have lied about covid 19. I now find out through other sources it's not a hoax and I am completely unprepared. Fox and their affiliates have not lived up to their responsibilities under their FCC license.

Ticket: # 3889865 - Misrepresentation of services, lack of communication, loss of service.

Date: 3/19/2020 8:44:39 AM

City/State/Zip: Timberlake, North Carolina 27583

Company Complaining About: Spectrum

Description

We recently entered into a contract with Spectrum to transition from Century Link DSL to Spectrum after seeing recent construction in our area. We were told that services were not available and were scheduled for an install. The install was planned for a date when we were going to be out of town so we made arrangements to have someone at the house to let the installer in and handle the situation the day of install came and went and no one ever showed up or called or in any way communicated with us. We returned home a few days later and found our previously existing service had been turned off and we had no internet. I checked around the house and no equipment had been installed on the outside of the home. I contacted Spectrum and was told it was because we were not there that they would need to reschedule the install so we did this. For the next morning the tech arrived and we were told that he was unable to install services because we were too far from the lines and that construction department would have to do a survey and see if service was available and we need to contact Century Link to get our old service back till that time. I contacted Century Link and was told they could not get us service back till Spectrum released the ported information. After three days of phone conversation with multiple Spectrum techs we still were not able to get information released but was able to get Century Link to establish new services but due to the issue we now went from 20 Meg service to 6 Meg we have been waiting for 3 months and have not heard anything from Spectrum after numerous calls. We are now having to have an additional Century Link line installed to be able to support my wife work from home and kids online learning due to Corona Virus precautions. During the initial issue my wife lost three days of work due to no service. Because Spectrum setting up a port of service before the service was confirmed installed. We would really like the Spectrum Service as it would greatly increase speed of service and availability to function in today's online based environment.

Ticket: # 3889897 - Optimum Online interrupted my service during coronavirus outbreak

Date: 3/19/2020 9:17:24 AM

City/State/Zip: Brooklyn, New York 11204

Company Complaining About: Optimum

Description

On March 19, 2020 my internet service provider, Optimum Online by Altice One, interrupted my internet service leaving me without internet for my four K-12 children that are home from school in self quarantine.

Upon calling the ISP, I was directed to pay my bill which I am unable to do due to the outbreak.

My phone number on the Optimum account is (b) (6)

(b) (6)

Ticket: # 3889939 - News media lying and spreading false information

Date: 3/19/2020 10:02:34 AM

City/State/Zip: Inkster, Michigan 48141

Company Complaining About: Abc Nbc Cbs Cnn

Description

All the media and news stations are INTENTIONALLY spreading false propaganda and lies! Nobody knows what true or not anymore therefore nobody is going to listen to or take any advice from them ESPECIALLY about coronavirus

Ticket: # 3889999 - Spectrum internet

Date: 3/19/2020 10:37:09 AM

City/State/Zip: Columbus, Ohio 43204

Company Complaining About: Spectrum

Description

On Jan 30th I moved from (b) (6)

I logged on to my account numerous times. It said the balance due is \$0.00 so I decided to wait until I received a paper bill. So I did, the first bill they sent me was for \$227.86 plus my current monthly bill. The notice they sent me was a disconnect notice and when I called them and asked to split the bill between two paychecks they declined my request because they couldn't wait an additional 4 days after the disconnect notice. After that I was informed I would be working from home, so On Monday 03/16/2020 I paid the bill, in full, in the middle of a pandemic, I used money I could have used for food or other supplies for the pandemic. I think it is ridiculous that they couldn't work with me on the payment.

Please do something.

Ticket: # 3890005 - AT&T billing me for service that i am not getting.

Date: 3/19/2020 10:39:38 AM

City/State/Zip: Miami, Florida 33165

Company Complaining About: AT&T

Description

AT&T is billing for landline service that is not working. On 2-19-2020 i was given case# ERAM (b) (6) and was told somebody would contact me with 24 to 48 hours. This never happened. Instead AT&T increased the price of my landline phone. Every day since 2-20-20 i have spent 12 hours a day on the phone with AT&T being placed on hold and transferred all around the world with no help or resolve. DSL home (b) (6) can sometimes make outgoing calls but aprox. 90% of incoming calls can not reach me because they get a recorded message "The subscriber you have called is not in service". "FL 14956". The only numbers that can get thru are 1-800#'s and other people who have AT&T lines. I had problems in the past with this except it was in reverse where people with AT&T could not get thru. AT&T came and replaced my modem and things were OK for awhile but went worse around the beginning of the year. All this and complaints happened way before the Covid 19 crisis. AT&T customer (b) (6)

Ticket: # 3890057 - waiving of minute limitations on Medicaid Lifeline phones

Date: 3/19/2020 10:59:55 AM

City/State/Zip: Richmond, Virginia 23113

Company Complaining About: Not Applicable

Description

Hi, we are a non-profit home visiting/telehealth provider that is working to provide virtual visits to our Medicaid families. However, the telehealth visits are using all their data and we wondered if we can have the caps lifted during the coronavirus crisis.

Ticket: # 3890200 - T-MOBILE SUSPENDED MY ACCOUNT DURING A GLOBAL PANDEMIC DUE TO 6 MONTHS OF GROSS INCOMPETENCE

Date: 3/19/2020 11:49:09 AM

City/State/Zip: Kenilworth, New Jersey 07033

Company Complaining About: T Mobile

Description

For the past 6 months, I have had AutoPay with T-Mobile. And, for the past 6 months, there has been issues with AutoPay. Every 19th of the month, the payment doesn't go through, then I have to call in and T-Mobile says they will fix everything, but they never do. Today, during a global pandemic, T-MOBILE SUSPENDED my account. When I called this morning at 6am, no one was available to take calls. When I contacted them on twitter, I was advised just to *wait*. When I called in to get this fixed, I was told to just give them my CC number and the problem would be solved.

Unfortunately, I've been down this road 5 times before and I refused to do the same thing again. I asked for reassurances and guarantees that this issue would be solved. I was given neither. Suspending accounts during a global pandemic is unacceptable. I have no phone to contact my wife or kids if something happens on the way home from work.

This is especially infuriating when you realize that this account was suspended through no fault of my own. It's not like there's insufficient funds or I haven't been hassling them for the past 6 months.

The only thing I can be guilty of is being an idiot for continuing to use T-MOBILE when they've been messing up for 6 months.

Ticket: # 3890205 - Threatening Text

Date: 3/19/2020 11:50:54 AM

City/State/Zip: San Francisco, California 94121

Description

On the morning of March 18, 2020 I received a threatening text that warned my home would be infected with the coronavirus if I did not send \$2000. My carrier is AT&T Wireless. Below is the full text:

"Hello (b) (6)

How was your day going am here to tell you that I'm coming to spread the coronavirus to your home and surrendering if you did not accept to send me \$2000 now and I will also make sure I spread it to your family also. You think I'm playing at some game? But my patience isn't limitless, if you try to tell anyone or try to make calls I will end up knowing and make sure you got this disease..am waiting for swift response within 24 hours or you go this disease thank you."

Ticket: # 3890211 - Billing/Service Issues

Date: 3/19/2020 11:52:45 AM

City/State/Zip: Montrose, Pennsylvania 18801

Company Complaining About: Spectrum

Description

- The consumer is calling about Spectrum as his carrier
- He has a bundled package
- The service is in his wife's name, she authorized him filing the complaint on her behalf
- He states they terminated the service
- He states they are not allowed to do this with the Pandemic
- He reached out to the carrier
- They advised that he has to pay his past due balance
- The consumer requests his service be turned on ASAP

CTR405-phone

Ticket: # 3890431 - Fox News standard of practices

Date: 3/19/2020 1:11:33 PM

City/State/Zip: San Diego, California 92107

Description

I would like the agency to look into the standards of practices of Fox News! Ever since Fox News been launched they continuously air misleading information, false facts and in some cases straight out lies via their airwaves only to boost their viewership. For me personally the last drop was how they fueled and likely was the main source for the panic related to the corona virus outbreak! Their on air personals continuously lied, twisted facts and spread misleading information, that if nothing else, at least created major confusion and panic! If I started broadcasting straight out lies on the airwaves controlled by the FCC, it wouldn't take long to lose my license. How's Fox News continue to keep their?

Ticket: # 3890453 - spammer threatening me with jail

Date: 3/19/2020 1:20:21 PM

City/State/Zip: Morris Plains, New Jersey 07950-0432

Company Complaining About: None Given

Description

Call came in from 60125018592 in the middle of a sentence, threatening me with jail for not paying my taxes, which is not true. I paid my taxes long before the deadline was extended because of COVID-19. This crook is trying to scare people and must be stopped and put in jail. People are scared enough nowadays without this.

Ticket: # 3890541 - dish TV reception

Date: 3/19/2020 1:41:44 PM

City/State/Zip: Oracle, Arizona 85623

Company Complaining About: Dish Network

Description

We live 4 miles inside Pinal county. We are 15 miles from Tuscon and over 100 miles away from Phoenix. Dish forces us to get Phoenix channels. Phoenix channels do not cover Tuscon news. We need to get the Tucson channels to track the development of the corona virus in our area-Tucson. Dish refused to address this pandemic by allowing us to get Tucson channels. We must know what is going on in our area- not Phoenix. Please help us. We are elderly and need to get Tuscon updates on the pandemic and developments in our Tucson area.

Ticket: # 3890585 - Suddenlink cable-internet-phone

Date: 3/19/2020 1:53:33 PM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: Sudden Link

Description

We moved to a new area and cannot get Suddenlink to get our cable-internet-phone working. During this covid-19 outbreak we all NEED to be in contact and kept up to date. Our daughter is also doing online courses and this is impossible without any connection. The customer service is good at saying sorry but is totally inept. How is Altice-Suddenlink able to stay in business? How does a company get their contract revoked? The complaints about them are rampant. What can consumers do when a company pretty much has a monopoly in the area and they collect money without providing the promised services?

**Ticket: # 3890599 - cannot get cable phone internet service up and running
SUDDENLINK**

Date: 3/19/2020 1:57:33 PM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: Sudden Link

Description

We moved to a new area and cannot get Suddenlink to get our cable-internet-phone working. During this covid-19 outbreak we all NEED to be in contact and kept up to date. Our daughter is also doing online courses and this is impossible without any connection. The customer service is good at saying sorry but is totally inept. How is Altice-Suddenlink able to stay in business? How does a company get their contract revoked? The complaints about them are rampant. What can consumers do when a company pretty much has a monopoly in the area and they collect money without providing the promised services?

Ticket: # 3890605 - WLNI Not serving the public good

Date: 3/19/2020 1:58:36 PM

City/State/Zip: Lynchburg, Virginia 24502

Company Complaining About: Wlni

Description

Mar 19 11am (est time) President Trump was giving a press conference about update on the Coronavirus. WLNI broadcasted a short segment of the press conference than when to commercial and regular programming. This does not serve the public good and use of the radio waves. Especially during a national (worldwide) crisis such as the coronavirus.

Ticket: # 3890614 - Telemarketing calls during Pandemic

Date: 3/19/2020 1:59:56 PM

City/State/Zip: Marion, Ohio 43302

Description

I am a physician with a large national healthcare company. Due to my age (73) and underlying conditions I am working from home. It is essential that I receive calls from the 3 sites that I am in charge of. This morning I have received at least 5 calls on my landline and 2-3 apiece on each on my cell phones from these people. At this time communication is essential for all of us but our lines are constantly tied up with telemarketers and scam artists. There must be something that can be done about this. Before it was a nuisance but now could be deadly. Some older Americans do not answer their phones due to this onslaught. I am certainly not a communication expert but there must be some solution to this.

Ticket: # 3890616 - Suddenlink continually unable to get cable-phone-internet setup

Date: 3/19/2020 2:00:32 PM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: Sudden Link

Description

We moved to a new area and cannot get Suddenlink to get our cable-internet-phone working. During this covid-19 outbreak we all NEED to be in contact and kept up to date. Our daughter is also doing online courses and this is impossible without any connection. The customer service is good at saying sorry but is totally inept. How is Altice-Suddenlink able to stay in business? How does a company get their contract revoked? The complaints about them are rampant. What can consumers do when a company pretty much has a monopoly in the area and they collect money without providing the promised services?

Ticket: # 3890618 - Internet outage, followed by provider hang-ups

Date: 3/19/2020 2:01:04 PM

City/State/Zip: Pittsboro, North Carolina 27312

Company Complaining About: Centurylink

Description

While working from home due to the coronavirus pandemic, my DSL service (the sole option in my Chatham county area serviced by CenturyLink) suddenly went out. I immediately tried to phone CenturyLink to report the outage. I was connected to an automated service and entered my phone number and last 4 digits of SSN, as requested. The automated service disconnected my call. I called back, went through entering my phone number & SSN. The service disconnected my call again. I called back to the Customer Service number (a different number than I called the first 2 times). Again, an automated service answered. I entered my phone number & SSN and was promptly disconnected for the third time. PLEASE, we need other options for internet service in Chatham County!

Ticket: # 3890627 - Unwanted Call - Anthem Fraud Call**Date:** 3/19/2020 2:02:44 PM**City/State/Zip:** Colorado Springs, Colorado 80919**Company Complaining About:** Anthem

Description

This is the second robo call I received from caller ID Michigan number 313-451-5528 to my cell phone. The voice recording is the same voice recording used by the legitimate Anthem Blue Cross Blue Shield Company when a person calls their legitimate number. The recording says they have important information but first need to identify the person they are speaking with. They ask if this is "_____". (and they did have my first name correct). They then say to respond yes or no. Then they ask for a birthdate. This is obviously taking opportunity due to the Wuhan Corona Virus to target people. Please get this stopped immediately as people don't need any more problems of identity fraud on top of this virus. Thank you for whatever you can do.

I did call my legitimate Anthem company and the employee I spoke with verified that this caller ID number was not one of Anthem's numbers.

Ticket: # 3890751 - Coronavirus Pledge

Date: 3/19/2020 2:31:47 PM

City/State/Zip: Lexington, Nebraska 68850

Company Complaining About: Tracfone

Description

- The consumer was wondering what the FCC was doing regarding the Corona virus.
- The consumer states he doesn't have money to pay his phone bill.
- The consumer states he spoke to his carrier Tracfone/Straighttalk and they told him if he doesn't pay the bill his phone will get shut off.
- The consumer mentioned the corona virus and him not currently working.
- The consumer doesn't want his phone shut off.

CTR-415

Ticket: # 3890842 - Landline phone service

Date: 3/19/2020 2:58:54 PM

City/State/Zip: Elizabeth, New Jersey 07201

Company Complaining About: Optimum

Description

Optimum was consumers provider for TV, phone and internet

Her service was interrupted on 3/8. She contacted provider to have them troubleshoot. They told her the box was broken.

They told her to either return it or they could mail her a new one. She decided to cancel just the cable TV service 2 days later

She asked if someone could come out to disconnect for her but charge \$80. Consumer disconnected box herself and returned the boxes to the facility. Consumers phone service was disconnected the next day. Provider troubled shot over the phone. She was told that someone had to come out to her home to fix issue. Technician came to house today and told her someone at Optimum disconnected her phone. He did not need to be sent to fix this issue. Unnecessary tech visit during Corona Virus. She is very upset with the customer service at Optimum.

CTR 392-phone

Ticket: # 3890848 - Disconnected Cell Phone Service**Date:** 3/19/2020 2:59:42 PM**City/State/Zip:** Denver, Colorado 80202**Company Complaining About:** Sprint

Description

Sprint has just disconnected my cell phone service and I am not missing meetings and trainings that I have to take over the phone because I am working from home due to the coronavirus. I have never missed a monthly payment as long as I have been a sprint customer and sprint agrees to this. This money that sprint says is owed starts back in August 2019 where a sprint store was running a promotion on a free wireless charger, free screen protector, free phone protector. Sprint corporate then charged me for this then waived the fee. They waived the fee by charging me a \$150 cancelation fee. Sprint said they would correct and they never did. Now they disconnected my service and I cannot attend my work meetings and trainings as I am working from home due to the coronavirus.

Ticket: # 3890891 - Fox News

Date: 3/19/2020 3:11:13 PM

City/State/Zip: Onsted, Michigan 49265

Description

I feel strongly that fox news should be taken off the air. The last straw for me was the fact that they did not originally report responsibly to the covid19 virus. I feel that they should be held responsible for their viewers disbelief and irresponsible actions to it. They have become a horrible vessel for the news.

Ticket: # 3890985 - False Advertising / Price Gouging

Date: 3/19/2020 3:31:53 PM

City/State/Zip: New Carlisle, Ohio 45344

Company Complaining About: Spectrum

Description

Spectrum advertised the following:

“Coronavirus Internet Offer For Students - We’ll waive any installation or pre-payment fees to help get you started.” I called the number listed because I met all of the criteria. The representative shared that he checked with the GIS representative and that the installation would be covered. The representative stated that the trenching would occur on Saturday, March 21 and installation completed on Sunday, March 22. However, on March 19, I received a call that the cost of the installation would be \$3530.50 and would not occur for 49 days. I explained to the representative, Alicia, the dire need for the internet service for my children and their online learning. It is very frustrating that at this time of emergency, when my children are having to receive their education from home and are not able to access high speed internet. This is a discrimination against my children and their ability for a free public education. Also, to require such an outrageous installation cost during a National crisis is an outrage.

Ticket: # 3890993 - Suspension of Services During COVID-19 Pandemic

Date: 3/19/2020 3:32:44 PM

City/State/Zip: Elizabeth, New Jersey 07206

Company Complaining About: Optimum

Description

My past due balance is \$116.00 and my services were interrupted today. I tried calling and no one answers. automated service gives no option except to pay. their chat wont continue after signing in. I have a 5 year old daughter who has online learning due to this crisis and not able to access internet. I dont have 116 to pay today and my mom gets paid next friday which she usually helps. Resolutions would be to restore service and give us extension as stated on their page. How do they offer 60 days free service for kids but disconnect it ?

Ticket: # 3890997 - COMCAST failing Michigan citizens during Covid 19 crisis

Date: 3/19/2020 3:33:46 PM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Comcast

Description

Previous issues have not been resolved with Comcast and will not be resolved until Comcast decides that it is not "too expensive" [per a February 20, 2020 letter to the Michigan Telecommunications Division] to provide Lenawee County in Michigan with the "basic tier of programming" required by the Federal Communications Commission, a "BASIC TIER that includes, at a minimum, required local broadcast television stations [per FCC "Consumer Guide: How Cable Companies Choose Channels"]]. I personally spoke with Nielsen Media about Comcast's claim that Nielsen Media defines "Designated Market Areas" as it erroneously claimed in its letter to the Michigan Telecommunications Division. Nielsen is a research firm only and all it does is provide data to Comcast. Nielsen does not define DMAs!!!

How could a TV station in TOLEDO OHIO possibly be considered LOCAL to Lenawee County in MICHIGAN? Now more than ever-- because of COVID 19-- do the Comcast customers in Lenawee County Michigan need access to LOCAL MICHIGAN CHANNELS with LOCAL MICHIGAN NEWS AND PUBLIC SERVICE ANNOUNCEMENTS REGARDING AMERICA'S WORST EVER PANDEMIC.

I am a senior citizen in the most vulnerable segment of the population, and because of Comcast, I am not able to see or hear on my TV--with the cable service I am paying \$200 a month for-- important lifesaving announcements from the Michigan Governor about MICHIGAN'S RESPONSE to Covid 19. Comcast generated a total revenue of 108.94 billion U.S. dollars in 2019, up from 94.51 billion U.S. dollars a year earlier. The company's revenue has more than tripled in the last ten years. What Comcast has done just to increase its profits, the MICHIGAN lives it has compromised just to save a few bucks is a crime against the viewing public and Comcast should be severely penalized by the FCC.

Ticket: # 3891047 - Local channels for DirecTV

Date: 3/19/2020 3:47:00 PM

City/State/Zip: Lonaconing, Maryland 21539

Company Complaining About: AT&T

Description

DirecTV advises that I am required to view local News and channels for Pittsburgh, PA. I live in Garrett county, Maryland and need the Maryland and Washington DC News channels to stay current with state laws for Corona Virus.

Unable to get that local feed due to FCC.

Ticket: # 3891084 - VRBO Cancellation Policy for customers effected by CoronaVirus

Date: 3/19/2020 3:56:37 PM

City/State/Zip: Sunnyvale, California 94085

Company Complaining About: Vrbo

Description

Hello, I made a booking on VRBO for a weeklong stay in London from 4/13-4/19 (Reservation ID# (b) (6)). VRBO is similar to AirBnB where you can book hotels or apartments for rent.

London is under lockdown because of the Coronavirus and we are unable to get into the UK or even be allowed to come back to the USA. I contacted VRBO numerous times and they are leaving the decision to the homeowner/property manager on whether to offer a refund. Even though London is under lockdown the homeowner is not offering us a refund, after pleading with the homeowner many times. My flights have all been cancelled. AirBnb is cancelling all reservations however VRBO is not. Please help as this reservation was \$945 and I don't feel it's fair that VRBO is prioritizing corporate profits at the detriment of their customers. Thanks you.

Ticket: # 3891104 - CORONA VIRUS HEATH COVERAGE

Date: 3/19/2020 4:00:41 PM

City/State/Zip: Shelby, Michigan 49455

Company Complaining About: 313-915-5246

Description

I CALLED THE NUMBER BACK AFTER THE MILLIONTH HANG UP. THE GUY SAID HE WAS SELLING CORONA VIRUS HEATH COVERAGE, WHAT A CROCK. this number calls all day long and hangs up as soon as you answer it.

Ticket: # 3891132 - Suddenlink/altice

Date: 3/19/2020 4:05:50 PM

City/State/Zip: Sulphur, Louisiana 70663

Company Complaining About: Sudden Link

Description

I contacted suddenlink/altice on 03/15/2020 to get service at my home. This is to be used for my children to pick up a k12 program, and me and my wife's access to work from home during the covid-19 pandemic. I do not want the free service I want to pay for it. Suddenlink is refusing service because I am 300' off of the road. I have a pipeline that I had to put my home past me and the road. I told the woman on the phone that I had already filled an FCC complaint a few years back. That altice contacted me with a build out cost of almost \$2700 which I could not afford in a lump payment. I asked they break that cost up over the first few payments and they never returned any further correspondence. In discussing the woman stated that due to the covid push they were waiving all install fees. She also noted that in the history to service this address the fact that per the right of way agreement suddenlink would provide service in a future date.

We can agree that asking any family to pay over \$2000 for a utility service installation that will lock me in as their customer for the foreseeable future is excessive. That's why I was ecstatic when she told me the install and build out fees would be waived. Finally since 2010 we can get service. I paid the \$117.49 to start service.

Cut to today and their installer states they will not provide service. He offered to sent it out for build out cost quote, but the woman stated those fee's are waived. How can they do this?

Ticket: # 3891194 - NO INTERNET Services

Date: 3/19/2020 4:23:18 PM

City/State/Zip: Bentonville, Arkansas 72712

Company Complaining About: AT&T

Description

At&t Complaint

Consumer is home with his children due to the Coronavirus

At&t disconnect his services in which he's unable to continue access for his self and family.

Consumer email address. (b) (6)

continuing to keep his services active and the representative hung up on the consumer.

Ticket: # 3891227 - Unwanted Texts

Date: 3/19/2020 4:33:59 PM

City/State/Zip: The Villages, Florida 32162

Description

1-(714)803-8400 Text Message: Cheryl: 1000 USD to support you past the crisis has been pre-approved, claim by clicking covid-cash14.site/.LZ7R@Gggy7

(I have been getting numerous texting from different numbers and I don't know who is doing it.

1 (657)296-2889 Text Message: Because of the Corona outbreak we will give out emergency grants to cover your everyday costs. Cheryl, click on corona-cash8.info/.H6N8To455t

Ticket: # 3891304 - Comcast service interruptions during national state of emergency

Date: 3/19/2020 4:54:16 PM

City/State/Zip: Blue Springs, Missouri 64014

Company Complaining About: Comcast

Description

I was surprised to receive a threat of disconnect during a national emergency when the fcc said no ones internet would be interrupted. I was planning on paying my bill in full March 30th and made arrangements to do so but I want to ensure those who are truly affected by covid-19 job suspensions can remain connected and possibly find work through their internet services as was promised by the FCC. It is my understanding this is a violation of it is not then I am sorry to complain. They need to comply with this like spectrum and at&t I am paying my bill and switching providers as a result of this

Ticket: # 3891329 - No Service Spectrum**Date:** 3/19/2020 5:00:57 PM**City/State/Zip:** Raleigh, North Carolina 27616**Company Complaining About:** Spectrum

Description

- The consumer is wanting to file a complaint against Spectrum.
- The consumer states he was notified about a ball game airing on channel 388.
- The consumer was unable to view it, so he contacted spectrum about it and a representative told him that she could add that channel at no cost but would be sending him a bigger box.
- The consumer told the Spectrum representative that all he wanted was the channel and not a new box, to which the representative assured him that that was fine.
- The consumer states that this morning 3/19/20 they turned his tv services off and he is 75 and needs to keep up with the news because of the Coronavirus.
- The consumer states they turned his service off because he refused to use the big box that was sent to him, when he stated he did not want the box in the first place.
- The consumer states he should have not left and risked his health but he wants his services on ASAP.
- The consumer would like his TV back on like he had originally with his small boxes.

*****CTR-415*****

Ticket: # 3891390 - Unwanted Scam Call About Corona Virus Benefits

Date: 3/19/2020 5:27:18 PM

City/State/Zip: Highland Haven, Texas 78654

Company Complaining About: U.s. Government

Description

The consumer received a call providing information about, "the Corona Virus is real and to get your government assistance please call back 833-596-1007"

This number is a working number.

She stated that the call was recorded and it was a male that sounded like he had a Persian/Pakistan or at first she had thought it to be Oriental

When she called back, she reached a live voice, for a woman, that also sounded like she was from Pakistan/Oriental - she answered "Health and Human Services"

She was so surprised she hung up immediately because she knew it was a scam

Ticket: # 3891472 - Internet Cost

Date: 3/19/2020 6:02:49 PM

City/State/Zip: Chesapeake, Virginia 23322

Company Complaining About: Cox

Description

We live on a street in which the nearest cable connection is approximately 1 mile away. We are the only street in the general area with no cable. Most residents on our street use a WiFi hotspot or have satellite internet; both very costly and not reliable. COX Cable put together a proposed estimate for running cable to 12 of the houses on our street. The 12 houses came from people that responded to a general letter asking if they would be interested in getting the service. The quote was obtained at the end of January 2020 in which the total would be \$75,318.96 or approximately \$6,276.58 per household. This is not a reasonable amount at all. We are seeking resolution to obtain a fair amount or have COX install the cable at their cost since they will be having paying customers every monthly bill thereafter. In addition, with the current situation with coronavirus, it has put a high need for internet at home with students expected to log on at home and complete assignments.

Ticket: # 3891540 - Pandemic price gouging

Date: 3/19/2020 6:37:07 PM

City/State/Zip: Plano, Texas 75094-1064

Company Complaining About: Spectrum

Description

I just received my Spectrum bill and Spectrum raised my internet price this month by \$10 per billing cycle. The Spectrum customer service representative told me Spectrum raised the internet price across the board for all legacy Charter-Spectrum customers. Spectrum is attempting to take advantage of the fact that people are stuck at home and reliant on home internet to work, go to school, etc. to gouge their customers by raising their internet price. By raising the price incrementally by \$10 most customers, overwhelmed by the current situation, probably would not notice the price increase until it is too late to do anything about it. Spectrum is exploiting their customers and should be required to honor the previous internet contract prices as well as issuing an apology to customers for their despicable practices during this difficult unprecedented crisis.

Ticket: # 3891567 - Number portability

Date: 3/19/2020 6:52:27 PM

City/State/Zip: Dallas, Texas 75217

Company Complaining About: AT&T

Description

To solve my problem, FCC must force AT&T to release my landline(wireline)existing 60+yrs from being held hostage until a unpaid balance of cramming fees is paid.After i filed 1st complaint At&t contacted us only to inform us that an unpaid balance must be paid before they release our landline number. This is in violatiin of The Telecommunications Act of 1996 - 47 U.S.C.§251 (b) (5) and 47 C.F.R.§ 52.21 (q). Mental anguish due to missed Dr.'s appts. & confirmations of scheduled urgent health screenings and exams.The public healthcare& medicare system and many other vital connections has been lost, due to the landline being the only line of communication ever used.At&t is unaffected by the consequences of holding this landline number for ransom. It's urgent that this number be returned to my elderly parents whise healthcare is suffering & mental anguish continues to build with increasing concerns especially in light of this coronavirus outbreak it is crucial that action be taken on this matter.

Ticket: # 3891595 - Internet Outage Again

Date: 3/19/2020 7:07:04 PM

City/State/Zip: Milan, Michigan 48160

Company Complaining About: Comcast

Description

Good evening as I write this complaint, I have another outage and it will be minimum of 3 to hours again. This is the second major outage in a week and with the COVID 19 outbreak Comcast in our area is ill prepared to handle this data traffic. Students will not be able and are not able to do their online course work for college/high school etc nor will they be able to handle people working from home. These outages will greatly hamper our economy even more and the FCC needs to step in and investigate.

Ticket: # 3891600 - Someone is using my name and number posing as the IRS

Date: 3/19/2020 7:07:45 PM

City/State/Zip: Mckinleyville, California 95519

Description

I have gotten 3 calls today from unknown numbers local to my area. I spoke with a person who had my first name and claimed he had missed a call from a person claiming to be the IRS offering COVID 19 relief funds.

Ticket: # 3891654 - Unsolicited phone call and inappropriate comment

Date: 3/19/2020 7:59:56 PM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Clean Energy Connect

Description

A company claiming to be Clean Energy Connect from 480-923-8069 called for solar something or other and when I said it was unacceptable to be calling during a pandemic the caller told me "I hope you die from it".

Ticket: # 3891667 - SPECTRUM BLOCKING CABLE

Date: 3/19/2020 8:05:43 PM

City/State/Zip: S Richmond Hill, New York 11419

Company Complaining About: Spectrum

Description

BILL DUE TODAY. EARLY THIS MORNING SPECTRUM PLACED A BLOCK ON CABLE SERVICE AROUND 7AM. I PAID THE BILL ONLINE. AT THIS TIME THE BLOCK IS STILL ON. REACHED OUT TO SPECTRUM AND THEY ARE NOT TAKING CARE OF IT. IT IS TERRIBLE THAT GIVEN THE STATE OF AFFAIRS IN THE WORLD WITH COVID19 THAT SPECTRUM WOULD BLOCK AN IMPORTANT WAY WE GET COMMUNICATION ABOUT THIS DEADLY VIRUS. I HAVE AN ELDERLY MOTHER THAT RELIES ON THE NEWS AND FOR THE WHOLE DAY SHE WAS OUT OF TOUCH. I WANT THERE TO BE SEVERE REPURCUSSIONS TO SPECTRUM AND CHARTER COMM AS THIS IS TOTALLY UNAAACCEPTABLE AND THEY SHOULD BE ASHAMED OF THEMSELVES.

Ticket: # 3891687 - Direct Tv cut off my service today

Date: 3/19/2020 8:28:16 PM

City/State/Zip: Shenandoah, Pennsylvania 17976

Company Complaining About: AT&T

Description

I thought Direct Tv would waive there late payments due to the pandemic, but I came home from work and they cut off my tv, would not turn it back on until I made the entire payment..

Ticket: # 3891704 - Unwanted Call

Date: 3/19/2020 8:45:07 PM

City/State/Zip: Middletown, Maryland 21769

Company Complaining About: Alexis

Description

Soliciting a large purchase in the middle of the pandemic and stock market crash is preying on older adults and other populations in need. I would like for these people to be identified and their business practices to be censured and/or regulated.

Ticket: # 3891716 - Reactivate account

Date: 3/19/2020 9:00:35 PM

City/State/Zip: Thermal, California 92274

Company Complaining About: Frontier Communications

Description

I canceled my service 50 days ago and now I want to reactivate my service without having to pay a \$75 dollar installation fee and without having to go through another CREDIT CHECK. Especially with the corona virus spreading and impairing families I feel like Frontier doesn't help at all!

Ticket: # 3891721 - No ASL interpreter for White House

Date: 3/19/2020 9:05:13 PM

City/State/Zip: Sat Lake City, Utah 84224

Description

Stupid president is not providing ASL interpreters for the Deaf and Hard of hearing people across the USA for all of the emergency breaking news press conferences about coronavirus. How are we supposed to know what the latest information is if we don't have access. The ADA law should be followed by the White House of all places. Closed captions not a equivalent for everyone as English and ASL are different language!

Ticket: # 3891750 - Scam text

Date: 3/19/2020 9:51:49 PM

City/State/Zip: Oklahoma City, Oklahoma 73127

Company Complaining About: Netflix Premium

Description

getting text from 714-803-9670 saying Netflix is going to give me 3 months free of Netflix Premium because of COVID-19

Ticket: # 3891847 - Verizon curtailing 3G service includes 911 calls

Date: 3/20/2020 1:31:12 AM

City/State/Zip: Ramona, California 92065

Company Complaining About: Verizon

Description

This may sound like a mundane complaint, but it's actually a serious issue regarding the ongoing COVID-19 pandemic, so please bear with me.

Over the last year, I've noticed poor connectivity from my cell phone. It's an older 3G flip phone, but I like it and I've seen enough smashed screens that I have not been interested in "upgrading" to a "smart" phone. My existing phone seemed to have trouble with dropped calls which were only occasional last year, but I would notice the phone getting hot in my hand, like it was having to really increase its transmit power to stay connected. Over the last 2 months though, my phone has been unable to maintain a call, text message receipt is usually significantly delayed, and sending text messages takes between 2 and 10 attempts for the message to actually go through. I thought my phone was just dying so I purchased a same model replacement from amazon, and had it activated for use on my verizon account. To my dismay, the replacement phone had exactly the same issues.

After a bit of research, I learned that Verizon has been stealthily killing off 3G service. It's actually been reported here:

<https://knowtechie.com/verizon-3g-support/>

and:

<https://money.cnn.com/2014/12/04/technology/mobile/verizon-killing-off-3g/index.html>

Under normal conditions, that's fine, although they shouldn't be degrading service stealthily. Where it gets serious is that they're degrading and dropping calls EVEN IF THE CALL IS TO 911.

With the COVID-19 pandemic escalating, if someone experiences respiratory distress and needs to call 911, verizon's action could actually cost people's lives. I know they're doing it with 911 because two days ago I thought I was experiencing respiratory distress. It seemed like it was getting worse and although it wasn't a "send an ambulance" situation yet, after my phone having been unable to hold a call to my wife earlier, I was concerned enough to at least test my ability to call 911. To my dismay, my brand new phone (albeit 3G) phone reported "signal faded, call lost" before it even connected.

Verizon is doing this deliberately and it is 100% under their control. I know this because in doing an online chat with their customer service / sales about this issue earlier this evening, they needed to send an authentication code to my phone to verify my identity. That code came through immediately. That may seem anecdotal, but over the last few days since my employer has put my department on "work from home" I've needed to log in to VPN daily. Every morning, getting the 2 factor authentication SMS message has required dozens of attempts before the code arrives in a timely enough manner for the VPN to accept my code. This morning it actually took an hour to finally get the code. But when chatting with Verizon support, their authentication code arrived instantly. And I do mean instantly. That cannot be coincidence.

This is 100% under their control, they're doing it deliberately, they have a "back door" for their own use, and it is putting lives at risk.

Please ORDER Verizon to restore full 3G service until the COVID-19 pandemic has run its course and is no longer threatening lives.

Ticket: # 3891862 - Xfinity services that were discharge through my chapter 7 bankruptcy

Date: 3/20/2020 2:05:53 AM

City/State/Zip: Midway, Florida 32343

Company Complaining About: Comcast

Description

To whom this may concern , I have gotten to this tier because of the discrepancy with an old account that I've had with Comcast that was listed under my chapter 7 bankruptcy that I've successfully received a discharge for January of 2019 . Due to the Novel Coronavirus disease and government regulations and procedures that were put into full effect . I was informed that there is an internet essentials program through Comcast that serves low income households for 9.95 monthly . Something That I was never aware of but definitely interested I immediately did my research finding out that my 3 children are needing to be homeschooled due the spreading of the virus . As I'm applying for internet essentials I discover that there's a back balance because it's giving the internet essentials team an error message . This has been going on for almost two weeks now . I spoke with billing at first they directed me to the Xfinity store so that I can take in my discharge papers for them to be scanned into the system and I can have this balance cleared up . I completed that task and when I got into the Xfinity store I was basically let down and redirected to contact the exec team . I had to educated the exec team on how filing for bankruptcy works and federal rules and guidelines that all creditors must follow when discharging a debtors balance that is not owed . First off Comcast did not show to the meeting of creditors . When I notified Comcast of my bankruptcy in 2018 they applied a credit and refused to remove services . That was their choice I explained to them I could t afford it . Come to find out recently this past week due to the Coronavirus outbreak there is a 496 dollar balance that they are forcing me to pay which doesn't exist because it's discharged . So I spoke with a Michael who created a case for a case manage whose name is Bellini who contacted me and was very rude and unprofessional not only that but this guy had no experience or knowledge with joe bankruptcy works and basically created his own interpretation on how the process works . Absolutely wrong and I explained to him that he had no jurisdiction and to waste a customers time trying to argue is bad business and Comcast real corporate team is not going to be happy by this . Not only are you making the company look terrible by breaking the law but you also make the company look terrible because they took a pledge to keep children connected to the internet for educational purposes and being evil and doing what Bellini wants to do and say has absolutely nothing to do with written law and what's right . The crazy thing about it is the balance is now zero but it is not reflecting on Comcast Internet essentials system which defeats the entire purpose . It's like I'm being told one thing for something that is the complete opposite In the system I am very upset with the level of mistreatment and dissatisfaction that I have received and it's all the lies and back and forth that are not being honored which should have been done because it's not rocket science I receive food stamps , Medicaid and my children are apart of the national free lunch program and to deny my children educational services is not something that the government are going to be excited about I just want them to do right , stop breaking the law and stop denying my children the right to learn it's bad enough we are living in fear due to this disease . But now no internet no school and no computer on top of that . It's sad

Ticket: # 3891863 - Stations delivering essential emergency information.

Date: 3/20/2020 2:18:46 AM

City/State/Zip: Cary, North Carolina 27512

Company Complaining About: 680 Wptf, Curtis Media Group, Et. Al.

Description

Why are these news/talk stations allowed to broadcast with Nielsen eCBET encoders during critical times when people like me will rely on radio to get word during times like the Coronavirus pandemic?

It may not bother most people, but there has been much discussion about how these encoders make the audio very harsh and brittle, and outright unlistenable to some people like me (See trade publication articles such as "Is Nielsen's PPM Making Radio Unlistenable?" - Radio InSights, et al.)

It would be prudent to ensure that during times where the general public needs critical information such as the current pandemic, that they can have access to current data without being subjected to barbarous elements like the constant bombardment of eCBET tones)

Thank you for your attention to this matter!

Ticket: # 3891880 - As of Early February 2020 after over a year of not having much success with AT&T repairing my land line phone line that now no longer has a dial tone

Date: 3/20/2020 5:58:10 AM

City/State/Zip: Oakland,, California 94610-1354

Company Complaining About: AT&T

Description

While preparing for an upcoming surgery on or about the beginning of February, I picked up my phone receiver to contact my surgeon for some information and discovered that there was no dial tone, thus rendering making or receiving phone calls impossible. I suspect that there might not have been a dial tone for some short period of time previous to the day and time that I discovered that there wasn't a dial tone on my line. I picked up my receiver several times on several days thereafter in order to verify whether or not a dial tone existed. It didn't exist. I previously filed a complaint to the FCC in regard to ongoing problems with my AT&T phone line given that I was having a difficult time in getting an AT&T technician to actually show up my home despite having at least 4 phone repair appointments in order to repair an earlier ongoing problem with extreme static on my phone line in January 2020 as well as filing other similar previous phone line complaints several other times as my problems with my land line phone was an ongoing issue with AT&T for well over one year for which I refused to pay AT&T for lack of usable phone service for over about 1.5 years. My refusal to pay is based on the premise of not receiving adequate/usable service during the approximate 1.5 years for which I'm being billed. It works like this. If I don't receive usable service during the period for which I'm billed, I'm not going to pay for it until I have full and complete use of my landline phone line which I've had since 1994/1995. The deal is if I pay AT&T (X= my payment) and they don't give me (Y= their service) and then follow up with not maintaining my phone line nor repairing it and being stood up by their repair technicians at least 4 times which wasted 4 of my days during a short life. It doesn't make sense to pay for inadequate service that one is receiving nor the lack of a dial tone that one isn't receiving. I discussed this problem with an AT&T representative from the office of the President in regard to not having a dial tone and thus not being able to make or receive calls on this phone line that I've had since 1994/1995. Given the fact that I'm a senior female past the age 70 along with unfortunately having several chronic illnesses. am living alone as well as have two recent surgeries and am unable to contact doctors, ambulances if necessary, emergencies, police and the fear of contracting Covid19 without having the ability to call 911 in case of emergency help which leaves me in a very perilous position in life.

I received a message from an AT&T employee who reached out to me in order to set up a phone repair appointment which was a great positive surprise for me. I set the appointment with him to have an AT& technician to come to my house on Friday 2-21-2020 between 8:00 am to 12:00 pm in order to repair the problem with no dial tone. I asked the person, named Wallace, with whom I spoke if there would be a charge for the phone repair for the Friday 2-21-2020 appointment. His reply was no, there would not be a charge. Sadly, Wallace made an error by sending out a technician to my house on Thursday 2-20-2020 which was obviously not on my scheduled appointment day, date and time. I chose Friday 2-21-2020 as my schedule on that day was open and definitely NOT THURSDAY 2-20-2020 as I had a doctors appointment early on that Thursday morning as I obviously would not be at home since I can't be in two diverse places at the same time. My subsequent conversation with Wallace on Friday 2-21-2020 was not pleasant as he decided to be difficult probably because he

realized that he made an error with my appointment day and time. He subsequently told me that since the technician came to my house and I wasn't home, I would have to pay AT&T out of pocket to repair my phone problem or else for me to hire a contractor and pay the contractor out of pocket to repair my phone line. He became sort of hostile during our subsequent conversation simply because he didn't want to feel responsible for his error with my appointment time. I did contact him very early on Thursday morning to let Wallace know that an error regarding my appointment date on his part was made and that I received a message that a technician was on his/her way to my house on Thursday morning 2-20-2020 while I was at my doctor's office for a scheduled pre-surgery appointment so that he could let the AT&T technician know that he was supposed to meet me at my house on Friday 2-21-2020. In other words he could have fixed his error and corrected his appointment error so that the technician could or would be able to come to my house on Friday 2-21-2020 from 8:00am - 12:00pm to deal with the repair while I was home and waiting for him during the time of my original appointment time and thus the no dial tone problem while not be able to use my phone would have been resolved by then so that I would have a functioning land line phone which a person my age with a handful of chronic illnesses and surgeries would be well set up to be able to be in contact if urgent or emergency help is necessary. My phone call with Wallace ended up by him angrily disconnecting our conversation by slamming his phone receiver down or simply disconnecting me. { {The only solution for which I hope to have would be to have an AT&T technician come to repair my phone line that has no dial tone for an absolutely certain appointment time, day & date for which I would certainly be at my home waiting & welcoming him or her. I really need my phone as I feel that I'm living dangerously without my landline phone as I'm not able to be in contact without it. I sense that AT&T is more or less in legal violation leaving me stranded without being able to use my phone as it's become a precarious, dangerous situation in emergencies, connecting with my doctors and pharmacies that I find frightening & unnerving.}} I also sense that AT&T is mandated to maintain their lines instead of billing me and ignoring me while I sit and twist in place with anxiety. Given that I have not been able to use my AT&T landline phone due to disabling static & now no dial tone for the majority of the roughly 1.5 years that AT& T has failed to repair. I WANT AND NEED TO HAVE FULL USE OF MY AT&T LANDLINE PHONE. I have a landline phone for the explicit reason that there are rolling power outages in the area in which I live so that I have use of my phone when there is no electric power in my area.

Please note my attached ludicrous over bloated phone bill statement and make certain that it's passed on to AT&T while they're running up my bill during the the same time that I've not been able to use my phone nor have it repaired despite my frequent requests and AT& T drags their feet in regard to repairs.

Ticket: # 3891903 - phone disconnection

Date: 3/20/2020 8:17:04 AM

City/State/Zip: Wyandotte, Michigan 48192

Company Complaining About: T Mobile

Description

My services where interrupted and I pay through the store. Since covid-19 I really have no means to pay and I cant contact my service provider and they are charging me a reconnect fee.

Ticket: # 3891944 - Internet outage

Date: 3/20/2020 9:12:08 AM

City/State/Zip: Little Elm, Texas 75068

Company Complaining About: Sudden Link

Description

Internet has been out at my house for over 24 hours now with little to no communication from Suddenlink about when the issue will be resolved. It is difficult to get someone on the phone to get information. We are in the middle of a pandemic with direction to stay at home as much as possible. I also do not have other high speed internet choices in my area and have no choice but do business with Suddenlink for internet.

Ticket: # 3891978 - AT&T Refuses Broadband Internet Service in Area they Own Exclusive Rights

Date: 3/20/2020 9:39:57 AM

City/State/Zip: Burton, Ohio 44021

Company Complaining About: AT&T

Description

I have lived at (b) (6) for over 21 years. I'm a retired military officer, and have raised four children in this internet desert. Now I have a college student displaced by Coronavirus pandemic. I need to work remotely as well. It's time for AT&T to step up and provide the infrastructure to support broadband services at my address. I have neighbors less than a mile from me who have service. Please direct AT&T to provide these services. There is no other provider in the area.

Ticket: # 3892105 - Usurious Practice**Date:** 3/20/2020 10:50:58 AM**City/State/Zip:** Eureka Springs, Arkansas 72632**Company Complaining About:** Hughes Net

Description

I, like many thousands of other Americans, am working from my home to minimize social contact during this pandemic. My internet service is delivered via satellite due to my remote location and not having access to cable or wired options. HughesNet provides my service. Two days into working from home my service stops working; I have exceeded my data allowance. I was required to purchase more data. This is an unconscionable decision on the part of Hughes knowing thousands of customers will exceed their data due to unplanned usage. They are charging \$9 for 3GB, \$15 for 5GB, \$30 for 10GB, or \$75 for 25GB. If I wish to keep my job and work I MUST pay Hughes more money. They are using our hardship to increase their profits. I only earn \$13.50 an hour before taxes. I bought 5GB and pray it will be enough though I do a lot of work online supporting marketing for a non-profit organization. I expressed my outrage and concern with my customer service rep, who was apologetic but unable to offer more assistance than enough data to go online to buy more. Shameful.

Ticket: # 3892111 - Max available speed for 7-8 years has never changed and is too slow to function in a pandemic environment

Date: 3/20/2020 10:53:08 AM

City/State/Zip: Charlottesville, Virginia 22911

Company Complaining About: Centurylink

Description

We have lived at this address for 7-8 years and have yet to get a speed increase above 7 mb/s. Have contacted them numerous times, and even asked for a time frame just about every year for upgrades and they continue to dodge the question saying "it's coming". MY family is forced to stay at home for coronavirus and we have jobs and school etc where we HAVE to work from home, and I literally can't because the speed is impossible to teleconference on or function with anyone else doing anything online. 7-8 years... And we have yet to get a service upgrade to our area because I guess they don't see it as profitable or a priority, so we have to sit here at home unable to work or function, potentially losing jobs and failing classes? Unacceptable. we are on early 2000s speeds and quality in 2020, and we cannot function.

Ticket: # 3892159 - TMobile false advertising

Date: 3/20/2020 11:10:35 AM

City/State/Zip: Dallas, Texas 75287

Company Complaining About: T Mobile

Description

I saw on the news that AT&T is offering it's customers 60 day extension to help during the COVID-19 crisis. My cell carrier is MetrobyTMobile which AT&T is the parent company. I called my carrier on 3/19/20 to request an extension due to me being laid off. I was told they are not offering anymore extensions. On 3/20/20 I was driving in my car at approximately 9am when I hear a radio ad on 97.9 that TMobile is offering a 2 month extension to help those effected by the crisis. Once again I called MetrobyTMobile. Now I'm being told MetrobyTMobile is a different company than TMobile, and they are no longer offering extensions as of 3/16/20. I was told by an in store agent that Metro was merging with TMobile hence the name change MetrobyTMobile. It doesn't make sense. I am over 50yrs old and live alone I need my phone for health reasons. I was laid off from my job due to the crisis and I having a hard time making ends meet. I just want TMobile to honor the advertisment I heard on the radio this morining because I am in need right now.

Ticket: # 3892177 - Availability of phone service during global pandemic

Date: 3/20/2020 11:21:27 AM

City/State/Zip: Clear Creek, West Virginia 25044

Company Complaining About: Sudden Link

Description

Phone, internet and TV were disconnected due to non-payment on March 20 2020 and bill isn't due until March 27 2020. Broadband and internet have been pledged by Suddenlink to not be interrupted due to inability to pay for 60 days during the coronavirus pandemic. Also during summer months due to their system error my payments were going in another individuals account for their services and my service was continuously disconnected. Was supposed to have been credited in my account for the 3 months this issue went on and that never happened. Also accrued late fees for every service during those months causing my bill to get behind. Arranged with a representative for billing date be on the 3rd day of each month due to the fact that's when I receive my social security benefits as husband and wife are both disabled. Very rude customer service during the months their system was sending my payments to someone else's account saying "maybe you should pay your bill and you'd have services". It wasn't my fault the system did that. They are the only providers in the area and I also know others the same situation happened to. But as of today and getting disconnected; bill isn't due for 7 more days and they pledged not to turn off phone or broadband due to inability to pay during this coronavirus pandemic. Called and services were supposed to be on and only service that they reconnected are internet.

Ticket: # 3892209 - Optimum will not lower my service

Date: 3/20/2020 11:31:28 AM

City/State/Zip: Yonkers, New York 10704

Company Complaining About: Optimum

Description

I have contacted Optimum several times. Their customer service department is extremely hard to communicate with as their command of the English language and understanding seems to be an issue. Once I mention I was to lower my service to an more affordable plan because COVID-19 has financially affected my family they tell me "if you paid your bill you would not have an issue" and hang up. I have made several phone calls and been disconnect each time. I feel it is absolutely a despicable business practice. I am being forced to pay for something I cannot afford.

Ticket: # 3892222 - Coronavirus Spam Calls

Date: 3/20/2020 11:35:45 AM

City/State/Zip: Philadelphia, Pennsylvania 19125

Company Complaining About: Map Support - Likely A Fake Company

Description

I keep receiving phone calls from a business claiming they work with Google, and using the coronavirus to sell packages of business leads.

Ticket: # 3892390 - 210-493-9399 SPOOF 210-493 #308

Date: 3/20/2020 12:33:20 PM

City/State/Zip: San Antonio, Texas 78231

Description

Seriously, is the FCC going to put a stop to these neighbor spoofs or not? These are particularly troubling during the pandemic.

Ticket: # 3892466 - Cell Phone Service

Date: 3/20/2020 12:54:16 PM

City/State/Zip: Bel Air, Maryland 21015

Company Complaining About: Boost Mobile

Description

I am writing on behalf of my 85 yr old sister who has not had cell phone service from Boost since the 14th of March. She can neither make calls nor receive them. I have tried numerous times online/chat online/telephone; and have not been able to get through. Chat has been disabled, was on telephone on-hold for over an hour. Several years ago I got her a phone in my name from Virgin Mobile. They recently merged with Boost. She has a pay-as-you-go account with about \$105.00 in it. I would like the money refunded so I can get her a reliable phone. I am aware there is a pandemic; however, that makes it more necessary to have a working cell phone.

Ticket: # 3892549 - Phone and Internet Outage/Keep Americans Connected - Children have NO Access to Complete School Work

Date: 3/20/2020 1:16:05 PM

City/State/Zip: Mesa, Arizona 85207

Company Complaining About: Centurylink

Description

The consumer has phone and internet service. However, all services constantly go out when it rains.

Today, when she contacted CenturyLink, she could not reach them. She reached a recording that states that they are trying to protect their employees and she needs to go on line to perform a chat with a representative. The first response was to go through self-help check process which did not assist in any way. When she chatted, with the rep, she advised them that she has no phone service and no internet service. They apologized and told her that she would just need to wait until this whole matter involving the pandemic is over!

She was told there was no end date and when everything settles down, they would get to it. She advised the rep, "Well, I am still expected to make my payment for no service". The rep replied, "I am sorry about that". There was not even an offer for credit. She stated that they never issue credits. Sometimes, after she does call in, the phone will start, "miraculously" start working again. However, as stated, they put her off for three months the last time this happened.

The consumer advised this CAMS that this is totally unfair, her children are now out of school and they need to use the internet and they have no access to landline service, if there is an emergency. She lives in an older part of the city and service is limited to the one provider, CenturyLink.

She stated that she has gone three months without service before, due to the poor condition of the copper wire service. They refused to look at the phone service back then and are using the Coronavirus Pandemic as further excuse not to provide services when consumers now need it more than ever.

She stated that if CenturyLink maintained/repared the lines properly, they would not have these issues with constant outages.

Ticket: # 3892567 - Internet pledge

Date: 3/20/2020 1:21:20 PM

City/State/Zip: Apple Valley, California 92308

Company Complaining About: Frontier Communications

Description

So frontier communications shut off my internet won't turn it back on even after I told them that they are on the list keep America on for the COVID-19 I'm in California and we can't work and have no money (b) (6) please call me I called them and they will not follow the pledge thank you please help

Ticket: # 3892679 - Offensive movie

Date: 3/20/2020 1:52:43 PM

City/State/Zip: Breinigsville, Pennsylvania 18031

Description

At 10:55 am on the television network VH1 a movie titled White Chicks was broadcast. While considered a comedy, this movie does nothing but depict stereotypes and falsehoods about Caucasian people as depicted by African American actors. I find this offensive to good taste, just as equally I am offended by Caucasians depicting African Americans in blackface. Due to the Covid-19 self quarantine I now must try to explain to my 8 year old why those people were being so mean. It is unacceptable to the day's standards. While I don't think this filth should ever be aired again, I would be ok with it at times when my you g child doesn't have to be subjected to it.

Ticket: # 3892690 - Spectrum Free Internet Complaint

Date: 3/20/2020 1:55:10 PM

City/State/Zip: Thibodaux, Louisiana 70301

Company Complaining About: Spectrum

Description

- Consumer has called his SAG office in Louisiana
- Because charter spectrum is offering internet for k-12 students due to coronavirus
- Called to set up the service
- He took all his information and charged him \$118.50 for the first month bill and the activation fee
- They said he would be there on Saturday to set up his service
- On Wednesday hey called they can not set up his service because of an unpaid balance
- They said he owes \$287
- They said they will cancel his order and send him a refund
- Consumer waited 2 days and did not receive a refund
- She went to the store and they said they didn't refund the money they put it towards the money he owes
- They issued a press release that they would offer the internet for students and low income free of charge
- Consumer has been low income for a year
- They took his money and did not give him a refund
- Resolution: consumer would like his refund as well as internet service as promised by the provider on national television

CTR409-phone

Ticket: # 3892716 - Pricing

Date: 3/20/2020 2:02:03 PM

City/State/Zip: Goodyear, Arizona 85338

Company Complaining About: Cox

Description

On March 8 I received an email from Cox providing a summary of changes I initiated (work order number #(b) (6)), the problem, I didn't request any changes. On March 9, 2020 I contacted Cox, I spoke with an agent in the loyalty department. This agent shared that she was uncertain as to why I received the email. After researching further, she relayed that the promotional offer I was on (when I switched to COX I was a two year promotional offer) expired, as a result, my monthly bill increased. Either she offered or I requested that the promotion be placed back on my account, either way we both were in agreement with promotional offer (confirmation number (b) (6)). She explained that I should "give it a day or two to process".

On March 19, 2020 I contacted Cox to pay my monthly bill which I assumed would be at the promotional rate including taxes and surcharges about 171.00, plus a charge for an event that was purchased, to my surprise the bill was over \$440.00, the promotion was not applied. I spoke with a representative in the loyalty department who explained that the work order was "still being processed", she explained, "normally it takes 7-10 days to process, but it could take longer if they are busy". This was understandable due to the pandemic that we are facing. She was accepting of me paying the normal rate amount of \$171.03, which I did pay. I was with the understanding that the balance would be written off once the work order completed processing.

After making the payment, I spoke with a manager in the loyalty department, Brett, I was actually trying to reach the billing department to explain to them the reason for the partial payment. I explained to him what I have documented here. He took the time to explain to me that the promotion was no longer valid, and that my monthly rate would not return to 171.00. I attempted to convey to him I was expecting my monthly rate to be reduced, as I was promised this rate, I created a family budget to include this rate. I experienced Brett to be non-empathetic and condescending. At one point during the conversation he stated, "I can promise you a Ferrari, you're not going to get it". I terminated the conversation, we were not working towards a resolution.

Today I reached out to Cox Executive Team, I spoke with Josh, I also explained the above to him. He provided me with the following options (1) I could terminate my service with Cox (2) he could work with me to find another plan, it would not be the promotion I was previously on, and the rate would be higher, and not affordable for me. However if I accepted this option he would be willing to waive the balance on my account. (3) He was willing to place me on the previous promotion for one month, to allow time for me to "think things over". I'm curious to know what has happened to doing the right thing. What has happened to providing "average" customer service forget exceptional service. I thought the "bait and hook" tactic was a thing of the past. I am requesting that Cox honor work order number (b) (6).

Ticket: # 3892738 - FCC license should be suspended

Date: 3/20/2020 2:08:38 PM

City/State/Zip: Shaker Heights, Ohio 44120

Description

Fox News has been broadcasting incorrect information regarding the severity of the coronavirus up to, and including, broadcasts as late as 3/15/2020. I do not believe this is an appropriate use of their FCC license. I would like the FCC to investigate revoking Fox News' FCC license given the incredible damage done by their irresponsible, reckless, and dangerous use of the airwaves.

Ticket: # 3892787 - Local channels and Coronavirus

Date: 3/20/2020 2:23:33 PM

City/State/Zip: Trumann, Arkansas 72472

Company Complaining About: Dish Network

Description

I filed a complaint about a year ago, that I had gotten satellite tv and had left the cable company, once I left cable and went to dish network my local channels were Memphis channels and not Jonesboro. The Coronavirus pandemic has proved my point that we need Jonesboro Arkansas channels and not Memphis Tennessee. We can't keep up with what to do in our state because we get a different state local channels. I done talked to the president of dish network and they said it was your area to change our local channels. I plead with you on behalf of my community PLEASE change Trumann Arkansas's local channels from Memphis Tennessee To Jonesboro Arkansas's local channels

Ticket: # 3892809 - Unwanted calls

Date: 3/20/2020 2:32:24 PM

City/State/Zip: Washington, District Of Columbia 20032

Company Complaining About: Pepco

Description

Incessant calls throughout the day from foreign call center with PEPCO in the caller id. 3 is the button to opt out but it puts an agent on the phone re: 30% discount on my electric bill. I've asked several times to be removed from the list but to no avail. It's gotten worse since the corona virus. Sometimes they will call back to back 3 or 4 times.

Ticket: # 3892835 - Consumer complaint

Date: 3/20/2020 2:43:26 PM

City/State/Zip: South Amboy, New Jersey 08879

Company Complaining About: Optimum

Description

I would like my cable company, Optimum by Altice to honor Chairman Pai's launch of Keep Americans Connected Pledge during the CoVid19 crisis. I am currently working from home and stand to lose my telephone, my internet and tv service if I don't make a payment by March 26, 2020 as per the cut off notice I received. This would create an extreme crisis under already extreme current conditions, taking away my ability to earn a living in the middle of this national crisis which has already placed a strain on my finances. I just need courtesy on more time to regain control. I thank you for your time and attention to this matter.

Ticket: # 3892848 - Internet Outage- Performing Maintenance**Date:** 3/20/2020 2:48:29 PM**City/State/Zip:** Chicago, Illinois 60614**Company Complaining About:** Comcast

Description

Comcast/Xfinity has had an internet outage while performing maintenance since 9 am (central), making it impossible to work from home. Unable to go into the office with the ongoing coronavirus pandemic. Original ETA was up to 1 pm (central), then ASAP. Tried to get an ETA through customer service, received a "heavy volume" notice, and then disconnected after several minutes. Given the current state of the world, pretty unacceptable to drop the internet for over half a work day.

Ticket: # 3892974 - poor customer service & run around

Date: 3/20/2020 3:26:01 PM

City/State/Zip: Alton, Illinois 62002

Company Complaining About: Dish Network

Description

I have been a dish customer for years. I put my Dish plan on hold/pause for three months and totally lost my low bill and credits. I have been on the phone to reconnect over two hours and keep getting transferred with reps telling me different stories of why my plan has gone up in price. One rep promised \$10 credits monthly for 4 months, but the next rep did not see this and said it could not be done. Then the next Rep said something different. I want my bill as low as it can be, just like before I paused. The runn around is frustrating and every rep tells you something different. I should have quit instead of pausing and I would be in a better position now during a Pandemic. I want a Low cost bill along with a 1 yr contract (not 4 months) as I ONLY ask for basic channels and the lowest package. I need a Rep that will follow through and give me their word. Not be passed around.

Ticket: # 3893053 - Spectrum (aka Time Warner Cable) Internet Services - Price Gouging

Date: 3/20/2020 3:52:19 PM

City/State/Zip: Hermon, Maine 04401

Company Complaining About: Spectrum

Description

I receive internet services (only) from Spectrum. My March 2020 invoice reflects a 30% increase in the monthly cost of this "service" (previous monthly cost was \$49.99; current cost is \$64.99). Spectrum did not have the courtesy to announce this price increase to their customers in advance.

I believe that Spectrum's internet service rate increase described above should be investigated by the FCC. It definitely appears to me that this rate increase is being done at this time in order for Spectrum to unduly profit from the United States Corona Virus State of Emergency which is forcing upon many United States workers to work from their homes (and therefore to use Spectrum's internet services).

Ticket: # 3893155 - Straighttalk Unreliable and Dishonest**Date:** 3/20/2020 4:19:17 PM**City/State/Zip:** Sanbornton, New Hampshire 03269**Company Complaining About:** Straight Talk

Description

I have had straighttalk since 03/2017. The service in my area has been pretty unreliable during this entire timeframe, making calls drop, messages not send, data not work. Anytime i have to speak to a customer rep they hardly know what im doing keep me on the phone for hours with different issues . straighttalk will not allow me and others to use our reward points. They joined the keep americans connected pledge but have refused to do anything for their customers besides lie and send us all the same useless info. i recieved a pointless update that does absolutely nothing for my financial situation during the coronavirus. They have the same auto reply to almost everyone and can never provide solutions. I have has to sit with a rep on the phone while ahe was at home with her child in the background screaming trying to get my phone number switched which took me over a day and was incorrect. Provide me with data i cannot use ,feed us with lies ,and do nothing for people for are financially unstable or not working. why pledge to something you will not follow. greedy greedy people,a greedy selfish company as well as Total free wireless eho my boyfriend and mother have. Tracfone wireless is unreliable and untrustworthy. I have lost my place of employment due to the coronavirus and i have had no income. i am on state help for food, and my phone service ends TODAY 03/20/2020 and i will be without a phone with service due to no help from straighttalk. I have a 1 year old daughter who i will not be able to communicate with when she is not physically with me or family i will be able to contact in an emergency

Ticket: # 3893176 - Cell phone equipment

Date: 3/20/2020 4:23:50 PM

City/State/Zip: Columbus, Ohio 43209

Company Complaining About: AT&T

Description

AT&T is consumers provider. They added more data without her authorization. Provider is charging her more for service.

They are supposed to provide her with unlimited data due to Covid19. Consumer is in Quarantine.

Consumer wants provider to not charge her more for this service.

CTR 392-phone

Ticket: # 3893214 - Service Disconnected

Date: 3/20/2020 4:39:50 PM

City/State/Zip: Claremont, California 91711

Company Complaining About: Frontier Communications

Description

Frontier Signed the pledge to not disconnect during this coronavirus situation. However, they disconnected my service today. When I contacted them through chat they at first said they can restore service with payment. After I questioned them about not disconnecting right now I became a service outage in my area issue. Once I questioned them about a work order #: (b) (6) I see on my account from today I got disconnected. I waited a little a while to see if would come back. After making a payment, my service cam back on 5-10 minutes later with a new work order (b) (6)

Ticket: # 3893299 - Phone Scam

Date: 3/20/2020 5:10:21 PM

City/State/Zip: Highlands Ranch, Colorado 80126

Company Complaining About: Potenital Spam

Description

1-214-210-0452 - Coronavirus message. When calling the number back said they were the investigation division of the social security administration. Such a shame...

Ticket: # 3893378 - Fox news false news

Date: 3/20/2020 5:58:02 PM

City/State/Zip: Center Valley, Pennsylvania 18034

Description

Fox news constantly distorts the news and should be held accountable.

<https://youtu.be/ifKbwDf51bA>

The coverage of the corona virus was downright dangerous.

Ticket: # 3893437 - forced to buy service

Date: 3/20/2020 6:56:47 PM

City/State/Zip: Stafford, Texas 77477

Company Complaining About: Verizon Wireless

Description

last month i got 2 wireless lines from verizon, after 1 month i decided not to continue with 1 line so i didn't made payment for that line, however i paid for another line which i wanted to continue with. after making payment its forcing me to make payment for the number which i dont want anymore and because of that my paid number has been stopped. i tried to contact customer support, no one is coming on phone, then i tried to solve the issue online, no one came to chat window, or theres no option given to me online where i can request to cancel my one number and continue with another. I also tried to contact retail store but they are also closed due to COVID-19. Bottom line im without phone even after making payment on time.

Ticket: # 3893449 - Internet disconnected

Date: 3/20/2020 7:02:35 PM

City/State/Zip: Temecula, California 92591

Company Complaining About: Spectrum

Description

On March 20,2020 my internet was disconnected by spectrum. Service address at [REDACTED] (b) (6) [REDACTED] for none payment. As of March 16,2020 my place of work was shut down at Harrahs Southern California. During this tough time with the state of emergency COVID19. To my understanding that to stay connected my service shouldn't be interrupted, but it did. I had to borrow money with high interest to pay for it. As I have a 3 year old grandson in the home. As spectrum stated on their website there will be no interruption during COVID19 for 60 days. I feel that they are not doing as they said they stated. As I am affected by this so how many more family will be affected by it? Please look into this. Thank you.

Ticket: # 3893458 - COVID19-special person denied COVID promo

Date: 3/20/2020 7:19:32 PM

City/State/Zip: Columbus, Ohio 43209

Company Complaining About: Spectrum

Description

When I called earlier and spoke with Paul at 6:30p 3/20/20, he said I was too late for the COVID special and the best he could do was try to refund me \$64 (that I paid for the modem kit) on my next bill.

Ticket: # 3893461 - Relay account deleted in error

Date: 3/20/2020 7:19:59 PM

City/State/Zip: Saint Paul, Minnesota 55130

Company Complaining About: Sprintip.com

Description

Hello, I have a speech disability. Recurrently, Sprintip only trains its agents to recognise deaf/blind people using its services. Recently, after identifying as speech-disabled my account was mysteriously deleted after I have used this service way back to around 2016 or 2017. I provided plenty of proof of my speech disability. I asked SprintIP.com to reinstate my access to the service due to my severe medical needs including appointments that I have to change or confirm due to the Coronavirus and clinic closures. Despite telling them how serious it is and why I need to have their error in deleting my account fixed by reinstating my access, Sprintip.com has taken no action to expedite or even resolve my request. As a result, I am unable to make and change medical appointments in the middle of the pandemic that affects medical scheduling. I have a severe disability affecting my speech which causes pain and breathing issues while attempting to speak. Sprintip receives money from the government to be a crucial accessibility aid for speech-disabled people like me.

Ticket: # 3893510 - Advertisement for movie The Hunt

Date: 3/20/2020 8:04:23 PM

City/State/Zip: Bc, Ohio 44406

Company Complaining About: Not Listed

Description

At a time of such distress in our country with Covid19, it is a horrible idea to allow advertising for the movie The Hunt. Please ban the tv ads!

Ticket: # 3893543 - Coronavirus period robo calls

Date: 3/20/2020 8:49:13 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Cant Remember

Description

Can we outlaw the robo calls during the conronavirus period?

Ticket: # 3893548 - Robocaller

Date: 3/20/2020 9:01:50 PM

City/State/Zip: West Chester, Pennsylvania 19382

Company Complaining About: N/a

Description

This number 207-407-5328 has calling people for the past 27 mins as I confirmed this online. It's a Robocaller. Since we are in a Coronavirus Pandemic calls of frauds are up.

Ticket: # 3893574 - Closed captions

Date: 3/20/2020 9:25:53 PM

City/State/Zip: Clarksville, Tennessee 37042

Company Complaining About: The Leaf Chronicle

Description

The local media does not provide captions on their videos despite several requests and inquiries. Due to the lack of captions I am unable to be informed about what's happening in my community, including Coronavirus testing information. I would like captions added to future and current news stories, with an option to request captions on previous stories.

Ticket: # 3893602 - Informants

Date: 3/20/2020 9:54:19 PM

City/State/Zip: Ph9enix, Arizona 85009

Company Complaining About: Centurylink

Description

Alex. Medina 72 has been trying to set. Me up.i don't sell drugs, so can you plz tell dea to le@v3 me alone,.Dep of Defense William Lietzua permanent is aka Derwin Mustafa , daemon all my neighbors are plotted to hurt us.fake ballot# and Corona virus resu)ts

[Ticket: # 3893711 - Fox News misinformation is endangering Americans and people around the world](#)

Date: 3/21/2020 8:18:58 AM

City/State/Zip: Portland, Oregon 97209

Description

The continuing presentation of misinformation about the Covid-19 virus, by unknowledgeable and political sources, including Donald Trump, endangers millions around the world.

Ticket: # 3893718 - DMA rules effect residents during national emergencies

Date: 3/21/2020 8:46:58 AM

City/State/Zip: Millfield, Ohio 45761

Company Complaining About: Dish And Direct Tv

Description

The pandemic is highlighting the need to change the rules governing Satellite TV providers. Current DMA rules are preventing people from getting real time detailed information from their state leadership. Rural America lacks internet service, cable TV service and over-the-air broadcast reception. For example, in Athens County Ohio over-the air reception is extremely limited, Direct TV provides West Virginia stations, and luckily Dish provides Columbus Ohio Stations. In Meigs County Ohio you can receive West Virginia stations if you live on a hill top, but both Satellite providers only provide West Virginia local channels. With the move to digital over-the-air broadcast you either have a great picture or none, at least with analog you could receive a scratchy picture. This makes satellite tv even more important and residents deserve to receive local tv channels from the state that governs them, especially when we are paying for the service.

It's time to change the rules to match the needs of the people and not for the convenience of business.

Ticket: # 3893753 - Spectrum Forcing Cash Payments in Person Even During COVID-19 NY Rules

Date: 3/21/2020 10:23:24 AM

City/State/Zip: Cazenovia, New York 13035

Company Complaining About: Spectrum

Description

Two months ago Spectrum restricted my residential account to "cash only" payment status due to banking issues on my end that I accept responsibility for. This disables the ability to pay online by debit or credit card and requires payment at a Spectrum store or Western Union enabled store in person. This is not acceptable during the COVID-19 NYS restrictions now in place. I communicated my complaint with Spectrum support in a 2 hour discussion that went to higher level supervisors without success. I am a high health risk person for Coronavirus and simply want to pay my bill online and am being denied, putting me at risk. There are many other customers in this same situation. Please help. This is NOT how the Governor of NY wants me to pay my bill.

Ticket: # 3893795 - Internet Outages lasting more than 24 hours

Date: 3/21/2020 11:13:48 AM

City/State/Zip: Grapevine, Texas 76051

Company Complaining About: Frontier Communications

Description

I live in a Frontier FiOS provided service area. They reported a service outage initially but 24 hours later, my service is still not restored. Frontier claims the Service outage has been restored but my Internet service is still down. I have to go to the office to work even though due to Covid-19 concerns, my company recommends working from home. Frontier should recognize that they provide an essential (utility) service and should improve their response team to solve these problems. It is inconceivable that with today's technology, their product does not have redundancy built into it.

Ticket: # 3893863 - TV channels refusing to carry daily National Coronavirus Updates

Date: 3/21/2020 1:01:19 PM

City/State/Zip: Starke, Florida 32091

Company Complaining About: Comcast

Description

Dear FCC,

The TV networks need to be reminded that they serve in the public interest, and they do not get to pick and choose whether they will carry National emergency response information such as the Daily Coronavirus Updates. They are trying to make a political statement by refusing to carry the briefings, but these briefings are for the public's safety and protection in a time of National crisis.

Ticket: # 3893995 - Spectrum shutting off internet and phone during coronavirus

Date: 3/21/2020 3:08:34 PM

City/State/Zip: Ashtabula, Ohio 44004

Company Complaining About: Spectrum

Description

Ask about 15-20 minutes ago spectrum Ashtabula Ohio shut down my internet and my landline phone trying to get ahold of somebody there and I will wait my husband's company was affected by the coronavirus

From my understanding I thought that spectrum Time Warner has said for the next 60 days there would be no shut offs obviously that's not the case here at least in my house thank you I just want somebody to look into the situation I don't have cable I only have a cell phone so how am I supposed to keep abreast of all this again thank you

Ticket: # 3894007 - Corona Virus update hysteria

Date: 3/21/2020 3:13:16 PM

City/State/Zip: Magnolia, Ohio 44643

Description

While listening to mix94.1 canton, Ohio, I was feeling anxiety over the news segment. It wasn't because of what was being said, but because of the Horror film organ music that was playing in the background. I was pissed because of whoever produced this segment purposely escalated the anxiety just by the mood music that was subliminally in the background. I called the radio station to air my concern. They said they probably got from some other news service. The next day during the corona virus update, they used some sort of ghetto bass beat that was bump-bump-bump that was playing from an 80s boom-box. Is there any way the fcc can say "give us the news, no music, no background noise" and stop the drama. Thanks

Ticket: # 3894060 - Billing from phone company deferred due to CoronaVirus

Date: 3/21/2020 4:15:36 PM

City/State/Zip: Baltimore, Maryland 21229

Company Complaining About: Metropcs

Description

I have been out of work due to CoronaVirus and cannot pay my phone bill. My service company metro pics has chosen not to give me an extension and our governor Larry Hogan said our phone Bill's would be deferred due to us dealing with the CoronaVirus outbreak.

Ticket: # 3894077 - Internet service disconnected

Date: 3/21/2020 4:30:23 PM

City/State/Zip: Baton Rouge, Louisiana 70898

Company Complaining About: Cox

Description

Cox has disconnected my internet services after it was reported on March 13th that Cox pledged not to disconnect residential services for 60 days during the pandemic. On Friday, March 20th at 11:00 pm, my service were disconnected, in direct violation of the FCC's Keep America Connected Initiative.

Ticket: # 3894098 - COVID-19 Doomsday prepping caused by local news Los Angeles

Date: 3/21/2020 4:50:55 PM

City/State/Zip: Reseda, California 91335

Description

I would like to submit this complaint on behalf of the citizens of the San Fernando Valley, before the announcements of social distancing and the information regarding the COVID-19 pandemic local news programs created a mass hysteria almost as dangerous as "War of the Worlds" radio propaganda, causing mass panic doomsday prepping. All stores are sold out of every toiletry, the food is sparse and the shelves are not replenishing fast enough nor are they stocking enough for all customers. I have been searching for 4 days to get groceries and toiletries for my family. I am a first responder EMT and I take care of my dad who is a senior citizen. I am not able to provide my family with the basic needs to sustain life. I can't even order any goods online to be shipped within a timely manner. Amazon is out of stock until May for the basic needs to survive.

This mass panic caused by the media has endangered more lives than COVID-19, their lack of responsibility in providing accurate information and source/fact checking has obviously disappeared in the news. They have completely violated my constitutional rights to life and are impinging on my God given rights. I believe every news station/corporation should be fined 10 million dollars for the disservice they have provided to the community.

Ticket: # 3894101 - Data caps during the "shelter in place/social distancing" due to COVID-19

Date: 3/21/2020 4:53:00 PM

City/State/Zip: Elberton, Georgia 30635-3862

Company Complaining About: Elberton Net (city Owned)

Description

I live in a rural area, and we have only ONE choice for internet services. They cap data at ridiculously low amounts. Now, with school children and college students needing online classes as well as smaller children at home wanting to watch Disney/Netflix, etc., the problem is compounded. Someone already asked the city-owned service to lighten the caps, but the only response was they could pay for the higher-priced program. My internet and cable provider is Elberton.Net in Elberton, Georgia. While other internet providers are offering service free for the next 60 days due to the pandemic, our provider will not budge. The President has asked us all to make sacrifices, and we are. Businesses (who will continue to get the premium we were already paying--for me \$180.00 a month with no premium channels as well as having an illness that make me more likely to contract the virus--should honor this request. I am on a fixed income, and I can't afford \$100 a month for internet only (which I would have to pay to get more data). I do have unlimited data on my cell phone, but if you smart-cast from phone to TV, it still uses the router and uses data.

If there is anything you can do--just as simple as asking them to allow 25% additional data until the crisis passes--it would be greatly appreciated.

Ticket: # 3894120 - Man on TV is saying to take Malaria med with other drug.

Date: 3/21/2020 5:21:28 PM

City/State/Zip: Boulder, Colorado 80308

Description

Donald Trump is suggesting two different pharmaceuticals to combat COVID-19 without scientific research based on heresy. My elderly neighbor believes him, this is very unsettling. Make him stop lying.

Ticket: # 3894124 - SiriusXM Does not allow cancellation

Date: 3/21/2020 5:48:02 PM

City/State/Zip: Bondurant, Iowa 50035

Company Complaining About: Siriusxm

Description

SiriusXM has a business model that assumes you're going to continue service and send you a bill for the year. It doesn't allow you the option to cancel ahead of time. When I called they were impacted by COVID-19 and there wasn't the option to cancel online or on the phone the only option I had was to continue to hold and after over 30 minutes nobody answered. They continued service is \$74.57 more a year than what they charge a new customer. I understand things are not fair but that's serious gouging and they don't even offer you a way to cancel. I would like to have my account canceled and not be charged a dime because I do not want to service any longer and have no way of canceling it because they're impacted by COVID-19. Thank you for your time.

Ticket: # 3894168 - FEAR MONGERING AND DIVIDING THE COUNTRY EVERYDAY

Date: 3/21/2020 7:04:11 PM

City/State/Zip: Stafford, Virginia 22554

Description

<https://www.thegatewaypundit.com/2020/03/as-trump-approval-soars-rachel-maddow-and-others-in-media-call-for-blackout-of-presidents-coronavirus-briefings/>

Ticket: # 3894184 - Loss of Service and diminished service when it rains.

Date: 3/21/2020 7:37:54 PM

City/State/Zip: Okmulgee, Oklahoma 74447

Company Complaining About: Sudden Link

Description

Sudden Link is my internet provider, and has been for years now. For the last four of five years (I've lost count) my internet service is lost when it rains, sprinkles, or drizzles. I've contacted Sudden Link multiple times (chronic problem) and now have tried again, and the technicians and line techs all agree that I have loss of service when it rains. However, Suddenlink is failing to correct the issue by providing a new line required to fix my internet service when it rains. This information has been explained to me in detail, and I was told that a temp line needs to be put in while a new line is awaiting. I was told a temp line could be put in about 1-3 days (Sudden Link has failed to put in the temp line) and the line does need to be replaced due to water getting in the line. I am not seeing any movement by Sudden Link after years of going round and round with them when my service is lost. I'm now being sent home by my employer due to the COVID-19 virus and need to work from home. I require internet service to do my work. Please help!

Ticket: # 3894242 - Internet disconnected

Date: 3/21/2020 10:08:41 PM

City/State/Zip: St Germain, Wisconsin 54558

Company Complaining About: Frontier Communications

Description

Internet service disconnected due to inability to work due to covid 19

Ticket: # 3894254 - NBC reporter

Date: 3/21/2020 10:24:08 PM

City/State/Zip: Theresa, New York 13691

Description

On Friday NBC reporter Peter Alexander got into a confrontation with President Trump. He asked Trump why he was giving people 'false hope'. This reporter is saying that there is no hope and that the Corona virus will end the world. As a news outlet it is illegal to intentionally cause a public panic. This is a very serious issue. People are scared enough without this reporter trying to cause a panic.

Ticket: # 3894271 - Lack of Comcast Internet connectivity

Date: 3/21/2020 10:55:47 PM

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

I have called Xfinity many times over the last two months complaining about my internet. I was sent 4 Techs to try and resolve the issue. They changed my box twice and still having issues. My kids will start their online schooling due to the COVID19 outbreak this Monday and we do not have a stable connection. Nobody seems able to help me with my issue. When ask them to look further into it, they ignore my pleas. This is a maintenance issue which they are responsible for!!!

Ticket: # 3894297 - Metro by T-Mobile

Date: 3/22/2020 12:10:25 AM

City/State/Zip: San Leandro, California 94578

Company Complaining About: Metropcs

Description

With the COVID-19 pandemic, many of us have been laid off work(No work = no pay). For many of us, metro by T-Mobile has been the go to we need. For whatever reason, metro by T-Mobile wont help the people most in need by suspending service interruptions for 60 days, like almost all other phone carriers have.

[Ticket: # 3894384 - My phone bill](#)

Date: 3/22/2020 10:34:22 AM

City/State/Zip: Newark, New Jersey 07106

Company Complaining About: Metropcs

Description

Hi yesterday I was suppose to pay my phone bill but there is no metro PCS stores open due to the Corona virus . I need help asap

Ticket: # 3894435 - MSNBC reporting

Date: 3/22/2020 12:23:07 PM

City/State/Zip: St Louis, Missouri 63124

Company Complaining About: AT&T

Description

We are in the midst of a national- worldwide situation with the Coronavirus. MSNBC is criticizing the current administration at every point in the process!!! The current administration is working hard to try to contain the situation- and all other parties need to be co-operating- not criticizing!! MSNBC has been and continues to be a non-supporter of President Trump. I call on the FCC to SHUT DOWN this network!!!! It is fine to dispute in normal times- but these are times where every American citizen need to be a supporter to try to defeat his virus!!!! Shut down MSNBC until they can join the team to defeat this bad situation!!!!

Ticket: # 3894436 - Toyota Tundra ad featuring two ducks, early morning fishing, bon appetit appearing every hour on kHz, abc morning news that is reporting on coronoviru

Date: 3/22/2020 12:23:11 PM

City/State/Zip: Spokane, Washington 99224

Description

Toyota Tundra ad every hour on abc tv, and the ad is bullying with two ducks, bon appetit, and "early morning fishing" verbage. We are in a coronavirus epidemic which requires the Army corp of engineer and oversight of our government so I think this Japanese ad might be offensive to all the veterans serving in the military. After all, we fought World War II, celebrated D Day in France and do not need to see a Toyota advertisement with two ducks and early morning fishing. Who are the two ducks? Steven Teraoka Spear Tower San Francisco California or Linda Denall, an agent of the Japanese on United States soil, or one of the little monsters of Steven Teraoka at the top of Nordstrom San Francisco California. Who are the two ducks? The Aflac ad on television, Linda Denall (possibly an agent of the Japanese on United States soil, or the itos planted in Fallon, Nevada during the 1950's? Its offensive and this Toyota Tundra ad is every hour

Ticket: # 3894468 - Systemic consumer exploitation without prior notification

Date: 3/22/2020 1:01:28 PM

City/State/Zip: Forest Hills, New York 11375

Company Complaining About: Rcn Corporation

Description

I have been using RCN Broadband services since early 2018. Back then I signed up for broadband + phone connection for ~\$80. Since then they have been increasing the price of the service without any prior notice. After a year, the price jumped to ~\$102. Beginning January 2020, they again pushed up price to ~\$106 and finally in the most recent March 2020 bill, there was a price hike to \$125! All this time, the price increase was allocated under "Bundled Services". I have been routinely providing service payments on autopay. While the business has the right to increase cost of services (although a 20%+ is outrageous over a span of 12 months), the consumer should also has the right to be notified ahead of time. This price hike unfortunately happened in the midst of the coronavirus crisis. I am afraid even if I want to cancel services and install from an alternative provider, it might not be possible at this time. I feel somewhat trapped under the circumstances.

Ticket: # 3894482 - cox communications

Date: 3/22/2020 1:17:15 PM

City/State/Zip: Phoenix, Arizona 85023

Company Complaining About: Cox

Description

I am emailing to let you know the pledge so many companies agreed to that they will not shut off services at this time, for 60 days due to the pandemic have been dying to you and the public.

Cox communications promised as of march 13 not to shut off services. In our area and especially my employment we were impacted since the first week of March. The choices are rent, with very little income coming into the house as no one has set up any relief for renters and we will need every penny that is not food available to keep 4 adults and 2 babies from being evicted as of the first of April. On March 14 my services were shut off on the day 2 of us were to start work from home. while 2 were looking for work as the jobs had stopped.

A call was made to cox communications and they explicitly said they are not keeping services on 60 day. During the 60 days they are willing to waive fees. After an argument and a plea they turned services back on but failed to give any other guidelines. On March 22 today they shut off services again and no one is in an office to speak to. the chat person gave me a list of qualifications I need to meet. like, services not be shut off before march 13. which I believe the 14 and the 22 are both after the 13th.

Also anyone past due before the announcement doesnt count. I was past due by 4 days. wasn't due to be shut off yet. Now this pee on is refusing to turn services back on and we cannot work or look for work and have 2 screaming toddlers home that cannot be distracted long enough to figure this out.

(b) (6)
[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 3894510 - RECEIVED UN UNWANTED CALL AND THE INDIVIDUAL IS VERY INSULTING- please check the attached voicemail that was left for me.

Date: 3/22/2020 2:04:36 PM

City/State/Zip: Bronx, New York 10472

Description

I received this call the other day and hung up since I was not familiar with the number, so the same individual called today and left a message, which is very strange and sort of insulting. The individual was saying to me that I should be staying home not to go outside not to eat or drink because when the Pupy Trump comes to my house and find out that If I have a coronavirus, he will send me back to my country and when I go back to my country, I will be like a goat.

I am a healthy person.

Ticket: # 3894512 - Horrible internet service options in parts of Cedar Hill MO

Date: 3/22/2020 2:11:08 PM

City/State/Zip: Cedar Hill, Missouri 63016

Company Complaining About: Hughes Net

Description

At a time like this when we are quarantined because of a pandemic we rely on internet to remain connected to our regular schedule. That is impossible with the only option being satellite internet. I live one mile from charter services and my neighbor has ATT but because of who knows what reason I cannot get either one. I depend on internet for work and my kids depend on it for school. This day in age with internet being so widely used you would think any and everyone that needed high speed cable internet could get it.

Ticket: # 3894520 - SiriusXM Cancellation Difficulties

Date: 3/22/2020 2:25:32 PM

City/State/Zip: Albany, Oregon 97321

Company Complaining About: Siriusxm

Description

SiriusXM will only allow cancellations of service via phone call, but then make very few operators available, with very long hold times. They are even using the pandemic as an excuse, instead of just expanding cancellation options online.

Ticket: # 3894524 - Fox News

Date: 3/22/2020 2:33:07 PM

City/State/Zip: Butler, Pennsylvania 16001

Company Complaining About: Armstrong

Description

I am strongly concerned with the lack of truth that has been overlooked or allowed to air on Fox News. The fact that the president was warned about the Coronavirus and played it down, almost daily and even called it a Democratic hoax was disgusting! But I saw this play out and repeated DAILY on Fox News! It is time to pay attention and take action! This is beyond politics now! People are dying because of this irresponsibility!

Ticket: # 3894535 - Covid-19 Internet utility shutoff

Date: 3/22/2020 2:46:40 PM

City/State/Zip: Rochester, New York 14621

Company Complaining About: Spectrum

Description

After Spectrum and it's affiliates announced that they were going to keep customers connected to the internet, they are disconnecting services with current customers with an option to call back a week later to get into the child internet program. I would like them to have internet services restored as promised.

Ticket: # 3894552 - Unwanted calls

Date: 3/22/2020 3:06:26 PM

City/State/Zip: San Francisco, California 94108

Description

Chinese spammer again - have no idea what they are saying but it is a call to a govt-issued cell phone on a Sunday, all in Chinese-sounding language. What gives? Do they really expect to make out with money or something? Pure harassment - I know this may not be a priority in COVID-19 times, but even more disturbing to get calls nowadays since it could well be an emergency. Please address this.

Ticket: # 3894553 - Direct TV sports regional fee

Date: 3/22/2020 3:06:51 PM

City/State/Zip: Elkton, Maryland 21921

Company Complaining About: AT&T

Description

Charged seperatley 9.99 for sports regional fee and I dont look at sports. Was told it was FCC who mandates this charge and because the package I have for over 10 yrs have sports channels I have to pay the fee. Called today to get a credit cause if I did look at sports they are all cancelled due to corona virus. It's a rip off to pay addition for channels that's already included in your package and the channels you paying this fee for are not watched. Previous add where had service [REDACTED]

(b) (6) [REDACTED]

Ticket: # 3894581 - TV propaganda and outright lies to the public over the softwares

Date: 3/22/2020 3:50:39 PM

City/State/Zip: Demopolis, Alabama 36733

Description

FOX News has deliberately lied to the public over the airwaves to mislead the public during a most serious pandemic. Their license should be canceled. If you don't cancel their license we the public will have no option but to believe that you are in cahoots with FOX and are traitors to America and its constitution.

Ticket: # 3894584 - Buckeye Broadband

Date: 3/22/2020 3:52:10 PM

City/State/Zip: Toledo, Ohio 43623

Company Complaining About: Buckeye Broadband

Description

I work in logistics, helping companies across America restock grocery shelves during COVID-19. Recently forced to work from home, I have quickly hit Buckeye Broadbands "data cap" and will be asked to pay a fee due to working remote. If I could get an upgrade or a temporary unlimited cap, it would help significantly since I have to keep working and have to use my home internet to do so.

Ticket: # 3894596 - Covid-19 work from home issue #acct-(b) (6)

Date: 3/22/2020 4:13:46 PM

City/State/Zip: Nashville, North Carolina 27856

Company Complaining About: Sudden Link

Description

(b) (6)

This is the most incompetent horrible company in the world. My office shut down due to covid-19 and I have to work from home so I contacted them for internet service. No confirmation email came, no call ahead of time came from the tech, which after he said he didn't have the right equipment. Before I was told that information I had a reschedule date that was not honored today and now they're telling me I have to wait until next Thursday which is almost a week without pay which will highly impact my check and my ability to pay my rent. They will not allow you to talk to any managers and I have been told numerous different stories about this issue. They have a monopoly on my area. My mother has Suddenlink phone service and has dealt with this company before so they have a long history of being horrible company to people. There is a whole Facebook group dedicated to it. This company needs reform. I need help to work.

Ticket: # 3894599 - Frontier Nightmare

Date: 3/22/2020 4:14:45 PM

City/State/Zip: Lake Hopatcong, New Jersey 07849

Company Complaining About: Frontier Communications

Description

My 73 year old mothers number, internet and TV was ported out without her request or knowledge. We called to have it corrected and were told 3 to 5 days for a new line and no promise of getting her number back. No phone for that long during a pandemic?

Ticket: # 3894666 - COVID-19 Phone SCAM

Date: 3/22/2020 6:33:49 PM

City/State/Zip: Sherman Oaks, California 91423

Description

A woman called me from (949) 431-2095, an Irvine, CA, number. She said that due to COVID-19, her timeshare resort was extending offers to stay at a resort for 18 months in the future after the virus was gone, at a really good deal. She knew my name and that I had stayed at a resort in the past. She kept asking me for my email, home address and said she would need my credit card number. I realized it was a scam when she couldn't give me a valid name of her timeshare resort. I hung up without giving her my credit care number, but others very likely are being scammed. Please disable that phone number, although they have probably moved on to a new phone number. And can you please get out the word about timeshare scams related to COVID-19? Thank you.

Ticket: # 3894673 - Threats Made To My Elderly Grandmother Using Family Members' Phone Numbers

Date: 3/22/2020 6:49:17 PM

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

Description

To Whom IT May Concern,

During this pandemic, it's crucial that vulnerable people, such as my grandmother, are able to speak with their families and arrange delivery of food and supplies. Unfortunately, a person known to us has decided to spoof our family's numbers including my own and inundate my grandmother with phone calls and emails from fake email accounts. I spoke with 911 and they insisted that there is nothing they can do, even with the offender's name and address.

Please help us stop this person from harassing my elderly grandmother. I can provide more information over email or phone.

Ticket: # 3894677 - Spam call exploiting hardship during corona virus

Date: 3/22/2020 6:52:35 PM

City/State/Zip: San Rafael, California 94903

Company Complaining About: (b) (6)

Description

Received the following spam call: "Hey it's (b) (6) with processing. I'm just calling to let you know that we do have your pre-approved amount for the hardship program. It's up to \$55,000 so just give me a call and we can go over the details. My number is (b) (6). Call is from Calhan, CO (719) 347-6923

Ticket: # 3894705 - No cell service for family practice doctor - fraudulent sale of service

Date: 3/22/2020 7:46:57 PM

City/State/Zip: Granbury, Texas 76049-8907

Company Complaining About: T Mobile

Description

As a Family Practice provider serving a medically underserved rural area, I am notifying you that there is a local cellular service provider selling services, I believe, fraudulently. Our local T Mobile store employs people who persuaded me to purchase their services along with new iPhones under the guise of 5G service. I live in a community in rural Johnson County, Texas outside of Granbury where cell service is spotty at best. Last fall, a cell tower was erected in our community, and the T mobile staff began telling customers that T Mobile owned the tower, and that on December 6, 2019, they would turn on the tower, and everyone would have 5G cell service all over Pecan Plantation. This did not happen. We have talked to the local employees, and the corporate employees, and have been advised that we do not have cell service at our home or anywhere in our community. They have also admitted they were told to tell people who live in Pecan Plantation that the tower would be T Mobile's, and we would have excellent service, but knew that was untrue as they were telling us.

In light of the current health situation with COVID-19 in our country, it is imperative that I have good cell service coverage. Both of our local hospitals are at least 30 minutes from my house and if I or one of my colleagues has to go under 14-day quarantine, we must all be able to communicate with one another in real time! I have put up with this bad service from T Mobile for 4 months, but cannot continue to do so in light of these issues. I was told they were erecting a tower near here, but with the situation in America under seige as it is right now, I don't see erecting a cell tower in rural Texas as being "essential."

I have talked to the staff at T Mobile and they have advised they will let us out of our contract, BUT we must pay for the new phones and tablet they offered us when we signed up for their services, before they will unlock them for us to go with another service (to the service that actually has service on our tower). It is my opinion that they should give us the phones and tablet and unlock them to enable us to leave since we purchased them under false pretenses in the first place. If you call their store today, they will tell people who say they live in Pecan Plantation that T Mobile owns the tower, and the resident will have good service. This sounds a lot like fraudulent trade practice to me! I think they should refund every penny we have paid for "service," pay for the phones and tablet we purchased, and unlock the phones so we can go with a carrier that will service our area. They absolutely must stop telling people who live here that they will have service when they clearly do not. We have many octogenarians whose lifeline is their phone, and they are getting ripped off in the name of profit.

I know the employees at T Mobile would want me to be transparent and honest with them if I were discussing a diagnosis with them in my clinic, and I don't think it's asking too much for them to be open and honest with me about cell service, especially when lives could depend on my ability to send and receive phone calls.

Thank you for your assistance in this very important matter.

Ticket: # 3894710 - MetroPCS shut off

Date: 3/22/2020 8:02:14 PM

City/State/Zip: Chester, Pennsylvania 19013

Company Complaining About: Metropcs

Description

I asked MetroPCS for an extension due to unemployment/coronavirus issues and they have shut off phone service. I have a legitimate need for service as do many others during this national emergency

Ticket: # 3894719 - No internet service.

Date: 3/22/2020 8:18:18 PM

City/State/Zip: Bronx, New York 10453

Company Complaining About: Boost Mobile

Description

I have not had internet access since Friday afternoon. I tried contacting boost Mobile and they have been ignoring me and other customers and unwilling to help during this coronavirus pandemic. I paid my bill earlier this week and it was \$60.

Ticket: # 3894738 - deceitful and untruthful communication network reporting

Date: 3/22/2020 9:08:48 PM

City/State/Zip: Rapid City, South Dakota 57702

Description

march 20, 2020; covid19 task force press briefing vs pbs newshour reporting; yamiche alcindor under judy woodruff direction deceitful and untruthful network to public report concerning symptoms possibly indicating covid19 possibly held by aliens and chlorquine hopeful possible effectiveness against covid19

Ticket: # 3894787 - Fox 2 KTVI St. Louis misleading and possibly inciting panic

Date: 3/22/2020 10:28:20 PM

City/State/Zip: Festus, Missouri 63028

Description

On 3/22/20 at approximately 9:15 PM Fox 2 KTVI in St. Louis stated that a Crystal City based contractor died from COVID-19 but failed to specify the state. The contractor was a DOD employee and based in Crystal City, Virginia not Crystal City, Missouri as the station implied. This is grossly negligent and will possibly lead to people in my community to panic and believe a local resident has died without any notification from the County Health Department that there was an active case in our county. I called the station to request a correction but they could not have seemed less interested.

Ticket: # 3894913 - Tom Barnard - KQ92 - Minneapolis St Paul

Date: 3/23/2020 8:25:30 AM

City/State/Zip: Brooklyn Park, Minnesota 55428

Description

Mr Barnard is fearmongering and spreading false information in light of this pandemic. He is saying that because of "the impeachment" no one did anything about the coronavirus. His diatribes are misleading and hateful. His behavior has deteriorated over the last several month and his racist rhetoric is problematic. The parent company, Cumulus Radio, apparently has no problem with his behavior.

He needs to be taken off the air, or at least investigated.

Thank you.

Ticket: # 3894918 - telephone Jamming

Date: 3/23/2020 8:35:46 AM

City/State/Zip: Alexandria, Virginia 22314

Company Complaining About: Sprint

Description

I live at (b) (6). I am convinced my neighbor is jamming my phone and immediate neighbors. My service provider sprint, agreed there was interference. I have a "magic box" they sent me that helps some. but my phone only drops in my home, not when i get 30 feet away. I reported to the police, but they said your agency has to investigate but did not want me to confront neighbor. the neighbor lives at (b) (6), and is recluse. we never see him. he is angry and especially at neighbors at [REDACTED] who he shares a common wall. He says they are loud, and i believe he is jamming their phone. and it affects me. the situation is worse now with the pandemic. it is hard for me to work when my phone is jammed. my cell is [REDACTED] (b) (6).

Ticket: # 3894977 - Forced service upgrades in order to increase monthly service fee

Date: 3/23/2020 9:37:00 AM

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

Company Complaining About: Spectrum

Description

Reached to Spectrum representative to clarify why my monthly service fee will increase 20% - he immediately suggested that my previous discount has expired and while the price will now be higher, they can offer a special pricing for an increase in my internet speed.

Suggesting to upgrade the internet speed or to add cable service, without being requested to do so by the customer, is clearly a mechanism that Comcast representatives are using to increase the monthly service fees.

Specifically, they would offer a different, "enhanced" product (faster speed in this case) on a special price for few billing cycles, after which the monthly fee will go up to whatever is the "official" rate; when I reach to them, I am told the same - the price cannot be reduced but they can increase the speed.

It is also notable that this is happening while I am forced to work from home because of the COVID-19 restrictions. Also, Spectrum is the only service provider in the area (Verizon has only DSL service which is too slow for a home office connection)

Please reach to me if you have any questions.

Sincerely,

(b) (6)

Ticket: # 3895021 - Unwanted text messages

Date: 3/23/2020 10:09:13 AM

City/State/Zip: Franklin, New York 13775

Company Complaining About: Unknown

Description

I keep getting scams from different adds and phone numbers, but the same context. When I block a number the next day it will be the same context but different number then I will block that number, then the next day, and so on and so on. The scam promises one thing and charges another amount, using logos like GOOGLE and VERIZON.

Ticket: # 3895034 - Interference With Text Communication

Date: 3/23/2020 10:17:01 AM

City/State/Zip: Virginia Beach, Virginia 23451

Company Complaining About: AT&T

Description

From the time I was assigned a new telephone number by ATT, I have been unable to receive text messages communication from certain family members and friends who have androids. I am able to successfully text them, however; I am unable to receive their text messages. The only way I am able to receive text messages is when they participate in group chats with me with other Apple users. This has been ongoing for some time and no one is able assist or provide me an explanation. I am a mom and disabled veteran and unable to communicate with family during a pandemic and no one can explain why ATT or APPLE will not fix the problem or provide disability accommodation communication assistance.

Ticket: # 3895055 - Straight Talk Wireless

Date: 3/23/2020 10:26:08 AM

City/State/Zip: Ridgeville, South Carolina 29472

Company Complaining About: Straight Talk

Description

Straight Talk via Tracfone is refusing to keep service on for customers during this COVID19 crisis. After numerous contacts with them.trying to discuss this, they still shut my service off. Now I have no way to contact my elderly disabled parents.

Ticket: # 3895074 - COVID-19 phone service disconnected. False advertising.

Date: 3/23/2020 10:32:53 AM

City/State/Zip: Brooklyn, New York 11203

Company Complaining About: Simple Mobile

Description

Good morning, I have been out of work due to COVID-19. I have service through Simple Mobile, my payment was coming due 03/22/2020.

I was greatly relieved when I received a text message on 03/21/2020 with a link to the website informing customers they would have service available until 04/19/2020. This morning my service was disconnected and I am being told that I need to make a payment to restore service. This is misleading information and leaves a lot of customers thinking they will have security during this time.

Ticket: # 3895077 - Loss of TV broadcast

Date: 3/23/2020 10:33:42 AM

City/State/Zip: Onsted, Michigan 49265

Company Complaining About: Comcast

Description

I need your help once again. In February I asked for help to re instate local stations. They have said they will not be returned. I ask this time for their help to re instate the stations while the Corona Virus situation exists. We were given WTOL out of Ohio to cover Michigan local news. All we get is the Michigan death count.

Please help.

Ticket: # 3895130 - Slow Internet Speeds Marketed as High Speed**Date:** 3/23/2020 10:55:30 AM**City/State/Zip:** Danville, Pennsylvania 17821**Company Complaining About:** Verizon

Description

Hello!

I'm reaching out because I am a current university student who, because of COVID-19, has to stay home and do classwork online through platforms like Zoom. I have always known my WiFi was slow, but this became a large problem when participating in video-chat style lectures was next to impossible. I looked into my family's WiFi plan through Verizon and learned that we were paying for a plan marketed as "high speed internet" but a customer service representative informed me we would only receive about 3-7 Mbps in download speeds. Moreover, I did WiFi speed tests on several different devices and received a signal of no more than 1.5 Mbps download and no more than 0.35 Mbps upload. My understanding is that in order to be marketed as "high speed internet", a service needs to offer 25 Mbps download and 3 or 4 Mbps upload. An answer to this problem would be much appreciated, due to how hard it is to complete my classwork at this time and the lack of availability of coffee shops and libraries where I can use free public WiFi.

Best

Ticket: # 3895141 - local news

Date: 3/23/2020 10:57:56 AM

City/State/Zip: Morgantown, West Virginia 26508

Description

I live in Morgantown, WV. A few years ago you took away our access to local and state news with WBOY and lumped us in with Pittsburgh Pennsylvania local news. Going through this pandemic and not having access to our state and local news on television as well as news conferences by our governor is unacceptable as a paying Comcast customer. Fix this problem now! We know when a tornado is in Pennsylvania and not a quarter mile down the road. Ridiculous!

Ticket: # 3895258 - Abuse of private information by Google

Date: 3/23/2020 11:55:41 AM

City/State/Zip: West Springfield, Virginia 22152-3526

Company Complaining About: Google

Description

A veterinary service I regard as negligent and responsible for the death of my pet used Google to send an email blast advertising itself based on Coronavirus. I responded by my email (msn) to stop using my email address and personal info. Since then I constantly receive advs y that veterinary service on Google. Google gives one an immense runaround instead of providing a non-member access to complain about advertising abuses by its members, such as that veterinary service. That veterinary service is Nova Mobile Vet, in Lorton, Virginia

Ticket: # 3895272 - Century Link Internet Issues

Date: 3/23/2020 12:01:41 PM

City/State/Zip: Platte City, Missouri 64079

Company Complaining About: Centurylink

Description

- The consumer has internet Centrurylink.
- The consumer gets internet service about 20% of the time at most.
- The consumer states he has notified Century Link of the issue and they don't come out and fix it.
- With the pandemic going on his children are unable to get internet and its needed for any emergency situation.
- The consumer doesn't have good availability.
- The consumer states from 9pm-10am the Internet doesn't work at all.
- The consumer wants to have good internet availability at his home, as soon as possible.

CTR-415

Ticket: # 3895290 - Billing at Comcast

Date: 3/23/2020 12:11:34 PM

City/State/Zip: Salt Lake City, Utah 84104

Company Complaining About: Comcast

Description

I have been laid off at my job due to Covid-19. I have been getting all of my affairs in order to deal with this lay-off. One of the most pressing things I have been trying to deal with is my Xfinity bill, which has gone up an exorbitant amount in the last year and is currently \$89 a month and my most monetarily stressful bill. I have called and waited on hold for a total of 2.5 hours to try and see how this bill can be reduced. Today, the wait time is 3 hours. I live in an area (84104) where we have no other options for internet access or I would have canceled when the bill increased initially. I can not afford to pay this bill as it stands another month but I also cannot get anyone on the phone to see where costs can be cut from my bill. I have looked at my account on their website several times and can't figure it out there either. I need internet to apply for other jobs.

Ticket: # 3895309 - Internet speeds during COVID - 19

Date: 3/23/2020 12:19:46 PM

City/State/Zip: San Antonio, Texas 78256

Company Complaining About: Spectrum

Description

The general news has claimed that internet service providers would bump up internet speeds for no costs during the COVID crisis. Our provider, Spectrum, is charging us for this in San Antonio, TX. They are profiteering from this situation and should be giving us increased speeds at no cost. Thank you.

Ticket: # 3895328 - Suspending service during Coronavirus

Date: 3/23/2020 12:25:01 PM

City/State/Zip: Weirton, West Virginia 26062

Company Complaining About: Straight Talk

Description

Straight talk is turning people's phones off during this pandemic. Most people have lost their jobs through no fault of their own, myself included and do not have the money right now to pay. They need to be forced to keep service on during this

Ticket: # 3895407 - Disconnected Internet Services

Date: 3/23/2020 12:59:14 PM

City/State/Zip: Yemassee, South Carolina 29945

Company Complaining About: Frontier Communications

Description

To whom it concern:

Due to the Corona Virus our school had to close which leaves me to attend classes online. My services was disconnected due to non-payment in January 2020. I understand that Frontier Communications is on the list of companies that signed up to keep america connected. I'm simply asking for re-connection due to having to travel almost 60 miles to attend my online classes. Please Help!!!

Respectfully,

(b) (6)

[REDACTED]

[REDACTED]

Ticket: # 3895454 - COX Communications

Date: 3/23/2020 1:14:12 PM

City/State/Zip: Phoenix, Arizona 85003

Company Complaining About: Cox

Description

Hello, I'd like to make a complaint about COX not abiding by the "Keep Americans Connected Pledge". My apartment complex provides free internet, Tier: Business Class. In the last few days, or internet might as well be that of dial up. Some pages are now refusing to load, can't watch any thing about Trump's Addresses about the pandemic. COX has been informed several times, yet these issues remain. My connection is fine. The connection from COX is tainted. Can you help solve this?

Ticket: # 3895477 - Out of State News and Emergency Notifications

Date: 3/23/2020 1:24:00 PM

City/State/Zip: Cortez, Colorado 81321

Company Complaining About: Directv

Description

I live in the State of Colorado, but the news that I get is for New Mexico. With all of this coronavirus stuff going on, I do not get the Colorado rules and regulations regarding the coronavirus. The FCC should REQUIRE that if you live in Colorado, you should get Colorado news and notifications.

Ticket: # 3895500 - Verizon Wireless - Lack of assistance & terminating service amidst COVID-19

Date: 3/23/2020 1:34:55 PM

City/State/Zip: Allendale, Michigan 49401

Company Complaining About: Verizon Wireless

Description

Verizon is NOT adhering to their promises of "keeping America connected" with the FCC and is STILL terminating service to customers who cannot pay their bills due to the mass loss of employment. The only solution they have offered thus far is a "cheaper plan," which is also unacceptable. I currently cannot make calls or receive text messages because of this. It is an outrage that this is happening amidst this unprecedented national & global crisis.

Ticket: # 3895606 - Comcast Bait and switch

Date: 3/23/2020 2:09:40 PM

City/State/Zip: Buckley, Washington 98321-8750

Company Complaining About: Comcast

Description

The Coronavirus school shutdowns forced me into a position in which I needed to upgrade my internet so my children could go to school online. I do not personally care about television but I opted for TV & Internet combo for my in-laws. The service I received has been terrible, they have bumped up the fees twice, I still am not receiving a signal to my 2nd TV, and they want me to pay more monthly charges to to get it working. They took advantage of the health crisis to make more money. I would like my service to be provided without being gouged.

(b) (6)

A large black rectangular redaction box covers the majority of the text in this section, starting from the redaction code and extending to the right edge of the page.

Ticket: # 3895607 - Charged for entire month when cancelling on 1st day of billing cycle

Date: 3/23/2020 2:09:51 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Frontier Communications

Description

We are moving out of our home, and need to cancel service. With everything that goes on with canceling services, and the CoronaVirus mayhem, we did not cancel the service on the last day of the billing cycle.. We called today, Monday, March 23rd, as we were not able to get ahold of anyone on Sunday March 22nd at Verizon FIOS to cancel that day, the last day of the billing cycle.

Calling in today, Monday March 23rd, we successfully cancelled service, but are being told that they will not prorate the service.

I then called back to attempt to change my services to the lowest possible levels of service to see if they would prorate that at least, they Frontier FIOS refused.

So I get to pay \$142 or so, for a month of service that I won't use. How is this even allowed to happen? I don't care if it is "Company Policy", this is an unethical business practice that the FCC should NEVER allow to happen. When someone is selling a house, moving, etc, there is many things happening, during this time, one should have to worry about these type of predatory billing practices!

This problem can be solved by Frontier Communications NOT charging for the entire month for services I will not be using.

Ticket: # 3895633 - Harrasment for payment under high pressure tactics

Date: 3/23/2020 2:18:29 PM

City/State/Zip: Mesa, Arizona 85211-1137

Description

Verizon wireless at their descreption replaced a damaged device with a Un damaged device and then requested the return of the damaged device with in 5 days. Data Transfer took longer than 5 days to complete. Verizon wireless threaten me with charging full retail for a damaged device \$1100.00 if device was not returned. Damaged device was returned and then Verizon ask me to pay the repair cost! \$299.00

I ask if they could return the damaged device after I paid the repair cost! They denied this request and said that they would be sending the repaired device to another customer at my expense! They refused to return damage device with or with out repairing it me! They began to demand \$299.00 payment by repeatedly harassing me over the voip line! Under this demanding pressure they offered me a reduction of \$100.00 off the \$299.00 which I did pay \$199.00. Since this time they have repeatedly tried to recover the full \$299.00

My regular monthly bill was agreed to be \$155.00 which constantly changes and the most recent payment was \$170.00

Verizon wireless has now sent me a letter terminating my service with the threat of collection cost unknown presently! Because of the cornavirus they have been un reachable by text or voip to manage final exit procedures and have threaten me if I did contact them!

I stated that I did not have a problem paying the \$299.00 to have the damaged device repaired if they would return repaired device back to me! They abruptly declined! I am being forced against my will to exit during a pandemic which is creating very difficult situations communicating period.

Thank you for reading my text message, any assistance on your part would be appreciated.

replacement device

Ticket: # 3895634 - AT&T overcharging for service

Date: 3/23/2020 2:18:30 PM

City/State/Zip: South Bend, Indiana 46615

Company Complaining About: AT&T

Description

My bill is \$100 more than it is supposed to be. This is a recurring issue. The only way I've been able to resolve it in previous months is via the manager in my local store. He cannot get into the account now because the store is closed due to the pandemic. My bill is due on Mar 25. I cannot afford an extra \$100... in the middle of a pandemic, no less. I have called Loyalty, no help. I've been transferred to Unified, and my call has been disconnected twice. Over an hour into this today and more than 10 hours on the phone with the company in the past 4 months, not counting time spent in the store (approx four hours).

Ticket: # 3895679 - NJ 101.5

Date: 3/23/2020 2:35:34 PM

City/State/Zip: Lake Hopatcong, New Jersey 07849

Description

Today 23 March 2020 at 8:45 am on radio station NJ 101.5 the host Bill Spadea was actively discouraging people from following national and local orders on mitigating the spread of coronavirus as well as propagating false information and conspiracy theories. This outrageous and indecent behavior poses a clear and present danger to public safety.

Ticket: # 3895721 - KACP

Date: 3/23/2020 2:46:17 PM

City/State/Zip: Kingsburg, New Jersey 07734

Company Complaining About: Optimum

Description

Consumer works in the restaurant industry.

He is currently without a job due to the coronavirus pandemic.

Optimum turned his internet service off this morning.

Consumer called the provider and they claimed they will not turn it back on until he pays.

Consumer believes this is a violation of the KACP they agreed to.

CTR404-phone

Ticket: # 3895736 - Student internet covid

Date: 3/23/2020 2:49:13 PM

City/State/Zip: Canton, Massachusetts 02021

Company Complaining About: Assurance Wireless

Description

I am a Therapist in the schools and during this pandemic spectrum offered free services to those in need. They are refusing to offer services now to families with outstanding balances, which does not help reach families in need. Please let me know how we can fix this quickly together. I appreciate the opportunity.

Ticket: # 3895767 - Verizon Disconnected

Date: 3/23/2020 3:03:06 PM

City/State/Zip: Philadelphia, Pennsylvania 19143

Company Complaining About: Verizon

Description

She does not have money to pay them. Because she is not working due to the Corona Virus. Resolution the caller seeks is she wants her service turned back on. ***CTR386-phone***

Ticket: # 3895777 - Issues with calls, false payment plan

Date: 3/23/2020 3:05:13 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

This is my second complaint on this issue. It happened again and I still have not heard back from Comcast. I get 10-18 calls a day from Comcast. They blame it in the autodialer. The minute I pay my bill which has been running late due to inconsistencies with Bill as well as personal problems.

Currently a broken ankle, am already sick spouse who was tested for COVID19. I went to pay my payment arrangement and they doubled it. Yesterday the 22, I spoke to a very helpful rep who also saw that my payment kept changing and thought it was an issue as well. I can never get consistent friendly help from management and need somebody to deal with the ongoing issues with this case I've filed FCC complaints I filed Better Business bureau complaints still nobody calls back. If they could email me with a phone number I'll happily call them back.

Ticket: # 3895780 - Local news

Date: 3/23/2020 3:05:53 PM

City/State/Zip: Canadensis, Pennsylvania 18325

Company Complaining About: Directv

Description

I'm writing to complain about the lack of local news available to people living in pike county Pennsylvania. We are told that we can only have New York news channels and not local ones like Wyou, wnep, or wbre. This is a safety concern especially now with the COVID-19 pandemic. We can't turn on the tv and receive up to date information and announcements from the governor because we only have access to the New York news channels. The news that is covered and available to us pertains to a region over a hour away! When school is in session we can't turn on the news and see school cancellations for our area. We can't access weather information or warnings via the news. I'm requesting that you give access to the local news stations (WNEP, WBRE, and WYOU) to residents of pike county as soon as possible so we can be informed during this pandemic as well as after it clears up. Thank you!

Ticket: # 3895798 - Boost Mobile is not allowing me to port my phone number

Date: 3/23/2020 3:09:54 PM

City/State/Zip: Elgin, Illinois 60123

Company Complaining About: Boost Mobile

Description

I recently decided to switch from Boost Mobile to Mint Mobile, but Boost Mobile will not provide me with my account number to keep my phone number.

The account number is no longer available for me to view online, and both their online chat and phone support have seemingly been down since the Covid-19 crisis started.

With their stores all closed in my area due to the "shelter in place" mandate, I have absolutely no way to get in touch with them.

They are effectively holding my phone number hostage. My account number used to be visible on their website, I'm not understanding why they changed it so that it's no longer there.

I would like someone from Boost to contact me with my account number as soon as possible (or at least give me a method by which to submit a request for it that will eventually be addressed).

Ticket: # 3895814 - Verizon threatening to cut off services in the middle of a crisis

Date: 3/23/2020 3:14:54 PM

City/State/Zip: Parlin, New Jersey 08859

Company Complaining About: Verizon

Description

I received an email with a suspension date of 4/7/20 from Verizon I have the triple play, but we are also in the middle of a global pandemic and you threaten to cut off a persons access to news and information.

Ticket: # 3895825 - Charter Spectrum

Date: 3/23/2020 3:19:27 PM

City/State/Zip: Marlborough, New Hampshire 03455

Company Complaining About: Spectrum

Description

Jonathan Bassford <jpbassford@yahoo.com>

To:

kathleen.mayo@charter.com.com

Mon, Mar 23 at 2:42 PM

Hello;;

3 Days of my Life have been Taken, having to deal with this trying to prove I am paid up on Cable and m Mobil,,, I have been to the Keene NH Spectrum today, I was told I have \$0.17 cents Credit, please look at this email;; It's Proof I have Paid, this whole thing is wrong. Especially in the Dire shape the world is in ! Please Please look at this email, I am 64, on Welfare, this stress along with my Metabolic Syndrome is heartless. Please email me. Kathleen !!

Thank you'

(b) (6)

Marlborough, NH 03455 ,

----- Forwarded Message -----

From: (b) (6)

To: kathleen.mayo@charter.com.com <kathleen.mayo@charter.com.com>

Sent: Sunday, March 22, 2020, 10:18:01 AM EDT

Subject: Service

Hello this is to your telephone customer service, not you Kathleen !

Whoever runs the Customer Service, on my Restricted Service, Lacks any Intelligence,, I go from a \$55.00 owed, Looks like your account is fine, to Payment History with No unpaid Months, to \$0.17 Credit..

Why does this happen every Month ??

Especially in the Corona virus Pandemic, Pretty Heartless treatment.

On Thursday, March 19, 2020, 06:59:43 PM EDT, (b) (6) wrote:

Learn how to look at Payments !!!

On Thursday, March 19, 2020, 04:21:21 PM EDT, (b) (6) > wrote:

Billing History

Mar 08, 2020

\$55.00

Feb 06, 2020

\$55.00

Jan 06, 2020

\$55.00

Dec 07, 2019

\$55.00

Nov 06, 2019

\$55.00

Oct 07, 2019

\$55.00

See All

Welcome (b) (6)

\$60.14

Available Card Balance

Walmart MoneyCard Banner

Our Customer Support team is currently experiencing a higher than usual call volume. Rather than wait, you may be able to find quick and easy answers to your questions by simply logging into your account on the website or app.

Transactions

Select period

Print Printable Version Transaction type

Date	Description	Type	Amount	Balance
------	-------------	------	--------	---------

3/19/20

WALMART

Funding	+\$60.00		\$60.14	
---------	----------	--	---------	--

3/19/20

TU *TRANSUNION

Purchase	-\$1.00		\$0.14	
----------	---------	--	--------	--

3/6/20

ONLINE PMT-SPECT

BillPay	-\$55.00	\$1.14
---------	----------	--------

3/3/20

WALMART

Funding	+\$60.00	\$56.14
---------	----------	---------

2/24/20

MONTHLY MAINTENANCE FEE

Fee	-\$5.00	-\$3.86
-----	---------	---------

Fees paid previous month and year to date

Note: If you have recently completed a transaction, it may take 15 minutes for your card balance to update.

To report a transaction issue, please click [here](#) to get started. For general questions, click on the chat button at the bottom of your screen or check out our [FAQs](#).

22

Settings

(b) (6)

Ticket: # 3895838 - Charter Spectrum

Date: 3/23/2020 3:22:21 PM

City/State/Zip: Marlborough, New Hampshire 03455

Company Complaining About: Spectrum

Description

[REDACTED]
To:
kathleen.mayo@charter.com.com

Mon, Mar 23 at 2:42 PM

Hello;;

3 Days of my Life have been Taken, having to deal with this trying to prove I am paid up on Cable and m Mobil,,, I have been to the Keene NH Spectrum today, I was told I have \$0.17 cents Credit, please look at this email;; It's Proof I have Paid, this whole thing is wrong. Especially in the Dire shape the world is in ! Please Please look at this email, I am 64, on Welfare, this stress along with my Metabolic Syndrome is heartless. Please email me. Kathleen !!

Thank you'

(b) (6)

Marlborough, NH 03455 ,

----- Forwarded Message -----

From: (b) (6)

To: kathleen.mayo@dharter.com.com <kathleen.mayo@dharter.com.com>

Sent: Sunday, March 22, 2020, 10:18:01 AM EDT

Subject: Service

Hello this is to your telephone customer service, not you Kathleen !

Whoever runs the Customer Service, on my Restricted Service, Lacks any Intelligence,, I go from a \$55.00 owed, Looks like your account is fine, to Payment History with No unpaid Months, to \$0.17 Credit..

Why does this happen every Month ??

Especially in the Corona virus Pandemic, Pretty Heartless treatment.

On Thursday, March 19, 2020, 06:59:43 PM EDT, (b) (6) wrote:

Learn how to look at Payments !!!

On Thursday, March 19, 2020, 04:21:21 PM EDT, (b) (6) wrote:

Billing History

Mar 08, 2020

\$55.00

Feb 06, 2020

\$55.00

Jan 06, 2020

\$55.00

Dec 07, 2019

\$55.00

Nov 06, 2019

\$55.00

Oct 07, 2019

\$55.00

See All

(b) (6)

\$60.14

Available Card Balance

Walmart MoneyCard Banner

Our Customer Support team is currently experiencing a higher than usual call volume. Rather than wait, you may be able to find quick and easy answers to your questions by simply logging into your account on the website or app.

Transactions

Select period

Print Printable Version Transaction type

Date	Description	Type	Amount	Balance
------	-------------	------	--------	---------

3/19/20

WALMART

Funding	+\$60.00		\$60.14	
---------	----------	--	---------	--

3/19/20

TU *TRANSUNION

Purchase	-\$1.00		\$0.14	
----------	---------	--	--------	--

3/6/20

ONLINE PMT-SPECT

BillPay	-\$55.00	\$1.14
---------	----------	--------

3/3/20

WALMART

Funding	+\$60.00	\$56.14
---------	----------	---------

2/24/20

MONTHLY MAINTENANCE FEE

Fee	-\$5.00	-\$3.86
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Fees paid previous month and year to date

Note: If you have recently completed a transaction, it may take 15 minutes for your card balance to update.

To report a transaction issue, please click [here](#) to get started. For general questions, click on the chat button at the bottom of your screen or check out our [FAQs](#).

22

Settings

(b) (6)

Ticket: # 3895853 - Service Issues

Date: 3/23/2020 3:29:53 PM

City/State/Zip: Parkesburg, Pennsylvania 19365

Company Complaining About: Comcast

Description

- The consumer is trying to get Internet Essentials
- She is trying to get Comcast as a carrier
- She has no means of communication
- She states she got behind on her bill
- She states she is in poor health
- She reached out to the collection agency
- They advised if she made a payment, they would provide her service
- The consumer made the payment
- She states they still will not give her service
- The consumer wants to get the Internet Essentials due to COVID-19

CTR405-phone

Ticket: # 3895866 - Communication Interference During a Pandemic**Date:** 3/23/2020 3:34:23 PM**City/State/Zip:** Virginia Beach, Virginia 23451**Company Complaining About:** Verizon Wireless

Description

From the time I filed my complaint against Verizon with your agency ((b) (6)), I have been unable to consistently and effectively communicate with Verizon Wireless customers. I feel like I have been retaliated against for reporting Verizon to the FCC and the FCC has failed to protect me from reprisal.

Verizon continues to interfere with my ability to communicate with my friends and members of my family who are Verizon customers and I am unable to receive text messages. This has been ongoing since changing my number and I have worked with both AT&T and Apple, both have determined the issue is with Verizon Wireless and possibly an internal block that is preventing my friends and family from communicating with me.

To date, I have not been advised why my number was restricted from being changed which was the subject of my first complaint with the FCC. Instead of protecting all of these communications Corporations, I wish your Agency would assist citizens who can't afford attorneys and have to rely on your integrity and due diligence to properly handle citizens concerns. No one from your agency wants to assist and everyone is too scared of Verizon to resolve my concerns. I have people who are trying to reach me and are unable. I am a disabled veteran recently diagnosed with cancer and losing my voice. Text message for me is the most effective form of communication and my ability to communicate is being prohibited. Can you please, please, please investigate this matter, I need to be able to communicate with my family during this national emergency and they need to be able to check on me as I am here alone. Thank you.

((b) (6))

Ticket: # 3895877 - Re: [FCC Complaints] Re: Local channel access on Dish Network

Date: 3/23/2020 3:39:40 PM

City/State/Zip: Newburg, West Virginia 26410

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request (b) (6) "Local channel access on Dis..."

I just wanted to let you know because of the FCC's regulations on who can and cannot receive their true "local channels" during this time of chaos with this COVID 19 pandemic you have keep me from watching my local and state updates via television. We also have poor internet connection ruins in our remote area. Therefor YOU have potentially infected more people with this virus, as we are not getting information as quickly as we should be. This is unacceptable. Apparently you only care about your family's well being or you would have made some attempt to correct this before an emergency situation like this happened! I hope you are proud of your mistakes and hope you seriously consider fixing them as soon as possible. I will go as far up as I have to in order to get this changed. When all my neighbors have access to state news and all I have is PA offered, that is a HUGE issue.

[Ticket: # 3895909 - comcast price gouging during covid-19](#)

Date: 3/23/2020 3:49:52 PM

City/State/Zip: Davis, California 95618

Company Complaining About: Comcast

Description

We rented a movie last night and the rental cost was \$7.99, unusually high compared to the regular cost of \$5.99. Seems Comcast Xfinity increased fees abruptly. Please investigate. Potential class action suit.

Ticket: # 3895993 - The Internet Coverage Map is Lying!

Date: 3/23/2020 4:15:27 PM

City/State/Zip: Mebane, North Carolina 27302

Company Complaining About: AT&T

Description

AT&T has yet to comply with making 25Mbps to rural Alamance county/Pleasant Grove area (near Corbett/Byrd Rd) available. Currently, my households and many of my neighbors are only given 6Mbps DSL. There are no other options for internet in this area at all (satellite internet is not strong or even remotely reliable to work from home during the Coronavirus - I've tried every satellite option and is was too expensive and did not allow me to connect to VPN, which is necessary for my work). Can you help to enforce the 25MBps broadband speeds for my home and others? Even the NC Broadband website claims "all of Alamance county's household have access"...but this is not true.

Ticket: # 3896016 - High installation rate - Child needs access for school - Covid-19 issue

Date: 3/23/2020 4:26:08 PM

City/State/Zip: Slinger, Wisconsin 53086

Company Complaining About: Spectrum

Description

(b) (6)

Child is forced to be home and do classes on-line. Need access to cable to get school work done. Currently have dial up with Frontier which is not sufficient to support video work needed for school. Cannot afford the cost to have Spectrum installed. Looking to have Spectrum install cost reduced as Frontier said they cannot increase speed (currently getting 3 mb/sec).

Ticket: # 3896059 - Boost bobile COVID 19

Date: 3/23/2020 4:42:19 PM

City/State/Zip: Farmington, Illinois 61531

Company Complaining About: Boost Mobile

Description

I've been trying to reach my phone provider for several hours, only to be hung up on several time. Their online service are shut down, they do not have an email for support, they do not answer on FB. My job has been impacted by the COVID pandemic, I'm sick & under quarantine, I can't even leave for another week and my phone gets shut off in two days.

Ticket: # 3896060 - Boost bobile COVID 19

Date: 3/23/2020 4:42:54 PM

City/State/Zip: Farmington, Illinois 61531

Company Complaining About: Boost Mobile

Description

I've been trying to reach my phone provider for several hours, only to be hung up on several time. Their online service are shut down, they do not have an email for support, they do not answer on FB. My job has been impacted by the COVID pandemic, I'm sick & under quarantine, I can't even leave for another week and my phone gets shut off in two days.

Ticket: # 3896063 - Internet Availability

Date: 3/23/2020 4:44:22 PM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: Optimum

Description

Consumer is a teacher and was told to remote work

Consumer called Optimum for service and they said she owed them money

Consumer was told she had to pay \$381 before they would give her services

Consumer said there is nothing on her credit report about owing them money

Consumer also said she had forwarding address and never got anything from Optimum saying she owed \$381

Consumer just wants Optimum to balance out that \$381 to \$0 and hook up the services she needs to work from home due to the COVID-19 Pandemic

CTR402

Ticket: # 3896083 - Unable to make calls to Verizon numbers

Date: 3/23/2020 4:52:24 PM

City/State/Zip: Fairmount, Georgia 30139

Company Complaining About: AT&T

Description

I have already filed a complaint about this once and AT&T has responded back to me. According to them Verizon is blocking some AT&T customers from calling certain Verizon numbers. I was told At&t opened a ticket with Verizon on 3/10 and they have reached out to them daily and they will not respond back to them but according to the At&t tech the Verizon trunk is still down. Verizon is apparently not trying to repair this. With all of the Covid-19 cases we are staying at home and have been unable to call family members on Verizon services from our cell phone which happens to be the majority of my family. Please help get our phones working

Ticket: # 3896122 - Direct Tv

Date: 3/23/2020 5:07:04 PM

City/State/Zip: Kenbridge, Virginia 23944

Company Complaining About: Directv

Description

I've been with Direct TV since 2008. Today I asked to drop services. I had forgot to pay Feburarys bill but they didn't send me a statement either. I paid them 182.97. They say I have to pay them money to leave. That is not right or fair.

Covid-19 has affected me. I'm trying to find ways to reduce my basic bills. TV is not nessessary. Please help me.

Ticket: # 3896247 - INCORRECT BILLING,INABILITY TO REACH AT&T customer service at 800-288-2020

Date: 3/23/2020 6:14:44 PM

City/State/Zip: Painesville, Ohio 44077-1305

Company Complaining About: AT&T

Description

CURRENT MONTH'S BILLING HAS CRAMMING ISSUE(UNAUTHORIZED/UNKNOWN CHARGES.OVERCHARGED FOR 5 CALLS,LONG DISTANCE,FOR \$95.00, THAT WERE NEVER MADE FROM MY LANDLINE PHONE.SAME DESTINATION NUMBER,UNIDENTIFIABLE TO ME.WE DID NOT MAKE THESE CALLS.UNABLE TO REACH ATT CUST.SVC. @800-288-2020 FOR 2 DAYS NOW.....INEXUSEABLE FOR SUCH A LARGE COMPANY.WHAT IF THIS WERE A TRUE EMERGENCY.....COVID-19 BE DAMNED...BASIC SERVICES MUST BE MAINTAINED!!!! BILL IS DUE APRIL 6,2020...WE HAVE NO INTENTION OF PAYING IT. ATT PROVIDES NO UTILITY/OPTION FOR CUSTOMER CALLBACK FROM ATT TO MY LANDLINE NUMBER.COULD NOT EVEN LEAVE A CALLBACK MESSAGE! HOW IS THIS REPUTABLE BUSINESS BEHAVIOR?

Ticket: # 3896259 - Fee for calling a free conference calling provider.

Date: 3/23/2020 6:26:58 PM

City/State/Zip: Chino, California 91710

Company Complaining About: T Mobile

Description

I am being forced to telework during the on going COVID19 concerns in California.

Just this last week (March 16-20), I called my free conference call phone line for planned meetings and received notification from T-Mobile that I would be charged a \$0.01 per minute fee for calling the free conference line. I contacted the conference provider (FreeConferenceCall) and T-Mobile to verify that T-Mobile is charging the fee.

I have been using this free conference provider for over a year without any issue or charges both from land lines and cell phones. I feel it is unfair to impose these extra fees on customers paying who are already paying for nationwide unlimited calling and text services. This is especially unfair to employees working in the public sector who are trying to remain in service to support the community. Providers should not be allowed to surcharge the network when these tools are becoming the sole resource for "Shelter In Place" procedures.

No telecommunication providers should be able to charge fees to connect to in country conference line providers. If fees have been paid, consumers should be reimbursed the fees.

Ticket: # 3896277 - Coronavirus and Xfinity internet

Date: 3/23/2020 6:57:54 PM

City/State/Zip: New Carlisle, Indiana 46552

Company Complaining About: Comcast

Description

Xfinity is saying they will keep customers connected through GB h the covid-19. But twice my xfinity prepaid internet has been shut off and they will only give me 3 days credit. I tried to sign up for the internet essentials program and was told because I am an xfinity (prepaid) customer I don't qualify. I am out of work because of the coronavirus, and my kids need internet to do school work while they can't go to school. I don't think it's fair and feel I'm being discriminated against because of the service I have. All I am asking for is 1 month credit and hopefully I will be working again.

Ticket: # 3896287 - Internet Service & Bundled Billing - CenturyLink/T-Mobile No Access for Three Students during Pandemic

Date: 3/23/2020 7:08:32 PM

City/State/Zip: Arcadia, Florida 34266

Company Complaining About: Centurylink

Description

The consumer stated that she is retired and raising her three grandchildren. At the present time and due to the Covid 19 Pandemic, they are required to complete school work at home. Their family was issued ONE Chromebook, by the school because it is one per family. This requires constant access, to the internet so all three children can complete their school work. One grandchild is a Senior in high school and will be graduating at the end of the school year, the second grandchild is 15 years old, and the third is 13 years old. This means that they all receive a significant amount of work/instruction via the internet while school is closed.

The consumer stated that they can only subscribe to a speed, that is UP TO 4 Mbps. However, they get, maybe 1 Mbps. The consumer stated that after she had retired, she had attempted to telecommute from home as a paralegal to supplement her income and CenturyLink did respond several times. The consumer was told that this was not possible at her location due to the fact that they have old copper lines that are decaying and the service is limited as it is DSL service. She was told that the speed is not sufficient.

The school is closed, at the very minimum, until April. Therefore, the children cannot even pick up their school work, at this time.

Because the children have not been able to perform their school work at home, she contacted the County Commission and was advised to visit a local McDonalds and sit in her vehicle to use the Wi-Fi service or go to the local Library and use the services there. She stated that she cannot continue to sit in a hot car (They are in Florida), with three children to this. They have the one Chromebook and by the time that they all get their work completedyou are talking several hours8-10 hours or more! They have tried the Library but it is the same issue! She wants the service for which she pays - unlimited 4Mbps so that her grandchildren can complete this year of school. She stated that Fiber stops just before their side of town and it has not been brought out to their location. CenturyLink told her to call the FCC!

She stated that years ago Comcast serviced this neighborhood but no longer do they do so.

She also stated that she has checked into Satellite internet service. However, is is extremely limited in bandwidth.

The consumer has a Hot Spot, from T-Mobile. However, data is capped and she has connection problems and service constantly drops. She was going to try to obtain an extender. However, the location closest to her is now closed and this is no longer possible.

She does not want these challenges/hurdles to prevent her grandchildren from competing their respective grades or her oldest grandchild to be prevented from graduating this year.

She stated that the techs and customer service reps have been very kind, professional, and very nice. This is not the problem. She simply needs more bandwidth so that they can attain higher speeds so the children can have access during this pandemic/the time that the school is closed.

She also stated that because the services became cost prohibitive, (about \$300.00 per month), she changed her bundle. She now has phone and internet. She does pay for a bundled phone package, (Local and Unlimited Long Distance), and then the internet service is a separate package/line item in order to obtain the cheapest pricing. However, she did have a question about paying the Federal Excise Fee because she has Local and Long distance and thought that the Federal Excise tax is charged only in the event that you have stand alone local telephone service ?

The consumer asked what CenturyLink can do in order to provide access to her grandchildren for school purposes/bring updated services to their side of the road, immediately.

She asks that the FCC assist her because of the pledge taken by the telecom companies and the importance of keeping student/families connected during the pandemic.

She also asked that T-Mobile be contacted so that she can determine if they will assist her in obtaining access through the Hot Spot that she has in her possession. She also requested to know if an extender would assist her in doing so ...OR is the speed just too slow to even run the extender?

Either way, she needs one of her service providers to step up and assist in getting her grandchildren connected for the purpose of completing their school work.

Ticket: # 3896364 - Viasat Internet

Date: 3/23/2020 8:51:18 PM

City/State/Zip: Geneva, Florida 32732

Company Complaining About: Viasat

Description

Viasat is not lifting data caps during this Covid19 pandemic. I pay \$177 a month for 100GB . Once the limit reached, no more internet. With home isolation, working from home, PM school being taught,

Viasat's solutions have not been helpful at all. We just need help with data to keep connected with family, teach our kids, to run our businesses..... its pathetic, it's greed, it's heartless.... the most frustrating business I've ever had to work with. Please, please help the thousands of families, held hostage by them.

Go read all the comments on Viasat's Facebook page.

Ticket: # 3896382 - Fox News

Date: 3/23/2020 9:15:57 PM

City/State/Zip: Cathedral City, California 92234

Description

I believe Fox News should have there license pulled for broadcasting because of the lies and misinformation that the have reported on the Coronavirus risking people's lives-UNAMERICAN

Ticket: # 3896391 - American Sign Language (ASL) interpreters and accurate captioning Coronavirus Conferences

Date: 3/23/2020 9:27:36 PM

City/State/Zip: Baltimore, Maryland 21212

Company Complaining About: The White House , Aka Trump Inc.

Description

Information about Coronavirus has not been accessible to the deaf community, especially from The White House.

Ticket: # 3896428 - Metro by TMobile Keep America Connected

Date: 3/23/2020 10:43:48 PM

City/State/Zip: New York, New York 10018

Company Complaining About: Metropcs

Description

Although it states Metro by TMobile has agreed to the Keep America Connected they are in fact not. They are still disconnecting customer's service in the midst of the pandemic cutting customer's only way of staying informed during this time

Ticket: # 3896436 - Metro by Tmobile- Keep America Connected

Date: 3/23/2020 10:54:45 PM

City/State/Zip: New York, New York 10018

Company Complaining About: Metropcs

Description

Although it states Metro by Tmobile is following the keep America Connected model they in fact are not and are disconnecting/suspending customer service in the midst of the pandemic I have called multiple times and there is no customer support available

Ticket: # 3896472 - Broadband Internet Access for Disabled Persons. Only individual without Internet Access in my building.

Date: 3/24/2020 12:30:58 AM

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

Company Complaining About: Charter

Description

I am not a current customer. There wasn't another selection to choose besides that.

I am a registered and a protected class through the US Federal Government, as a Disabled, Low-Income persons, via United States Social Security Administration. I receive Social Security Disability Assistance, as well as Medicare, through the Social Security Administration. Besides Federal Assistance (Medicare & Social Security), I am a part of various state assistance programs via The State of New York. ? As a Disabled Individual living alone, I am part of the most vulnerable and high-risk demographic within the United States Population. I also live in one of the most concentrated population centers within the United States, where Covid 19 (Coronavirus) is spreading, New York City. ? Charter Spectrum provides internet connections to every unit in my building. Every tenant living within the structure has Wifi access, except in my apartment unit. There are three other apartment units on my floor with connections as well, so there is no issue when it comes to proximity to an internet connection within my building. There is not one other disabled individual within this building besides myself, which makes their decision not to allow internet access in my particular unit questionable. ? I am without Wifi during this life-threatening emergency, as I need to connect to my doctors virtually. My Doctors are adamant about me pursuing Charter Spectrum for access to the internet (Wifi) because I will not be able to access them otherwise, which puts me at a higher risk of sickness/death. Even without a global crisis, I am in desperate need of my doctor's care. ? Charter Spectrum committed to the FTC's program as a pledge to keep every American connected during this pandemic. They have broken their promise. Please assist me with getting connected to the internet via Charter Spectrum so I can receive the proper care I need through my Doctors. Attached to his document is proof of service, Charter Spectrum provided to every single unit in my building, except mine. You will notice on page 3, a confirmation notice from Charter Spectrum that specifically points out that Internet Connection is not available at my unit. Every single screen shot listed after my specific apartment unit will display that there is already service at the particular unit listed, because it is available.

Broadband service should be available to all, not just to select individuals because they have a higher income or the "non-disabled" portion of a community. To add, not one person in my building is classified

as low -income, or disabled, yet I'm the only unit without the internet? As a member of the disabled community, a vulnerable group of American citizens dealing with everyday life is hard as it is, and now,

dealing with Covid-19 makes it harder to operate than ever. It is unconscionable how Charter Spectrum is

handling this situation, as they are not permitting broadband internet in my apartment unit. As a person

with minimal resources, Charter Spectrum is taking advantage of their position as a commercial enterprise that answers to no one. Charter Spectrum has chosen to hand-select which units within a

single residential apartment building should get internet and which should not. Also, Charter Spectrum

happens to be the only internet service provider within my apartment building. If Charter Spectrum chooses to pursue the route of monopolizing broadband internet within New York City and the rest of the

nation, it should act more responsibly. Charter Spectrum touts how they are "there" for the people during /

Message to BBB

pypypg this crisis and beyond. They are supposedly here to serve the community and lend a helping hand,

especially during times of crisis. However, they do not assist the needs of the poor/low-income folks, the disadvantaged groups, and the vulnerable parts of the population, when we need it most.

I have enclosed a PDF which displays every single unit within my apartment building, with access to broadband internet. Page 3 displays my apartment unit (1a) proving it is the only unit in the building without cable/broadband internet.

Ticket: # 3896494 - Verizon Wireless threats of cancellation

Date: 3/24/2020 5:43:52 AM

City/State/Zip: Eugene, Oregon 97403

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has emailed me in regards to my grandfathered unlimited data plan. Threaten to cancel my account if I do not change to their new unlimited plan. All this is happening during COVID19 pandemic.

Ticket: # 3896506 - Slowing internet during covid 19

Date: 3/24/2020 6:58:34 AM

City/State/Zip: Briarcliff Manor, New York 10510

Company Complaining About: Optimum

Description

We alway had enough internet speed until this week when all NY has been told to stay home. Suddenly we do not have enough speed to even run one device. When I called Optimum my internet provider they told me I had to pay \$30 more per month and I will lose my package deal. I have a very sick daughter at home and need FaceTime for doctors. I also work in publishing and need to code for my company Consume Reports through a vpn which I can not now access. I have often worked from home under these same circumstances and never had this kind of slowing with my download speed is at 7 and my upload is 0.2. I saw that Optimum was not on the list of companies that had vowed to keep us connected. On my call it was clear that the tech was scripted to get me to buy a much more expensive package. It is so frustrating and this is just a different kind of price gouging. I sure hope the FCC steps in to help at this time.

Ticket: # 3896513 - AT&T Availability Complaint

Date: 3/24/2020 7:44:18 AM

Company Complaining About: AT&T

Description

Hello Chairman Pai,

I hope this finds you well.

Did you know AT&T's pledge to Keep Americans Connected excludes certain plans?

My name is (b) (6) I'm a recent college grad. I work part time. AT&T's Pre-Paid plan is by far the most economical cell phone service for those of us who live paycheck to paycheck.

My service was disconnected today. I requested & was denied an accommodation because the provision outlined below is not applicable to my plan. My ask to a supervisor was for a \$45 temporary provisional credit to stay connected until Thursday 3/26/20 - my next pay day.

I know you're busy Mr. Pai. A nudge from you would undoubtedly move AT&T to do the right thing.

Thanks for your time and consideration.

Best,

(b) (6)
[Redacted Signature]

Website 3/18/20

****AT&T Offers Added Relief for Customers****

AT&T is planning on being here to help you stay connected throughout the COVID-19 pandemic. We recognize that staying in touch with your family, friends, school and work has never been more important.

Below are a few ways we're helping consumers, small businesses, and enterprises across the country.

Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge" announced today and concerns raised by members of Congress, which we share, AT&T is proud to support our customers by pledging that, for the next 60 days, we will:

- Not terminate the service of ****ANY**** wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- Keep our public Wi-Fi hotspots open for any American who needs them.

The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, we're here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless.

Ticket: # 3896515 - Hughes Net Availability Complaint

Date: 3/24/2020 7:49:34 AM

City/State/Zip: Waco, Texas 76706

Company Complaining About: Hughes Net

Description

****From:**** (b) (6)
****Sent:**** Sunday, March 22, 2020 9:58 PM
****To:**** Ajit Pai <Ajit.Pai@fcc.gov>
****Cc:**** bill.flores@mail.house.gov <bill.flores@mail.house.gov>
****Subject:**** Are You Honoring Your Keep Americans Connected Pledge? / I Need My Internet Service Reconnected

Re: Account Number (b) (6)

Hello,

On Thursday, March 19th, I received a letter in the mail informing me that the automatic HughesNet payment on the last day of February was not able to be deducted from my account and to call your Customer Care office at 866-347-3292. My internet service was disconnected today, Sunday, March 22nd.

I am experiencing extreme economic hardship due to my work hours being cut back to 20 hours per month starting in February because of the coronavirus outbreak. How can I have my internet service restored via the Keep Americans Connected Pledge?

Having the ability to access the internet is critical to me because the few hours I am working each week is now being done remotely. Without having internet access for my laptop, I will no longer be able to make any income at all as long as coronavirus remains a problem, which could last months.

I have spent countless hours on hold to try to speak with a Customer Service representative and have never been able to speak with a representative. I have waited on hold for 45 minutes and then had the Customer Care line push me back to the opening prompt where I have to enter my phone number and zip code to verify my account. I have also spent hours on hold for Live Chat support. One day, I posted continual screenshots on my social media accounts when your Live Chat sent me from being the 13th caller in the chat line when I logged in to the 24th in line after an hour-long wait.

I have called Customer Care at 8am, noon, 3pm, 6pm, and 10pm. I have called every single day since I received your letter and have never been able to reach a HughesNet representative. At best, I am hung up on as soon as it sounds as though I am being connected to a representative.

How can I reach you??? How can I get my internet service restored via the Keep Americans Connected pledge when it is impossible to call or chat with you?

PLEASE HELP!

I am also copying Ajit Pai, the Chairman of the FCC and Congressman Bill Flores, my local representative, to see if either of them are able to help or advise on this matter. Because it is only possible to email through the form at <https://customercare.myhughesnet.com/support.cfm?source=email>, those not directly connected to HughesNet are receiving this message via traditional email. HughesNet will also receive this in sections because of the 255 character limit on the website email form.

Thank you,

(b) (6)
Waco, TX 76706

Ticket: # 3896533 - Consolidated Communications Availability Complaint

Date: 3/24/2020 8:09:38 AM

Company Complaining About: Consolidated Communications

Description

****From:**** (b) (6)

****Date:**** Monday, March 23, 2020 at 3:19:36 PM

******(b) (6)

****Subject:**** This provider took the FCC's pledge but is refusing service during COVID

Hi (b) (6)

My wifi provider, Consolidated Communications, despite having signed the Keep America Connected Pledge, is actively refusing me service until April 7th.

I'm located in New York, where there is a mandatory Shelter in Place. My business relies on wifi during quarantine and will undoubtedly fail without wifi from now until April 7th without connectivity.

I'm writing to you to bring awareness to the fact that this provider is not making good on their pledge during the crisis. If there's anything you can do to convince my provider (which has a monopoly on my area) to reinstate my service and abide by the pledge, I would be so grateful.

My fiance and I are hoping to avoid traveling to seek wifi but we may have to at this point.

I'm happy to discuss this matter further with you, just let me know.

Thanks,

(b) (6)

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******(b) (6)

Ticket: # 3896534 - Bill Spadea

Date: 3/24/2020 8:09:40 AM

City/State/Zip: Bayville, New Jersey 08721

Description

Bill Spadea is a danger to the public, he spouts non sense and false news daily. I believe he should be taken off the radio for giving out false information on corona virus.

Ticket: # 3896543 - Lifeline Availability Inquiry

Date: 3/24/2020 8:18:45 AM

Description

****From:**** (b) (6)
****Sent:**** Saturday, March 21, 2020 2:46 PM
****To:**** (b) (6)
****Subject:**** Extending Lifeline program to include unlimited minutes

Hello Ms. (b) (6)

Please could you pass this along to whoever can help with this request?

Thank you for waiving the Lifeline program rules to keep low income consumers connected.

I am a social worker in NYC who is now doing a lot of telehealth outreach work because my elderly clients are vulnerable and have been advised to stay home.

They are having to budget their free Lifeline minutes and this is having an impact on their mental health.

I am asking that Lifeline please give unlimited minutes to all their customers during COVID19 crisis.

This will allow vulnerable low income clients like those I serve to connect daily with their support systems including providers, family and friends.

Thank you

(b) (6)

New York

Ticket: # 3896546 - Altice One Availability Complaint

Date: 3/24/2020 8:25:36 AM

Company Complaining About: Altice One

Description

I am writing today due to my cable being disconnected for non payment. I tried to call Altice One, Long Island and I am getting disconnected from the automated system and cannot speak to a live person.

I saw on their wensite that they pledged to Keep America Connected during this pandemic. I was affected by it and I am home waiting to hear if I will be getting paid. I am a lower income household and as of right now have no money to pay Cablevision.

Can something be done to ensure that Cablevision/Altice One keeps their promise to KEEP AMERICA CONNECTED?

Your help is much appreciated.

Sincerely,

(b) (6)

Ticket: # 3896563 - No internet/cable service in our area**Date:** 3/24/2020 8:37:05 AM**City/State/Zip:** Grove City, Pennsylvania 16127**Company Complaining About:** Armstrong Cable

Description

For the past 10+ years we have requested cable/internet service in our area. We are at the point of begging and pleading for someone/anyone to listen to our concerns.

As technology improves, devices, work and healthcare providers continue to build platforms based on a higher speed internet connections, we find ourselves slaves to our current internet capabilities. In addition, our children are required to do schoolwork online, and it's becoming a struggle. And now with the recent COVID-19 outbreak, we need help more than ever.

We now find ourselves in the situation where most assume that all have a cable/internet providers. Our employers, public schools, and primary care physicians are asking - and in some cases requiring - us to stay/work at home due to the coronavirus (COVID-19) outbreak. Not possible for us.

We (including my 11+ neighbors) have reached out to Armstrong Cable (the only provider in our area) for the past 10+ years. The response is always the same... there is nothing they can do except put us on the list for future builds.

I would just ask that someone TRULY puts themselves in our shoes to try to understand, the effect that the lack of technology has on the less than 2 mi of residences you do not service.

As I had offered to Armstrong at the end of every request, if there is anything I can or should do to help the residences at the end of Gill Road, to include doing the legwork, getting petitions signed, reaching out to local and state representatives, or even just having a conversation with the leadership of Armstrong.... please let me know. We are ready/willing to do whatever it takes.

Finally, I have attach my current DSL internet speed test so you can see what we are working with. Keep in mind, most times the test provides worse results. At this speed, we barely can watch a video, send a file over 5MB, download school or work-related documentation.

In addition to DSL, I know some residences on our road use their phones as hotspots, some use HugesNet, and some just go without. Unfortunately, these are our only options. From what I understand, my internet is comparable if not faster than most.

Again, I cannot stress enough how much it would mean to the people on our road, even for you to take a hard look at the situation. And thank you for taking the time to read.

Ticket: # 3896564 - Optimum Availability Complaint

Date: 3/24/2020 8:39:13 AM

Company Complaining About: Optimum

Description

This morning I awoke to the disconnection of all service provided by Altice/Optimum, for non payment.

I've been isolated for weeks with my family due to the impact coronavirus has had in our household, No phone, no internet, no TV. I am self employed and have zero income during this pandemic. I am only able to send this email by using the little data that I have available on my cell.

I find it incredibly discouraging that corporations sign such "pledges" and then knowingly violate the terms.

I appreciate any assistance that you may provide.

My account is with Optimum by altice (b) (6)

Thank you so much for your time and please, stay well.

(b) (6)

Ticket: # 3896582 - Optimum Availability Complaint**Date:** 3/24/2020 9:06:41 AM**City/State/Zip:** Newark, New Jersey 07106**Company Complaining About:** Optimum

Description

my name is (b) (6) and im an Optimum customer.i called Optimum and spoke with a representative by the name of Sam id number that was given to me was 4410013 in regards to the relief program due to our crisis economy at this time.my account number is (b) (6) explained to him that i cannot pay my bill due to the coronavirus thats affected us all around the country with buying food and needed necessities to survive.i have a son thats an 11th grade student at (b) (6).I asked him can he please note my call and situation, he told me if i dont pay my bill by April 11,20 that my service will be interrupted and he also said before this virus came out i had time to pay my bill.He did not help me at all and refused for me to speak with a supervisor,at this point i went into a state of depression .Please help,my address is (b) (6).Why are consumers from Optimum being treated unfairly?

Ticket: # 3896587 - Spectrum Availability Complaint

Date: 3/24/2020 9:11:20 AM

Company Complaining About: Spectrum

Description

****From:**** (b) (6)

****Date:**** March 21, 2020 at 5:05:17 PM CDT

****To:**** "kathleen.mayo@chartercom.com" <kathleen.mayo@chartercom.com>

****Subject:**** **Appeal for Increased Internet Speed to Work from Home and Help Support My Business of More than 200**

Kathleen,

I just called customer service to increase my internet speed (for free) but was unsuccessful.

I help run a 200 person engineering firm in Dallas, Texas. I have a high risk individual at home and with the recent pandemic, to avoid risk to my family, I am working from home.

I am grandfathered into a bundled cable/internet package that has 100 mbps internet speed. My business deals with large files, so internet speed is key, and now with schools closing (I have 4 children) the internet draw between work, online school and just trying to keep kids entertained between streaming services and tablets, has an obvious taxing effect on our WiFi network.

I currently am paying \$170ish/mo for cable/internet. I spoke with a customer service representative and then a supervisor but was told (because my plan was an old TWC plan) my only option was to repackage to a new plan that would be \$195ish/mo year 1, \$225ish/mo year 2, and then settle in at retail price of \$250ish/mo year 3.

Obviously with these trying times and unknown of where the economy is going, bearing more cost on monthly bills is a concern.

****My appeal is a simple request to maintain my current cable/internet package and simply increase my internet speed from 100 mbps to 200 mbps (Spectrum's current minimum) without increasing my monthly rate. I heard on the news that other internet providers were providing this increase in service for free to help people forced to work from home, but based on my experience, I guess Spectrum currently isn't.****

****My main objective is to be able to quickly and effectively serve my staff and clients, so I can do my part to help keep my business operating, and our company of 200 can stay employed and supporting their families.****

Anything you can do would be much appreciated.

I can be reached either by responding to this email or by cell at (b) (6)

forward to your response.

Thanks for you help in advance!

—(b) (6)

Ticket: # 3896591 - Phone Scam/COVID

Date: 3/24/2020 9:13:29 AM

City/State/Zip: Longmeadow, Massachusetts 01106

Description

a resident received two phone calls from a man identifying as "Dr. Bob" telling the 87 year old woman that she had Coronavirus and needed to send him money for medical assistance

Ticket: # 3896615 - Billing Issues

Date: 3/24/2020 9:25:23 AM

City/State/Zip: London, Kentucky 40741

Company Complaining About: Directv

Description

- The consumer is calling for her mother
- She is calling about Direct TV
- She states she paid her bill
- She states they disconnected her service
- She states they made her pay \$54
- The consumer wants her services reconnected ASAP
- She states she needs to know about COVID-19

CTR405-phone

Ticket: # 3896665 - Comcast Issues

Date: 3/24/2020 9:59:06 AM

City/State/Zip: Mccome, Michigan 48044

Company Complaining About: Comcast

Description

He feels Comcast is racially discrimination against them. The Comcast tech would not come in; he said because of the Corona Virus.

He feels it is because they are black. He wanted Cable and Internet. ***CTR386-phone***

Ticket: # 3896681 - KDFW channel 4 DFW Texas

Date: 3/24/2020 10:09:33 AM

City/State/Zip: Azle, Texas 76020

Description

Lauren Przbyl, news commentator and Harvey Levin of TMZ had an interview. They speculated that President Trump was going to try to stop the Nov. presidential election. Levin said that he had consulted attorneys and this would be illegal but "who knew what a Trump would do?" This is fear mongering and no evidence to substantiate. This is their personal thought, not news. This aired on 3/24/20 on 8:30 segment. This is fiction and they should not be allowed to broadcast false stories that can cause panic while we are in midst of Covid 19 pandemic. They should retract this statement immediately and apologize to viewers. Lying on air should be swiftly dealt with!

Ticket: # 3896701 - Metro PCS

Date: 3/24/2020 10:18:45 AM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Metropcs

Description

During a global pandemic of the corona virus, metro refuses to help people with their bill. Even utility companies and landlords are stopping evictions and disconnects due to non payment but not metro. They refuse to work with customers by giving them extensions WITHOUT charging. They want to charge \$5 a DAY to extend your bill ! That is ludicrous! I've been with this company over 2 years and always pay my bill on time the one time a situation is out of my control they refuse to work with me. They should be offering customers extensions or ceasing the suspension of services for people who are affected by the corona virus! We have no control over this situation. They won't even offer any extension over 72 hours. If the utility companies, mortgage, landlords, credit cards, auto loans etc can offer people extensions free of charge why is a prepaid phone company refusing to help its customers or even offer extensions or arrangements. It's literally not too much to ask for a 30 day extension. It doesn't have to be 90 or even 60 days but give people time. I am a hard working American.

Ticket: # 3896731 - Fox News spreading misinformation about COVID19

Date: 3/24/2020 10:30:00 AM

City/State/Zip: Brooklyn, New York 11218

Description

For two months, the personalities on Fox News have continued to report the Covid19 virus as a hoax and liberal conspiracy. A recent pole says 59% of its viewers believe the pandemic is overblown. Fox has a responsibility to its viewers, most of whom are elderly and at the highest risk. Threatening their broadcasting license would solve the problem.

Ticket: # 3896792 - Corona Virus Discount

Date: 3/24/2020 11:01:12 AM

City/State/Zip: Ferndale, Michigan 48220

Company Complaining About: Comcast

Description

Xfinity announced that across the country they were doing 2 months free for anyone whom signed up for the internet essentials program got the first 2 months free because of the corona virus. Yet I am still being charged for my internet service.

Ticket: # 3896846 - Wrong amount drafted and disconnected entertainment package

Date: 3/24/2020 11:36:51 AM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

Hi, I've had some very unsettling experiences with Comcast over the past week. I called on 3/19/20 to inquire about adding home phone service. Once the agent found a deal (adding phone) that was suitable according to what I could afford, she was to keep my cable package the same. Rather than keeping my cable how in tact, she had my channels disconnected and added the basic cable package without my understanding, instead in order to make me feel "okay" about the deal she presented. My family went that night without being able to watch our cable channels. Also, on March 22, I had my first auto draft taken out and it was almost double for what I was set to pay. \$81.46 was "processing" on the 22nd when I first checked. On the 23rd, I noticed that \$130 was taken from my account. I needed this money to get food for my household since me and my kids are at home due to COVID-19. I was left with only \$17 in my checking account to get food. I have been a loyal Comcast customer for many years, and I hope to be compensated or receive a good credit or an even cheaper promotion for my hardship. Thanks

Ticket: # 3896847 - HughesNet cannot provide speeds they advertise

Date: 3/24/2020 11:37:04 AM

City/State/Zip: Earlysville, Virginia 22936

Company Complaining About: Hughes Net

Description

Advertising certain internet speeds that they are unable to provide on a reliable basis. Speeds so slow at times that the internet is unusable. Attempts to address the problem are met with indifference and lack of willingness to do anything to fix the issue. They are charging large sums of money for an inferior service. Now with COVID-19, my wife is forced to work from home but cannot due to slow internet speeds.

Ticket: # 3896888 - Service outage

Date: 3/24/2020 11:54:32 AM

City/State/Zip: Teanack, New Jersey 07666

Company Complaining About: Optimum

Description

Consumer's wife has COPD.

Consumer is without a job currently during the coronavirus pandemic.

Consumer has been without service for about 5 days.

Consumer has tried to contact his company through phone and website.

Consumer needs the service to be restored asap.

CTR404-phone

Ticket: # 3896915 - Spectrum/Charter Communications

Date: 3/24/2020 12:06:39 PM

City/State/Zip: Lakeland, Florida 33810

Company Complaining About: Charter

Description

I have been dealing with this issue since around the beginning of March. I found out that my bill, due to my own error of not looking at it, was too much and I was being billed approximately \$180.00 per month for several months. I decided at that time that I was going to be cancelling my services except for the Internet. I told the representative I would call back in a few days back on March 6, 2020. I was told at that time that I could not receive a credit for any portion unused and that it was on the bills beginning in November of the previous year. I never agreed to that, however, I relented. I called on March 17th and asked to have my services cancelled (Television and Phone) except for the Internet as of my new billing date. When I called to setup my own modem as I had found out the promised bill of \$70.00 meant that I would have to purchase my own modem and router (I was not told this originally), I was advised that ALL OF MY SERVICES were going to be cancelled. I stated this wasn't true and that everything but the Internet was to be cancelled. Later that day, I received an email at 4:20 p.M. stating that my services (all of them) were restored to the tune of \$180.00 (approximately). I called back. (Mind you, each time that I am calling wait times are extremely high with some as high as 45 minutes). As I wait, I am put through to three representatives. A total of two hours. The last representative, who handles cancellations, makes a mistake and cancels all of my services that day instead of March 24th with my new date. She even promised me \$49.99 per month for the Internet due to all of the hassle I had to endure. I really think she was high or drunk. Needless to say, my services had to be restored. On March 19th, I took all of the equipment back to Spectrum's office in Auburndale, Florida (despite COVID restrictions) and returned them. I asked the representative to ensure that everything was being cancelled EXCEPT FOR INTERNET. I was assured yes. Today, when talking to a representative (because I didn't get notice of a new bill for the Internet only), I found out that my services were not cancelled. I have waited on the phone for over 45 minutes and I am now over an hour waiting for someone else to cancel all of my services AGAIN EXCEPT FOR THE INTERNET. They don't even know that I returned the equipment even though I have a copy of the receipt right here in my hand (Cashier #00331957, Receipt 7344362, Date: 03/19/202, Time: 10:21 a.M., Serial Numbers: NQ1709813005624, CCP171122101567, CCP171124114207 & 7662D3539104816). There is absolutely no reason for any customer to go through this type of service especially a customer with health issues in which this only exacerbates their condition. Stress is not good on me and one phone call should have satisfied this condition. This is part of the reason why I am getting rid of Spectrum. They have no customer service. I didn't get the best reception with the phone or cable and they wouldn't fix the issues. They rose the bill to an astronomical amount with nothing to account for the raises including the service. Now they can't even properly close the account. I want only the Internet so that I can stream television through Firestick, monitor security systems and work from home. I had to go through all of this because if I didn't, they would charge me another full month and not give me a credit which is an unfair policy.

Ticket: # 3896959 - Use of teleprompter captioning at WSYR TV

Date: 3/24/2020 12:22:03 PM

City/State/Zip: Cicero, New York 13039

Company Complaining About: Wsyr Tv / Nextstar Broadcasting

Description

WSYR TV is no stranger to live captioning, as they use it on a local live talk show. However, they use teleprompter captioning. They had a live interview on the newscast with a doctor to answer questions about the Corona virus. The newsman's questions were captioned. The doctor's answers were not. Another video in the newscast was not captioned at all. I would like to see the FCC put pressure on WSYR TV to go to live captioning for newscasts, although Syracuse is not in the top 35 markets, and should fast-track the rulemaking being considered for all stations to live-caption.

Ticket: # 3897005 - Tennessee

Date: 3/24/2020 12:37:58 PM

City/State/Zip: Spring City, Tennessee 37381

Company Complaining About: Viasat

Description

We are in the middle of a deadly pandemic. Viasat still throttles and data caps. We have no cable. We get news from smart tv in rural area. We pay for 60gb a month. We got it for one week but because of COVID-18 News, we used it in a week. It is as slow as dial up and buffers constantly even in non peak hours. They are shamelessly profitting during this pandemic! I am elderly.

Ticket: # 3897039 - Internet availability

Date: 3/24/2020 12:52:08 PM

City/State/Zip: Carthage, Indiana 46115

Company Complaining About: Frontier Communications

Description

Consumer is trying to get service with Frontier.

He used to have them and now needs to set up service due the current pandemic.

Frontier was supposed to set up service today, but they told him they are 'capped in his area.'

Consumer has no idea what that means and knows that Frontier is the only provider.

Consumer needs service for children in his home for e-learning purposes.

Consumer would like someone from corporate to contact him about this issue and get service started as soon as possible.

CTR404-phone

Ticket: # 3897166 - Spectrum is disconnecting lines with last due balances

Date: 3/24/2020 1:34:35 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Spectrum

Description

We are currently dealing with a pandemic in Los Angeles, spectrum has tweeted that they will not disconnect accounts with past due balances at this time. They have done that to me as well as several other customers. They are still cutting off service to make people pay money they don't have to reconnect it. I had to pay \$49.99 to reconnect mine. I could not get anyone on the phone to assist me, or chat.

Ticket: # 3897222 - Deceptive and false claims endorsed by WNIR radio

Date: 3/24/2020 1:50:52 PM

City/State/Zip: Massillon, Ohio 44314

Company Complaining About: Wnir

Description

Not sure this allowable under FCC rules, but WNIR radio, 101.1 MHz Kent, Ohio, presents a barrage of false information concerning Coronavirus. Example: Radio host, Tim Couch keeps proclaiming influenza is far more infectious than Coronavirus and basically downplays the dangers. In fact, ALL the host are committing such falsehoods. Is this permitted as freedom of speech and not under FCC control?

Thank you

Ticket: # 3897231 - DSL

Date: 3/24/2020 1:53:32 PM

City/State/Zip: Cottonwood, California 96022

Company Complaining About: AT&T

Description

The home we purchased in August had DSL. Now AT&T refuses to reinstall DSL and says we are no longer an area of service despite our neighbors having the service. We have tried every other option. We need help and cannot homeschool our children with online because of Covid 19.

Ticket: # 3897266 - Unfair high roaming overcharge

Date: 3/24/2020 2:07:31 PM

City/State/Zip: Lawrenceville, Georgia 30043

Company Complaining About: AT&T

Description

Hi, my name is (b) (6). I was charged over \$500 for using roaming from 1/21-2/12. I had my phone on airplane mode and the cellular setting on my phone to 'roaming off'. I called customer service and they confirmed that all I had to do was put the phone on airplane mode to prevent being charged roaming. I purchased a wireless router in Philippines and used WiFi the whole time. My airplane mode was never turned off. I never got an email warning about the extra charge nor did I get a message to warn me. This is just ridiculous that us consumers can't fight these ridiculous high chargers and are just suppose to pay it. I called the billing department and she was very rude and unprofessional. She was the manager and her last name was Carter, employee number RC2905. This is a lot of money especially with today's situation with jobs and the corona virus.

Ticket: # 3897286 - Fox News telling people to go out and not social distance during PANDEMIC!!

Date: 3/24/2020 2:15:27 PM

City/State/Zip: Whittier, California 90602

Description

Arguably one of the biggest public health issues in the United States right now is whether the president's favorite TV channel will back his insistence on reopening the economy fast

Ticket: # 3897290 - Spectrum disconnecting during Covid 19

Date: 3/24/2020 2:16:54 PM

City/State/Zip: Redlands, California 92374

Company Complaining About: Spectrum

Description

Spectrum internet disconnected internet service and told my wife over the phone that because we had a bill due before the 16th of March that we are not eligible for covid 19 non disconnection benefits. When my wife pushed and said they promised the FCC they wouldn't disconnect service, the rep said she would submit a ticket to restore service but it wasn't a guarantee and I might get called sometime tomorrow and then they'll evaluate whether we can be reconnected or not. We are being punished for having a bill before the 16th and spectrum isn't honoring their promise to the FCC. As of now we are disconnected from internet and it's not back up.

Ticket: # 3897369 - Fox News providing false Coronavirus Covid19 information

Date: 3/24/2020 2:45:57 PM

City/State/Zip: Las Vegas, Nevada 89123

Description

Fox news cable tv channel is endorsing false information about the Pandemic. President Trump and the Fox anchors are the primary source of incorrect and life threatening information.

Ticket: # 3897419 - Unresponsive VoIP Carrier**Date:** 3/24/2020 3:06:36 PM**City/State/Zip:** Palm Coast, Florida 32137**Company Complaining About:** Intelesync

Description

We have had our VoIP phone service with a local carrier, Intelesync, for the last 4 years. We've always paid on time and are still current. About 6 months ago the provider quit answering ALL of our calls for support. I have reached out via their website filling out trouble tickets. I have texted the owner directly. I have called their offices. I have also had other staff members call doing the same. NEVER response. I have been locked out of our customer portal and our virtual phone server for months now. It has now become an emergency situation given all the changes due to the corona virus. We are a church of about 700 members and I cannot communicate these important changes with them because I cannot access our virtual phone system. The owner has locked me out of both the customer portal and the virtual server. After I went to his wife's place of employment to beg for help I get a "Letter of Intent to Disconnect!" The letter included a couple of logins to our customer portal but no logins to the virtual server. At least with a login to the portal I could send out the broadcast voice messages our Pastor was wanting me to send out. I thought things were going to work out. I sent out a couple of broadcast messages that day. The next day I logged in to send another broadcast voice message only to find out the owner had completely removed the broadcast voice app from our portal. So while I could login I could no longer use the broadcast voice app because it had been removed. This shows the extreme lengths this owner, Mike Rathburn will go to disrupt our communications that we pay for and are current to this day. I obviously am in the process of switching to a new carrier since we received his letter of disconnect but since we have never done anything to warrant this juvenile behavior, and since he refuses to give me a login to our own VoIP service I felt I had no choice but file a complaint. Intelesync and Mike Rathburn should not be allowed to be in the telecom business.

Ticket: # 3897427 - Hughesnet internet

Date: 3/24/2020 3:09:19 PM

City/State/Zip: Amarillo, Texas 79109

Company Complaining About: Hughes Net

Description

On multiple times I have tried to just cancel my subscription with Hughesnet due to inferior internet quality and pricing. They use tactics that make it near impossible to discontinue service by promising lower bills over 6 months, continue to have me on the line after multiple attempts of trying to cancel until I cave in just to get off the phone! This last month is the last straw! With the COVID-19 issue, I feel they are price gouging because my bill increased \$30 over the previous month without any notice. This company needs to be investigated over their pricing tactics and difficulty in canceling someones service upon request!

Ticket: # 3897496 - Spectrum cable/Intranet

Date: 3/24/2020 3:35:48 PM

City/State/Zip: Hurst, Texas 76053

Company Complaining About: Spectrum

Description

i Had paid \$180 toward my past due bill witch was on \$115 so i over paid used by friends Card to pay thru my phone app went thru just fine. later that evening i decided to set up auto pay for my next payment on Thursday 3/19. was due on 3/28 but as soon as the auto pay was set on 3/19 the payment had been deducted out of my account on 3/20 wasn't supposed to be paid till 3/28 i got paid 3/26 so i would have had plenty of money in the bank to pay on 3/28. but since they deducted it on 3/20 it left me with no money to purchase my prescriptions i need. I called spectrum was told that auto pay wasn't set up and they would not be able to return my money. I explained i removed Auto pay as soon as i found out that they deducted my money before it was due. again i was told nothing they can do. I feel this company is trying to collect as much as they can before the Coronavirus causes people unable to pay bills. but this was pure trying to benefit off the disaster that this virus is going to effect.

Ticket: # 3897529 - Robo Calls Interfering with Poison Center Infectious Disease Hotline

Date: 3/24/2020 3:52:21 PM

City/State/Zip: Portland, Maine 04004

Company Complaining About: Multiple Spoofed Numbers For Real People (who Are Not Placing The Calls). We Have A Log For Some If You Want It.

Description

Multiple Robo calls daily are coming in on 1-800-562-8236 via Maine Medical Center hospital line (207)662-7215.

These calls are interrupting the call flow for emergency poison center calls, including those from hospitals with sick patients and panicked parents at home.

We are not currently managing COVID calls on this line. However, if we need to, this would be the line for all calls for NH.

This has been going on for months.

Ticket: # 3897642 - Unwanted calls

Date: 3/24/2020 4:25:52 PM

City/State/Zip: Trenton, Ohio 45067

Company Complaining About: Health Department

Description

Call stating they are the Health Department

Call originating in Florida

Ticket: # 3897750 - Comcast complaint

Date: 3/24/2020 5:03:18 PM

City/State/Zip: Santa Rosa, California 95401

Company Complaining About: Comcast

Description

I order service from comcast online. They took a 100 from my account for a deposit for installation by never showed up to installed. So i cancelled service and was supposed to be issued a refund back on my card 3-5 days that was on 3/12/20 still havent recieved my money back.... when i call because of the coronavirus the wait time is 3 hours to talk to a person then it always gets dropped before i can speak to someone. I just want my money back.

Ticket: # 3897774 - Viasat

Date: 3/24/2020 5:13:44 PM

City/State/Zip: Marshall, Michigan 49068

Company Complaining About: Viasat

Description

Due to Covid-19 I have been mandated to work from home by my company. I am an engineer that works for Dart Container, a company which has been deemed an "essential critical infrastructure" by the Department of Homeland security. My job involves the loading and saving of files from online databases and Viasat has limited my ability to work due to their limiting of speeds. Their solution was to change the hours I use the internet which is not feasible.

Ticket: # 3897806 - BOOST MOBILE HOT SPOT

Date: 3/24/2020 5:33:05 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Boost Mobile

Description

I PURCHASED A HOTSPOT FROM BOOST MOBILE by mistake.

I intended on purchasing phone. there is no way of contacting them for a return.

i understand they are busy because of covid-19 , but there doesnt seem to be a method to request a return ever.

they prompt for an account number which I dont have .

the online chat makes me sign in , while I dont even have an account to sign in.

I HAVE ATTACHED MY ORDER CONFIRMATION

Ticket: # 3897865 - Suddenlink disconnected her Service (Bundled Services) - They Are on Pledge List to Keep Americans Connected

Date: 3/24/2020 6:23:19 PM

City/State/Zip: Bryan, Texas 77803

Company Complaining About: Sudden Link

Description

The consumer's bundled service package, with SuddenLink was disconnected on Friday, March 20, 2020. She stated that her bill was one day late. Her children have been out of school since Spring Break due to the Pandemic/Covid-19. They have not returned. Therefore, they are required to keep up with their school work while the school is closed. Suddenlink forced this consumer to pay the past due balance. She stated \$268.00 was paid to SuddenLink so they that would reconnect her services. However, she is not sure if she will be charged reconnect fees, for each of her three services along with late fees, etc. However, she did view, on the News, that the FCC obtained a pledge from the Telecom providers to Keep Americans Connected. She stated that she later viewed the webpage and the News Release, for the Pledge, was dated 03/16/2020. She was not disconnected until the 20th! Why? What does it mean to give a Pledge to a Federal Agency if you are not going to honor that Pledge. She stated that she feels this was very deceptive. When she found out about the Pledge, after paying to reconnect her services, she felt this was most deceptive and that Suddenlink is being unfair to upon customers at a very difficult time. Every school aged child needs internet access right now to complete this year's school year. There are countless posts on line about SuddenLink disconnected multitudes of people/consumers and it seems like they hurried and did this right after entering into that agreement! The consumer wants to know why they did not allow her to pay a smaller amount or extend the 60 days to her like the Pledge states because she is in a very difficult position and must feed her children, keep basic necessities connected and make certain her children have access to emergency services (phone) and internet for their school work.

Ticket: # 3897895 - DISCONNECTION OF TV SERVICE DURING COVID19

Date: 3/24/2020 6:41:17 PM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Directv

Description

HELLO MY NAME IS (b) (6) AND I'M WRITING BECAUSE I CAN'T BELIEVE THAT DIRECT TV DISCONNECTED MY MOM'S(WHO IS A WIDOW) LIVING ON A FIXED INCOME AT A TIME LIKE THIS. ESPECIALLY AFTER WE HEARD THAT BECAUSE OF THE CRISIS SERVICE OF SUCH WOULD NOT BE DISCONNECTED.

EVEN AFTER I GOT UP THE MORNING BEFORE DISCONNECTION TO MAKE PAYMENT AND THEIR SYSTEM KEPT ERRORING OUT; IT WOULDN'T ALLOW ME TO MAKE THE PAYMENT UNTIL NOW. NOW I'M ON THE PHONE WITH THEM ON HOLD BECAUSE THEY ARE OBVIOUSLY BOMBARDED WITH CALLS DUE TO ISSUES LIKE MINE.

Ticket: # 3897917 - Misleading information to viewers on TV stations - Fox News

Date: 3/24/2020 7:06:33 PM

City/State/Zip: Orlando, Florida 32850

Description

With the growing concerns of our country and COVID-19 TV stations such as Fox News are promoting hate and fear to the American public. They are not helping anyone by what they are saying and have even stated they are not a news station however they act every bit of it daily. They should be taken off the air or state that they are not actually a news station.

Ticket: # 3897920 - Comcast failure to provide adequate signal strength

Date: 3/24/2020 7:08:09 PM

City/State/Zip: Petaluma, California 94954

Company Complaining About: Comcast

Description

Comcast has known for 2 years service in my area did not meeting specifications. I was told this by one of their own Network Engineers in Jan 2018. Comcast did not repair service and has raised our rates with substandard services. Now during the pandemic I cannot work from home because the signal is too weak for remote access. I have verified this with my router provider Arris today. I have attempted four times over two days to get help from Comcast and they fail to call back. I can get no one on the phone. I need to have this escalated and service brought to appropriate signal levels to my home. I am over 60 years old with a compromised immune system and I am now being forced to go into my office to work and expose my self to the covid virus because I need to work and Comcast is only providing substandard service which does not support remote access.

Ticket: # 3897935 - cancelling services on DirecTV

Date: 3/24/2020 7:20:09 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Directv

Description

I have tried for days to get through to DirecTV using several options with hold times greater than 90 minutes each time before I'd give up and hang up. Meanwhile they continue to bill us for services we are trying to cancel. COVID-19 has left us jobless so what can be done?

Ticket: # 3897936 - cancelling services on DirecTV

Date: 3/24/2020 7:20:27 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Directv

Description

I have tried for days to get through to DirecTV using several options with hold times greater than 90 minutes each time before I'd give up and hang up. Meanwhile they continue to bill us for services we are trying to cancel. COVID-19 has left us jobless so what can be done?

Ticket: # 3897937 - cancelling services on DirecTV

Date: 3/24/2020 7:20:49 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Directv

Description

I have tried for days to get through to DirecTV using several options with hold times greater than 90 minutes each time before I'd give up and hang up. Meanwhile they continue to bill us for services we are trying to cancel. COVID-19 has left us jobless so what can be done?

Ticket: # 3898049 - Internet service rural co and education/social distancing

Date: 3/24/2020 10:15:39 PM

City/State/Zip: Silverthorne, Colorado 80498

Company Complaining About: Hughes Net

Description

The quality and availability of Satellite internet service north of Silverthorne CO in rural CO is bad. In the midst of social distancing and covid epidemic, we are trying to work from home and our kids are trying to do online classes. Hughes Net is not supporting this effort. They say they are opening up bandwidth and reducing caps on service - but when we reached the max our plan would allow, we were told to buy more.

Ticket: # 3898071 - Insufficient ba switch for community

Date: 3/24/2020 10:59:02 PM

City/State/Zip: West Columbia, Texas 77486

Company Complaining About: Cable One

Description

For 2 years I have had Newwave communications and have never received what I have payed for. I have been told repeatedly that they are working on problem yet they have not fixed the issue. My latest Speedtest is 1.5mb and I pay for 300. I understand that the problem is worse now with Coronavirus but thus has been an ongoing problem for 3 years. Now when the network has been tested for full capacity it obviously failed horribly I.

Ticket: # 3898084 - Verizon wireless overcharging and turning phone off phone

Date: 3/24/2020 11:10:33 PM

City/State/Zip: Yucca Valley, California 92284

Company Complaining About: Verizon

Description

Verizon wireless continued to overcharge my account over a 4 month basis. I chatted online with a representative about this issue and demanded a refund. I admit I was rude to agent. They switched my phone service off without my consent immediately after I was rude to them. I now have no phone service during the pandemic. Please help

Ticket: # 3898104 - WCBU Covid19 Briefing Prematurely Cut Off.

Date: 3/24/2020 11:48:11 PM

City/State/Zip: Peoria, Illinois 61614

Company Complaining About: Wcbu

Description

On Tuesday, March 24, during the presidential corvid19 briefing that started at 16:00, WCBU prematurely interrupted the briefing at 17:00 in order to broadcast an airing of 'Market Place'. This interruption was not in the best interest of the public.

Ticket: # 3898164 - Fraud on internet services

Date: 3/25/2020 2:50:46 AM

City/State/Zip: San Diego, California 92115

Company Complaining About: Cox

Description

I paid for the 150 Mbps plan with Cox Cable internet at a premium price. However, the speed that I am constantly getting is around 10-20 Mbps, sometimes even lower than 10 Mbps. It's unethical and it's a fraud to provide a service not in par with the contract signed. I made a total of 3 attempts to reach out to them (1 via phone, 1 via chat, 1 via facebook), in which they told me it'll be fixed the next day. Then came the next day, I called them again and they said it'll be fixed the next day again. The problem is still there. My job security is at risk because I am unable to work from home during the Coronavirus "stay at home order" in San Diego area of California with an unstable internet like this.

Ticket: # 3898179 - No internet options at my house or on my street

Date: 3/25/2020 3:48:04 AM

City/State/Zip: Conroe, Texas 77306

Company Complaining About: AT&T

Description

Hello,

I put in an FCC complaint about 3 years ago, and I was never able to get internet. Now me and my brother are forced to be home because of the ongoing pandemic, and we can't do our homework. We usually go to the library or a cafe, but we can't do that anymore. It's a necessity and we're deprived of it. I can't even work from home because I can't log into a computer with internet. I'm really hoping something can be done to help this time around.

Ticket: # 3898183 - redundant final payment to Verizon

Date: 3/25/2020 4:28:45 AM

City/State/Zip: Saratoga Springs, Utah 84045

Company Complaining About: Verizon

Description

I canceled my contract with Verizon in January, following their prescribed procedure. I did not receive a final bill, but did see a debit from my bank account on February 26 for \$96.96. I called Verizon and asked about the amount. I was reassured this was a final bill. I was reassured my contract was cancelled. Today, I saw the same amount debited from my account. I have contacted Verizon, but I am also filing a complaint with your agency since I should not have to see a debit for the same amount despite my contractual closure in January. I don't want to hear Verizon's apologies or excuses, or claims of failure on my part to properly cancel the account. I intend to stop payment to Verizon tomorrow, but this creates a hardship for me since I am a teacher, and despite the soft-dismissal of my district due to the COVID-19, I still have to take time off of work to resolve an issue I already resolved in February. I have also contacted Verizon via "chat with an agent" on their website, and will follow up with a phone call to them. I need a period at the end of this problem with Verizon....

Ticket: # 3898231 - Emergency COVID 19 Work From Home But Greedy Comcast cut off my services

Date: 3/25/2020 8:46:30 AM

City/State/Zip: Atlanta, Georgia 30350

Company Complaining About: Comcast

Description

Yesterday, Comcast cut off my internet services while I was working from home. Last week, my employer sent us home for emergency work at home assignment due to my city's restriction for large crowds as we are doing social distancing to prevent the spread of the COVID 19. I had to find a second provider for my home internet, I reluctantly chose Comcast because it was the only other provider at my address I could add to my home. I started services online and did an instore pickup for the equipment, it took only a few hours to get services up. I started work Monday without problems, then on Tuesday they shut off my services sent me an email saying I chose to cancel services. I did not choose to cancel services, it was due to a \$300 bill from 2018. I had to call them 3x, after being hung up on I called a third time. During my second call, I waited so long I was able to go to a store make a payment through the machine - the store refused to help. Never got a copy of the bill or email about the collection amount. And by the time someone picked up the phone I was headed home. I was told that I would have to wait 24hrs to get my services on again. My internet is still down, I started feeling sick today. Now I am at risk of losing everything.

Ticket: # 3898250 - Unwanted calls to a business

Date: 3/25/2020 9:15:45 AM

City/State/Zip: Montpelier, Virginia 23192

Description

This phone number started calling our office on Monday every hour and it is a fax machine when we pick up and so on Tuesday I tried to call the number and you can press 1 to leave a message so I asked them to stop calling they are trying to fax to a number that is not a fax machine well then the calls started coming in more frequently and today I told them I was reporting them so now they are coming in every 2 minutes. We are a medical office and we do not have time to deal with this right now during a pandemic.

Ticket: # 3898260 - Cable bill

Date: 3/25/2020 9:32:10 AM

City/State/Zip: Youngstown, Ohio 44512

Company Complaining About: Armstrong Cable

Description

Yes I contacted Armstrong cable. About my cable bill. Too see if I can get April's payment skipped due too common disability and corona viruses

Ticket: # 3898262 - AT&T Fiber - False Sales

Date: 3/25/2020 9:32:34 AM

City/State/Zip: St Peters, Missouri 63376

Company Complaining About: AT&T

Description

I was sold an AT&T Fiber plan while visiting Sams Club on zumbahl in St Charles, MO by someone representing AT&T. That plan included a waived \$10 equipment fee for the first year. When I received my bill it included the equipment fee. I called customer service they said there is no such waiver and they refuse to correct the issue. Furthermore, she indicated I have to visit Sams while we are on a lockdown due to the corona virus to get my issue resolved. The sales people are an extension of AT&T.

Ticket: # 3898270 - DirectTV canceled my service without notice or cause

Date: 3/25/2020 9:38:28 AM

City/State/Zip: West Haven, Connecticut 06516

Company Complaining About: AT&T

Description

DirectTV canceled my tv service on 03 25 2020 even though I paid the bill in full on 03 15 2020 during a pandemic. Despite the fact that they were notified that I was getting signal interruption on 1 tv +30 days & that they re-added previous credits, the credits were also not properly applied to the account in full on the last bill and now I have to pay a reconnect fee as well. Phone calls to ATT/DirectV have gone unanswered.

Ticket: # 3898296 - Suddenlink Communications

Date: 3/25/2020 9:59:38 AM

City/State/Zip: Bossier City, Louisiana 71111

Company Complaining About: Sudden Link

Description

Suddenlink Communications did shut off off our services during COVID-19 despite government directives AND the company itself saying they will not do shut offs! I have also had to call them regarding continued overcharging for 3 months in a row. They are unhelpful rude and do not actually follow their own written statement that they will not do shut offs during this time!

Ticket: # 3898302 - Fox News/Fox Broadcasting

Date: 3/25/2020 10:03:08 AM

City/State/Zip: Columbus, Indiana 47201

Company Complaining About: Fox Broadcasting

Description

Fox has been peddling false information, corrupting the political stage, and misleading the american public. They have done so for years, but with the recent COVID-19 they need to be held responsible. By playing down the dangers, bring on psuedo scientist, and going against public health officials so that they can remain the president's "State TV". They have cause severe damage to our country our economy and our personal lives... Please hold Fox Broadcasting and all of its subsidiary companies accountable for their actions.

Ticket: # 3898349 - COVID-19 scam text

Date: 3/25/2020 10:29:36 AM

City/State/Zip: Lenexa, Kansas 66220

Company Complaining About: AT&T

Description

From number (424) 450-6780, received on 3/25/2020 @ 8:57am.

It is obviously directed at my elderly father-in-law, who passed but used to live at 6621 Harvard.

Exact text:

Need funds due to the CRISIS/VIRUS? 6621 Harva get some QUICK if you are stuck home or SICK:

tzgyz.com/6621 Harva

Ticket: # 3898356 - Internet bait an which or slowing down internet

Date: 3/25/2020 10:32:23 AM

City/State/Zip: Joplin, Missouri 64804

Company Complaining About: Hughes Net

Description

I'm writing this in concern of how people in congress think that everyone has Internet service in getting in touch with doctors or other agencies. Does anyone think about the homeless or rural communities that may not or do not have access to the Internet? And even if they did may not or refuse to use the Internet services, because of not knowing how! Other thing is there are other countries than provide these services for free. I myself have Hughes net and I've never had such bad Internet service as I do now! To give an example how services of Internet companies do is what is called bait and switch. My billing cycle starts on the 5th of each month and it's already slow that if I don't stay on top of it while logging on it will time out and I have to start over, even while banking online. How, when contacting the hospital, doctors, or my Veterans Administration can I stream, when it's s slow I can get a cup of coffee before logging in? By the 20th or 25th depending on usage of logging onto the Internet, we have to buy tokens, then again by the 30th. We cannot stream Apple, Youtube, Webinar, or other of these because of the buffering and stoppage. Cannot back up a recording even. Now we have 5G that gobble our data up. Since an emphasis is being placed on using the Internet during this coronavirus outbreak, how do we as a nation address this problem? Internet providers are not helping and will slow down the streaming to get a household to buy tokens or which to another plan! price gouging

Ticket: # 3898443 - Service Issues

Date: 3/25/2020 11:10:47 AM

City/State/Zip: Staton Island, New York 10301

Company Complaining About: Verizon

Description

- The consumer is calling about Verizon as her carrier
- She has a bundled package
- She states they just suspended her service
- She states they were not supposed to due this due to COVID-19
- She states she reached out to the carrier
- They advised she was behind on her payments
- The consumer wants her services restored ASA

CTR405-phone

Ticket: # 3898481 - Optimum cable phone and internet shut off

Date: 3/25/2020 11:24:03 AM

City/State/Zip: Garnerville, New York 10923

Company Complaining About: Optimum

Description

I called the cable company to restore my services I was told my balance was 311 and change I paid 312, I was then told from the live representative that the services will be back on within 2 hours and was asked a contact number to insure it. However never got a call back and services are still not restored. I emailed a complaint to the company after being on the phone with company for an hour and 22 minutes and transferred 5 times then my call was dropped. Couldn't get a live rep. After that so I sent a complaint. I received a call back from corporate saying the reason it's not back on is because I owe an additional 215 that was never told to me from 5 different people she says I'm sorry there's nothing I can do until u pay it so I asked what about the email ur company sent out to households with children during this covid 19 pandemic stating free internet and extensions so children can complete their work. She then says well u were shut off already so no it doesn't apply u have to pay the 215, I asked again can I at least get an extension being as though your employees gave me false information and not one person but 5, she said no I'm sorry. I said I can see if I made no payment but I paid what I was tol.i just wanted an extension.

Ticket: # 3898500 - Local Channels

Date: 3/25/2020 11:33:05 AM

City/State/Zip: Londonderry, Ohio 45647

Company Complaining About: Directv

Description

I live in Vinton County Ohio very close to the Ross, and Hocking county line. I am forced to take my Local Channels out of West Virginia. Why is this, I am not close to West Virginia, I am closer to Columbus. Now comes this Covid19 Pandemic, I am not able to view the Ohio Governors Live broadcast, why because WV does not broadcast them. I don't need to See what is going on in WV, I don't need to see what they are required to do in this Pandemic, I NEED TO HAVE my local Channels coming from columbus Ohio so I get the information for me and my family who live in Ohio. This is not a DIRECTV issue, its an issue caused by the FCC because of the maps that have us in a totally different broadcasting area than we should be. I am not receiving my correct EMERGENCY BROADCAST, this can cause me and my family great harm, Please fix this, allow us in Vinton County who lives near the ross, hocking county lines receive the correct broadcast for our area.

Ticket: # 3898555 - shut-off notice during COVID 19 from verizon fios

Date: 3/25/2020 11:48:08 AM

City/State/Zip: Philadelphia, Pennsylvania 19144

Company Complaining About: Verizon

Description

shut-off notice during COVID 19 for from verizon fios:

Services for your Verizon account ending in 758-0001 are scheduled to be suspended on 3/26/2020.

Please pay the past due amount to avoid suspension of your services.

We've made it easy for you to get your balance and make a payment 24 hours a day, 7 days a week. Use any of the options below to make a payment, and we will receive immediate notification.

Get Virtual Agent Assistance

Use the My Fios app - works for non-Fios customers too

Pay online at verizon.com/payonline

Pay by phone at 1.800.Verizon (1.800.837.4966) - a \$3.50 vendor fee applies

If your service is suspended, Verizon charges a restoral fee of \$50.00 per line.

If you've already made the required payment, thanks.

Ticket: # 3898611 - REFUND FOR RETURNED DEVICES**Date:** 3/25/2020 12:03:48 PM**City/State/Zip:** Baton Rouge, Louisiana 70807**Company Complaining About:** Sprint

Description

I ordered 2 cell phones from Sprint for \$197.92 on 2.25.20. I received the phones to be used with my current cell phone provider(ATT) but was told that I could only use the phones with Sprint service. Sprint send me a return package label, I sent the phones back. I have since then spoken with several Sprint representatives at least 4 times, have been sent back and forth to order support , etc. All the people I have spoken to have confirmed that they have received their devices back. But it has been a month and I have not received my refund for their phone. I am getting the run around and I shouldn't have to go through all these hoops just to get my money back. I am no longer working due to the coronavirus pandemic and I desperately need those funds back into my account. Could someone please assist me in this matter. The order number for this order is (b) (6) Attached is a copy of the payment that was taken out of my account. Thank you

Ticket: # 3898677 - Repeated calls about CORONA VIRUS testing

Date: 3/25/2020 12:31:25 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Ashton, Md On Cid

Description

This -# keeps callinG My number about FAKE corona virus test strips

Ticket: # 3898712 - Optimum Availability Complaint**Date:** 3/25/2020 12:44:18 PM**Company Complaining About:** Optimum

Description

Good morning, (b) (6) and I am an Altice USA/Optimum customer. Last week I became aware of the Keep Americans Connected Pledge launched by Chairman Pai. Upon obtaining some information, I called Altice/Optimum because I knew that I had a payment due before my services would be disconnected and I spoke to a representative by the name of Robert. I explained to Robert that my employer had no choice but to cut my hours from 35 to 20 and that I was having a financial hardship and I wanted to shut off my service so that I could make partial payments to them until my \$400+ cable bill was paid in full. On March 20th, 2020, Customer Service Representative Robert advised me that although my account was past due, due to the national emergency resulting from the coronavirus, all shut off notices had been pushed back for 60 days as part of the FCC's Keep Americans Connected Pledge and that he would make note to my file that I called but not to worry because they were doing "their part" in the crisis by helping their customers. This morning when I was getting ready for work, I turned on the television and realized that they had cut my services off. I tried calling them, but a customer cannot get a customer service rep unless their bill is paid, otherwise it will send you directly to the payment module with no way out. I had to overdraft my account by over \$200.00 in order to get the services up again, and call in an attempt to get through to a representative. This Friday, March 27th, 2020 my bank will take more than half of my paycheck to cover the payment to Altice USA/Optimum as well as their overdraft charge, unless I can come up with the money before 11pm tonite - which is impossible. I was on hold from 9:30 a.m. to 11:10 a.m. and was given the pleasure of speaking with their representative Adam who informed me that the pledge would begin on April 1st, 2020. I advised him that I had spoken to Robert on March 20th and was told differently. I also advised him that I would be contacting the FCC for further information and to advise the FCC what had happened this morning. Adam became very annoyed and told me that he had a right to talk and for me to be quiet - yes, be quiet - because I told him that not only was I contacting the FCC but that would also post on Altice USA's social media page what they did to ME.

After dealing with all of this stress this morning, I told him that I had a right not to want to talk to him any further and that since he was offering no solution or apology, I would be ending the call - and I did.

Ms. Pelkey, I write to you because if this happened to ME - after I confirmed with them on March 20th, I can only imagine what they have done to other customers these last few days. We are in the middle of a pandemic and I believe that in order for our country to be okay when the dust settles, promises should be kept, help should be given and kindness and respect should be the attitude everyone should exhibit. I know that it is asking for too much but, here i am, a single mother of a college student, trying to pay my rent - which also will be late - keep the lights on in my home and make sure I continue to set a great example to my daughter during this crisis. Unfortunately, we the American public, don't believe in big companies when promises are made for this reason.

Although, I truly believe the Chairman's idea came from a right place and for a right reason, you should realize that these cable companies have always been - and will continue to be - greedy and out for themselves. Increasing their costs to the customers while lowering their standards of service and integrity. Ms Pelkey, I urge you to read the comments on Altice USA's facebook page - look at

the comments posted prior to mine and after. This is what the cable companies are doing to their customers, as well as their employees.
Suffice to say, I am greatly disappointed.

Sincerely,

(b) (6)

Ticket: # 3898743 - Services not provided

Date: 3/25/2020 12:58:03 PM

City/State/Zip: Webster, Florida 33597

Company Complaining About: Centurylink

Description

As you know coronavirus has called for our schools to close and be in session online unfortunately there is no reliable internet available in my area when contacting centurylink they tell me they can provide tv or phone service but internet isnt available at my address this is very quickly becoming a overwhelmingly large nber of families trying to order and mantain a hot spot just for my children to be able to attend school and I'm not sure that will even support but CenturyLink was provided federal grant money for the purpose of bringing internet to our rural areas and while they are the only reliable home service available in our area they are also the only ones with capabilities to already provide it and arent doing so

Ticket: # 3898744 - fraudulent calls

Date: 3/25/2020 12:58:22 PM

City/State/Zip: Tucson, Arizona 85705-3384

Company Complaining About: U.s. Department Of Health & Human Services

Description

I received a call from a number claiming to be the U.S Department of Health & Human services regarding needing a mandatory COVID-19 test.

Ticket: # 3898757 - Scare tactic by ATT rep to try to get me to stay with ATT

Date: 3/25/2020 1:01:53 PM

City/State/Zip: Houston, Texas 77030

Company Complaining About: AT&T

Description

While on a call with the ATT Retention Group, 3/25/2020, at approximately 10:45am (Cent), I was trying to get my bill lowered for my internet. When he offered nothing worthwhile, I said I would simply go to a competitor. At that point, he started making statements such as "No, you do not want to switch because someone from that other company would have to come into your home and might bring the coronavirus into your home. You should stay with ATT or you could die if someone came into your home and made you sick... blah...blah...blah." I stopped him short and yelled at him "Are you really trying to get me to stay with ATT by using scare tactics?!" He responded with "No, no, I just want you to be safe, so you shouldn't switch and have someone who may be ill come into your home"...blah, blah, blah. Again, I cut him off and said "Don't you even TRY to use scare tactics on me!" He responded again with the same scare tactic verbiage until I just hung up on him. I am outraged that ATT is trying to use coronavirus scare tactics to retain customers. I called back to ATT and insisted that my complaint be filed and sent to the Board and executives and I want a call back from one within 24 hours. I also let them know I would be filing this complaint.

Ticket: # 3898798 - Service Issues

Date: 3/25/2020 1:20:38 PM

City/State/Zip: North Bethesda, Maryland 20852

Company Complaining About: Boost Mobile

Description

- The consumer is calling about Boost as her carrier
- She states they are supposed to waive 60 days for paying her bill
- This is due to the COVID-19
- She says on the website they say they are open
- She has tried to reach out to carrier, and no one answers the phone
- She states they disconnected her service
- She states she does not have access to her bank to pay her bill
- The consumer wants her services restored ASAP
- The consumer also wants someone at Boost Mobile to answer the phone

CTR405-phone

Ticket: # 3898808 - Sprint wireless customer service

Date: 3/25/2020 1:24:35 PM

City/State/Zip: Statesville, North Carolina 28677

Company Complaining About: Sprint

Description

Sprint wireless is refusing to honor their 30 day satisfaction guarantee the way I have been told it was supposed to work. I was told 11 business days ago on march 10, 2020 that i would receive my money within 10 business days from the date of cancellation of their service. To date, on march 25, 2020 i have not received anything from them. They told me earleir today that it would be another 10 days before i receive my refund and im tired of waiting. This covid-19 stuff going around has made it difficult for my wife and i to take care of our bills since she just beat lymphoma. This needs to be resolved yesterday so that the money i paid spring can go to bills that need paid.

Ticket: # 3898881 - harangue

Date: 3/25/2020 1:48:30 PM

City/State/Zip: Kalispell, Montana 59903

Company Complaining About: Assurance Wireless

Description

My god! What an egregious use of news is going on out there. I know that if everyone in this country turned off their television sets and radios, if newspapers stop delivery tomorrow, this pandemic would disappear over night. There has to be limits! All news services make money selling soap, and all of them love superlatives—the biggest, worst, most disastrous. They are terrorizing the American public with a constant harangue—we all going to die. This has got to stop! To make money is one thing. To make it at the expense of people shooting each other is altogether a different thing. There has to be standards. Shut them down!

Ticket: # 3898884 - Not enough internet providers in rural Colorado

Date: 3/25/2020 1:49:50 PM

City/State/Zip: San Pablo, Colorado 81152

Company Complaining About: Hughes Net

Description

Hello. I live in Costilla County, Colorado and need internet for my three grandkids that live with me due to the CoVid19 virus. They need to attend school online and there are not enough internet providers in rural Colorado. Can you please help my grandchildren? Thank you

Ticket: # 3898958 - Due to the Virus issue all sporting events have been cancelled

Date: 3/25/2020 2:21:37 PM

City/State/Zip: San Diego, California 92109

Company Complaining About: Spectrum

Description

Because of the virus pandemic all sporting events have been cancelled for the foreseeable future. I pay \$113 a month for Spectrum TV Silver package that includes sports. I should be credited against my bill because there are no sports and any future bill should automatically credit me for the loss of sports in my current package.

I called Spectrum and the rep said no way. I asked to speak to a supervisor and he hung up on me. I have tried several times to reach a supervisor but they are not accepting my calls.

I chose this package because it included sports. I could care less about the rest of the channels and they don't justify the cost.

I would say sports are at least 80%+ of the package and I should receive credit commensurate to that dollar figure.

Spectrum as the provider bears the responsibility of delivering despite the pandemic.

Ticket: # 3898990 - Speed throttling

Date: 3/25/2020 2:35:11 PM

City/State/Zip: South Point, Ohio 45680

Company Complaining About: Armstrong

Description

My internet service provider called about my past due bill and said that even though they were not disconnecting my service they would be slowing my speed to their slowest tier of service. Further more to get my service back to normal I would have to pay for service not even received yet in addition to the past due balance. It was my understanding that with COVID-19 concerns this type of actions were not going to be taken.

Ticket: # 3899000 - Internet Shut Off

Date: 3/25/2020 2:37:21 PM

City/State/Zip: Maringouin, Louisiana 70757

Company Complaining About: Hughes Net

Description

He has Hughes Net for internet service. He was over his data before the Pandemic. They have shut off his internet service. He called and their phones are down. He has tried to chat but was in a line of 50 people waiting. He wants his internet restored as Hughes Net signed the Keep America Connected Pledge. ***CTR 381-Phone***

Ticket: # 3899004 - Suddenlink Availability Complaint**Date:** 3/25/2020 2:38:44 PM**City/State/Zip:** El Dorado, Arizona 71730**Company Complaining About:** Sudden Link

Description

My household is a customer of Altice Suddenlink in El Dorado, Arkansas. We have 3 school students here that were using the wifi until our service was disconnected today. I am out of a job due to the Corona virus. Our bill is about \$120 per month for internet ONLY. On their website, Altice Suddenlink boasted of signing the Keep Americans Connected pledge, which apparently was a lie. Can you do anything to help us get back online? We do not have a lot of money, and we put quite a dent in our savings by paying our utility bills.

Frankly, I'm just frustrated. Kids are home indefinitely with no internet to do their schoolwork, I'm out of a job until further notice, theres only so many creative dinner dishes you can make out of chicken patties, money's running out, can't we get a break here?

Sincerely,

(b) (6)

[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 3899045 - Sprint Availability Complaint

Date: 3/25/2020 2:53:09 PM

Company Complaining About: Sprint

Description

This memo lists out consumer protections during the Covid-19 outbreak:

<https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>

One of the protections put in place is a moratorium on disconnections. I'd like to understand whether this moratorium or other protections apply to the situation I'm dealing with. Could you help connect me to someone that can assist me with that?

Details of my situation:

- 1) On March 17 I opened a new account with Sprint and ported all 5 lines of service for my family members over to the new account
- 2) During the process of opening the account I provided my personal information, including SSN and passed a credit check
- 3) Sprint approved the account and transferred all 5 lines of service over to my new account
- 4) On March 21 I discovered that all 5 lines of service were no longer working, so I called Sprint and learned that our account had been suspended due to suspected fraud
- 5) Since March 21 I've been dealing with trying to clear the suspected fraud suspension
- 6) Initially the only options Sprint provides for clearing the fraud suspension would have exposed me the potential of being infected with Coronavirus (go into a store and allow store employees to physically handle my 3 forms of ID, or go to a public fax machine and fax copies of 3 forms of ID)
- 7) After numerous phone calls talking to people at Sprint, I finally found someone that truly understood the situation and approved a slight change to their process that would help reduce the likelihood of me being infected
- 8) Yesterday I brought in the 3 forms of ID that I was told would be acceptable, only to be told that one of the forms of ID that I was told was acceptable actually was not acceptable

Thank you,

(b) (6)

Ticket: # 3899194 - Walmart Family mobile internet hotspot

Date: 3/25/2020 3:52:36 PM

City/State/Zip: Jacksonville, Florida 32205

Company Complaining About: Walmart Family Mobile Internet Hotspot

Description

I received an email from family mobile last week that said no speed would be capped. Today they kept my feed indicating I reached my gigabyte limit. They indicated because I paid my bill prior to covid-19 I was not qualified. The email said no restrictions until May. Because of them reducing me to 2G speed I am unable to work causing hardship

Ticket: # 3899197 - Scam Coronavirus Covid-19 Call

Date: 3/25/2020 3:53:15 PM

City/State/Zip: San Antonio, Texas 78247-1438

Company Complaining About: Renteria Cindy

Description

March 24 at 10:41P received a call offering to deep clean all surfaces in my home ... press 1 for immediate quote or press 9 to be removed from call list. Caller ID spoofed a local number 1.210.986.4772 with name Renteria Cindy. Message left by male with an accent very difficult to understand.

Ticket: # 3899198 - COVID-19

Date: 3/25/2020 3:53:16 PM

City/State/Zip: Festus, Missouri 63028

Company Complaining About: Sprint

Description

Payed off from my dental assistant job because of Carona Virus and spoke to sprint twice about help with affording my bill during health crisis and was told not to worry, but I got a disconnect notice today via text message.

Ticket: # 3899331 - public radio refusing to play white PUBLIC briefings

Date: 3/25/2020 4:39:35 PM

City/State/Zip: La Grange, California 95329-9651

Company Complaining About: Kuow

Description

<https://www.breitbart.com/the-media/2020/03/25/nolte-seattle-npr-station-announces-blacklist-of-trumps-coronavirus-briefings/>

Ticket: # 3899372 - Scam Calls

Date: 3/25/2020 4:58:25 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: Bny-mellon

Description

Consumer received a call from 412-471-1059 BNY-Mellon on 3/25/2020 at 4:38 pm

Consumer answered and it was someone trying to sell him Covid-19 cleaning services

Consumers number is (b) (6), Carrier is Xfinity

CTR402

Ticket: # 3899459 - Religious promotion

Date: 3/25/2020 5:49:15 PM

City/State/Zip: Lansdowne, Pennsylvania 19050

Company Complaining About: Cbsphilly

Description

Cbsphilly and cbs3 are promoting religion during the 4pm broadcast. They stating that God saved them from covid19.

Ticket: # 3899476 - Major networks failure to broadcast public health briefings

Date: 3/25/2020 6:03:13 PM

City/State/Zip: Conway, South Carolina 29527

Company Complaining About: Abc, Nbc, Cbs, Cnn

Description

I submit that the networks refusal to broadcast the important White House daily briefings/updates on the coronavirus is a dereliction of their responsibility to serve the public interest.

Ticket: # 3899481 - COVID-19 Scam Call

Date: 3/25/2020 6:04:03 PM

City/State/Zip: Las Vegas, Nevada 89101

Description

I got a call at approximately 2:57 PM with CNUM 305-850-6992 with a pre-recorded message ("I am an AI") instructing me to call 971-288-1199 for information on how to protect myself from COVID-19.

Ticket: # 3899490 - Price gouging due to no competition.

Date: 3/25/2020 6:11:00 PM

City/State/Zip: New York, New York 10034

Company Complaining About: Spectrum

Description

Spectrum internet service just increased my bill by US\$10 dollars right in the middle of a pandemic, because "a promotion just expired" and then refused to make any offers to lower my bill without reducing my already miserable service. This is because my building doesn't have any other options for internet provider.

Also, they don't post the exact speed neither the exact pricing on their site, only promotional pricing.

Ticket: # 3899491 - Problem with AT&T Cell Phone Replacement

Date: 3/25/2020 6:11:25 PM

City/State/Zip: Reynoldsburg, Ohio 43068

Company Complaining About: AT&T

Description

This consumer is 76 years old and is retired from AT&T.

The consumer stated that his cellular device is defective. If he holds the phone upright, while talking, the sound drops out and the people, to whom he is talking, can no longer hear him. He stated that at first it happened every now and again - (maybe once per month). However, it has gotten progressively worse and now occurs whenever he is speaking on the phone. He has been trying to use the speaker feature to keep the sound, for his calls intact/from dropping off.

He tried contacting AT&T but encountered long hold times. Therefore, he visited the AT&T store in his area. He spoke to the CSR and arrangements were made to overnight a phone to him. He was advised, by the staff member, that he would need to pay the taxes on the replacement phone , (\$15.22). He paid this amount and this has already been taken out of his bank account. He received two text messages - confirmation for the order and then a text message indicating that the phone would be delivered and someone would come to his home to set up the phone for him. He then received a message that they would NOT be able to come inside or set up the phone due to the pandemic. He was not sure if he could call tech support on the other phone before returning it or return to the phone store yet again?

He was provided the window of time, for the delivery. When the device had not been received by 6:30 pm, he began calling to find out what happened. He called the number on the text message - no answer and then even tried sending a text. No response. At 6:30 pm he went back to the phone store and they stated that there was nothing that could be done on their end.

He tried calling customer service but was placed on hold for 45 minutes. He called the delivery number again and was advised that AT&T cancelled his order because of partial payment for the taxes only! He then spoke to Joe at AT&T but was cut off. Joe did try to call him back and the consumer had attempted to call Joe. But because of his phone, the call continued jot disconnect. He then spoke with Jennifer, a floor supervisor. She stated that because the order was placed at the phone store they could not see that order or if another order had been placed. She advised him that she did not have access to this info. He asked how this could be possible when AT&T is in the business of communications!

He stated that people have tried to help and they have been very nice. However, he needs a replacement phone. He has been to the cell phone store, now, three times without any luck. He is 76 years old and with the pandemic, this is placing him at risk. He cannot be without a phone though - he needs access to emergency services.

He respectfully requests that AT&T overnight a replacement phone to him as promised. He also requested that they coordinate, in some manner, the ability to set up/program the new phone .

Ticket: # 3899524 - unwanted text message

Date: 3/25/2020 6:32:11 PM

City/State/Zip: West Valley City, Utah 84120

Description

message says: News Report! Tyrell discover the truth about the pandemic now! ki22.pw/cdZbdOnepp

Ticket: # 3899531 - unwanted text message

Date: 3/25/2020 6:36:41 PM

City/State/Zip: West Valley City, Utah 84120

Description

Message says: news report! Tyrell discover the truth about hte pandemic now! ki22.pw/cdZbdOnepp

Ticket: # 3899536 - Comcast refuses to fix network issues causing internet outage

Date: 3/25/2020 6:41:47 PM

City/State/Zip: Petaluma, California 94954

Company Complaining About: Comcast

Description

Comcast network is in capable of providing a consistent signal strength and it is causing internet to drop every few minutes prevent remote client work from home during the pandemic. I was told point blank by Comcast techs they ARE NOT GOING TO FIX THE PROBLEM at this time and I will be forced to work in the office and be exposed to the covid virus. I have numerous cases opened with no action being taken: (b) (6). Again I have been told by multiple Comcast representatives they WILL NOT FIX THIS PROBLEM. This is unacceptable and the FCC needs to hold Comcast accountable. They knew about this problem two years ago (b) (6) and they never fixed it then and they refuse to fix it now. FCC DO YOUR JOB!!!!!!!!!!

Ticket: # 3899587 - Unwanted call complaint

Date: 3/25/2020 7:21:54 PM

City/State/Zip: Artesia, California 90701

Description

This phone number I am providing you a solicitation unwanted phone call phone number 562-224-8812, this phone call in regards to Marriott hotel soliciting for a customer during this covid 19 or coronavirus you're under quarantine shelter in place I want to complaints for unwanted phone call

Ticket: # 3899617 - Unable to recieve local news

Date: 3/25/2020 7:38:33 PM

City/State/Zip: Davenport, Florida 33897

Company Complaining About: Directv

Description

Nearest local news is from 60 miles away. I live closer to Orlando and unable to get local news. During this pandemic I am unable to see what local closures, curfews or other important news events are taking place here. Was told by DirecTv rep that this is an FCC problem.

Ticket: # 3899625 - AT&T Prepaid Wireless Phone Issue

Date: 3/25/2020 7:41:55 PM

City/State/Zip: North Huntingdon, Pennsylvania 15642

Company Complaining About: AT&T

Description

Since 6:00PM this evening, I have had issues with my AT&T Wireless phone. I have gotten the following (Sign In to Network AT&T).

I cannot access the Internet or my apps on my phone. I tried to call customer care, and I have been on hold for over 20 minutes every time because of "unusually high call volumes". I need this phone right now because I am forced to work from home due to this COVID-19 issue.

And NO ONE at AT&T wants to help me.

Ticket: # 3899634 - Telemarketer

Date: 3/25/2020 7:46:18 PM

City/State/Zip: Evergreen, Colorado 80439

Company Complaining About: Air Duct Cleaning

Description

Dan from your Local Air Duct Cleaning service.

I'm getting these almost daily, they are trying to make people think that cleaning air ducts will prevent COVID-19. The caller ID looks to be spoofed.

Ticket: # 3899642 - No captioning provided

Date: 3/25/2020 7:50:14 PM

City/State/Zip: Union City, Michigan 49094

Company Complaining About: Coronavirus.gov

Description

Was watching TV and then this Coronavirus.gov commercial came on with 3 doctors who stood next to President Trump gave a message. There was no captioning! Had no idea what they were saying. I'm deaf and live alone.

Ticket: # 3899681 - Comcast Outage

Date: 3/25/2020 8:32:35 PM

City/State/Zip: Foster City, California 94404

Company Complaining About: Comcast

Description

The internet service has been extremely slow since the Coronavirus lockdown in foster city, CA. It is not even able to connect to the internet now. Comcast need to keep service quality as described in the contract and pay back customers for violations.

**Ticket: # 3899693 - Lifeline Service terminated for not paying for replacement phone
STILL under warranty**

Date: 3/25/2020 8:54:17 PM

City/State/Zip: Holtville, California 92250

Company Complaining About: Assurance Wireless

Description

Lifeline Service terminated! Will not honor Warranty! Trying to make me pay for a replacement phone. Foreigner from India keep insisting I give her a Credit Card, over & over trying to persuade me. When I would not hand over my Credit Card number she had my Lifeline Service with Assurance Wireless terminated! As a Elderly Disabled Veteran with chronic illnesses which are categorized as High Risk to the Corona Virus, if I get very sick, I can't go by my State and Government Mandate to call ahead before going to Hospital, because Assurance Wireless cut off my Federally Funded Lifeline Service which I now need the most!

Ticket: # 3899747 - Fox News Coronavirus Coverage

Date: 3/25/2020 9:30:29 PM

City/State/Zip: Newton, Massachusetts 02458

Description

Fox News is knowingly misleading the public and influencing the president during a dangerous global pandemic. They are endangering public health and should be stopped and/or fined.

Ticket: # 3899754 - No access to internet

Date: 3/25/2020 9:34:06 PM

City/State/Zip: Senatobia, Mississippi 38668

Company Complaining About: AT&T

Description

There is no internet on my road. Roads all around the road where I live have fiber optic in the ground. When they got to my road nothing was done, even now. I have the opportunity to work from home due to Covid-19 but can't because there is no internet service . Why ?

Ticket: # 3899760 - Hi

Date: 3/25/2020 9:41:04 PM

City/State/Zip: South Charleston, West Virginia 25309

Company Complaining About: Directv

Description

I want complain against trump speech with no live person interpreter not same as state of Governors have interpreter but closed captioning some word missing some is back up some mess up wrong word like for example if said white they will said whixxxxxxx hard for me to understand please act now and fix it want live person interpreter because coronavirus is very serious and dangerous to deaf people please act NOW thanks

(b) (6)

Ticket: # 3899778 - Xfinity Internet services and customer service issues

Date: 3/25/2020 10:07:09 PM

City/State/Zip: Round Lake, Illinois 60073

Company Complaining About: Comcast

Description

I am filing a complaint about Comcast Internet - All day long since yesterday during Covid-19 shutdown our internet service is terrible, yet they keep on charging full amount monthly - and there's no one to contact regarding issuing me credit for not able to reach internet in my home. I work from home, and internet is necessary to me. Please help me get credit for lack of internet in my home.

Ticket: # 3899782 - Service Disconnected after Payment Granted

Date: 3/25/2020 10:12:10 PM

City/State/Zip: Gardena, California 90248

Company Complaining About: AT&T

Description

I contact direct tv / ATT for payment extension. Extension was granted and reassured by representative and claimed account noted and updated. The next day service was interrupted. ATT refuses to honor commitment and access to a Supervisor. I explained needed more time due to Corona virus, employment shut down.

Ticket: # 3899794 - unlock problem

Date: 3/25/2020 10:16:49 PM

City/State/Zip: Yemassee, South Carolina 29945

Company Complaining About: AT&T

Description

on March 23 We ended service with att and found that att had locked our 3 phones. we were left with no phone service during a pandemic . No way to contact help if needed or call our Doctor before going to the office as order by the local medical board. When we submitted the form to att to unlock the phones only one phone was unlocked on the 25th the other phones were left in the locked position. When we called to get them unlock the att rep hung up on me. This interruption caused personal loss and I feel the resolution to this issue is to 1. unlock all phones under this account. 2. a fine in the amount of 5000.00 is reasonable. To be donated to the charity of my choice.

Ticket: # 3899813 - Comcast cable company

Date: 3/25/2020 10:52:54 PM

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

I'm currently trying to set up service for my apartment. Because of the COVID-19 outbreak going on, I am forced to work from home. When trying to set up internet in my apartment, I was informed that a previous tenant who is no longer on the lease due to not paying rent and other facilities- such as internet- had a large balance and had never moved their account from our address. When approaching Comcast, they informed me that although the balance is not under my social, and not my debt; that we would have to pay off the previous tenants debt of 600+ dollars in order for me to work from home. This is ridiculous considering I can't even access basic account information.

They are putting my job and livelihood on the line due to the fact that they are wanting to hold me responsible for another persons debt. Which I believe is fraud to make payments on since it's attached to that persons social.

Ticket: # 3899831 - cutting off Presidential address 3/25/2020 6pm

Date: 3/25/2020 11:19:47 PM

City/State/Zip: Rural Hall, North Carolina 27045

Company Complaining About: Wfmy, Wghp, Wxii Greensboro, High Point, Winston Salem, Nc

Description

Right now our country is going thru a crisis and it's also global with covid-19. At 6:00pm President Trump had an address about covid-19 and after about 20 minutes the station we were watching cutoff the address and went to normal news. I feel this was a disgrace as all we have is OTA (antenna) I turned to the other 2 stations and they were not airing it. During this troubling time all OTA stations should be required to carry Presidential addresses.

Ticket: # 3899850 - Paying for 1 gig, only get 6% of it

Date: 3/25/2020 11:39:23 PM

City/State/Zip: Snohomish, Washington 98290

Company Complaining About: Wave Broadband

Description

Massive network slowdowns and only get 6% of the speed I'm paying for. Wave Broadband sent two techs, acknowledges it's their issue, but has no ETA or remedy. I need this speed to support medical device design activities to support COVID-19. I'm willing to pay for the speed; I want the speed and want the company to stop publicly advertising that they have excess capacity and a robust network to support everyone home for coronavirus. It's dishonest to customers, public health officials, and investors.

Ticket: # 3899953 - Phone Spoofing Defrauded a Business**Date:** 3/26/2020 5:41:45 AM**City/State/Zip:** Kingston, Tennessee 37763

Description

Someone is phone Spoofing my number to call in food orders at local restaurants in my county. They say they're me and order food for pickup. They say I will have it picked up and of course no one ever shows up because it's not me. Our community is on lockdown due to the COVID-19 pandemic and this is further hurting the local businesses as they are forced to throw away food.

Ticket: # 3900004 - Refusal to Offer Service in Rural Area

Date: 3/26/2020 8:52:41 AM

City/State/Zip: Muncy, Pennsylvania 17756

Company Complaining About: Comcast

Description

Due to the COVID-19 outbreak, my employer gave employees the option to telecommute or go on unemployment. Being a Health Insurance Company employee, I felt that telecommuting would be helpful to our members. I contacted Xfinity to see if they would be willing to service my address with Cable internet as that is what my employer requires for my specific job function. The representative stated that service was not available and they likely would not offer it due to the amount of time it would take to install a node closer to my address and also because it would be too expensive for the company. I was able to work from another relative's house, but I am unhappy that Xfinity would not run service to my address or offer a better solution during this national crisis.

Ticket: # 3900018 - Internet issues

Date: 3/26/2020 9:02:35 AM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Comcast

Description

Dear Sir or Madam, Thank you for listening. I have a huge issue with Comcast. Attached is the log of my speed per day for the last couple of weeks. The speed that I am getting is only a fraction of the 200-220 mbps that I am paying for. I work from home and my daughter does e learn now from home. We need to be able to function in our home with the internet speed that comcast is billing us for.

A representative called me and promised a \$74 credit which is what I currently owe but I did not receive the credit or an email confirmation. I have been trying to reach the representative (leaving multiple messages) and she has not contacted me back. I am not sure what is going on now. I wanted to know where my credit is and if they can send a signal and try to resolve the internet speed issue remotely. Please help!! The person I spoke with is at 866-642-4868 ext 132-3001. I understand that the pandemic has put some strains on all of us but I am paying premium price for a high internet service and I am only getting about 20-40% of the speed. In addition to the \$74 credit, the company should also reimburse me for the amount I paid on March 19th of \$36.20. In addition, going forward if they cannot resolve the speed issue, they need to decrease the bill according to the speed that I am ACTUALLY receiving. Thank you for your help. (b) [REDACTED]

Ticket: # 3900033 - receiving repeated unwanted JUNK faxes

Date: 3/26/2020 9:13:09 AM

City/State/Zip: Apopka, Florida 32712

Description

Allied Roofing sending unwanted faxes. does not have permission to fax. called company to ask that they stop faxing. and they faxed us again. see attached. we are now being harassed. please fine them and make them stop. especially during covid-19, we can not afford toner for these unwanted faxes. please tell them to stop harassing us during this pandemic.

[Ticket: # 3900056 - Networks not going to cover President Trump's Coronavirus briefings](#)

Date: 3/26/2020 9:26:13 AM

City/State/Zip: Munster, Indiana 46321

Company Complaining About: Comcast

Description

NBC and PBS are stating they are not going to air President Trump's briefings on the coronavirus during a National Emergency

Ticket: # 3900072 - refusal to broadcast Federal daily briefings under Coronavirus National Emergency

Date: 3/26/2020 9:32:40 AM

City/State/Zip: Stowe, Vermont 05672

Company Complaining About: Cnn, Npr, Pbs, And Other National Broadcasters.

Description

I write to you with the greatest urgency. In fact, I am shocked and demand immediate attention to this matter. Broadcast/News providers who refuse to air critical national press briefings are posing a direct threat to the safety and security of the United States. This is total insanity and must stop immediately! Revoke licenses immediately.

Ticket: # 3900102 - Inconsistent Internet Speeds

Date: 3/26/2020 9:40:49 AM

City/State/Zip: El Paso, Texas 79924

Company Complaining About: Spectrum

Description

Let me preface by stating that I am aware that there is currently a pandemic going on worldwide, and that I expect, and accept that some services will not be performing to their peak levels.

I have had Spectrum for TV and Internet for a number of years and service for the most part has been good. Recently however, and again assuredly attributed to the ongoing pandemic, my internet service has been performing at less than 50% of it's advertised speeds.

I have been paying for Gigabyte Internet for some time (125.99, 105.99 with a 20.00 discount) and service has been very reliable. In the past 1-2 weeks however speeds have dropped consistently to those of what a customer who has Spectrum Internet Ultra (400MB) internet service.

Again, understanding that more people are utilizing the service - working from home, gaming, streaming video, etc. this is expected. What is not however expected is to be given the run around when reaching out to Spectrum to obtain support -- I understand they are understaffed and overwhelmed with all of this, but to place the blame on the customer for the issues, simply isn't right.

I have had their service long enough to know and understand the technical operations of how things work, and if Spectrum can't (temporarily) provide the level of service that I pay for, then they need to credit my account (I believe it's a 35.00 difference between Ultra and Gigabyte).

They did offer to send a technician to my home, which I refused for the reasons that I reside with my 77 year old mother, and myself and my wife are attempting to self-isolate and do not feel comfortable having a technician in the home -- the issue moreover clearly isn't something that a technician needs to waste their time coming to asses, as it's clearly a capacity issue.

Simply put, I'd like to be credited the 35.00 difference, if the issue carries into the next billing cycle, the same credit to be afforded. I do not believe this to be an unreasonable request.

Ticket: # 3900114 - Coronavirus News Briefings Not Aired in Philadelphia

Date: 3/26/2020 9:50:10 AM

City/State/Zip: Gladwyne, Pennsylvania 19035

Company Complaining About: Nbc, Abc, Cbs

Description

We are seniors without internet or cable TV, just broadcast TV. No local station has been airing the President's daily news briefing that we need to hear for critical health information. At least 1 station should cover it! They tell us to go to live streaming but many of us cannot do that.

Ticket: # 3900127 - Boost Mobile Availability Complaint

Date: 3/26/2020 9:55:33 AM

Company Complaining About: Boost Mobile

Description

Hi my name is (b) (6) . My payment of \$30 is due today by midnight. My phone number is (b) (6) . Can't reach anyone at BOOST MOBILE to apply 60 day deferral option for financial hardship because of covid-19, not having worked for a couple of weeks. Believe at 12:01 a.m. tonight my phone service will be interrupted. Know Boost Mobile is a subsidiary of Sprint. PLEASE HELP ME OUT SO MY SERVICE ISN'T INTERRUPTED IN ABOUT 6 HOURS.

Ticket: # 3900171 - TVbilling

Date: 3/26/2020 10:18:29 AM

City/State/Zip: Ravenel, South Carolina 29470

Company Complaining About: AT&T

Description

Consumer in November of last year changed to AT&T

Consumer's bill went from \$76 to \$145

Consumer says she had a 3 month promotion and at the end of her trial basis, she discontinued all the movie channels but is still being charged \$54 even though she didn't order it.

Consumer says that the bill is paid by a disabled veteran

Consumer says that in order to talk to a representative she has to pay \$5.

Consumer says that in order to pay her bill with a debit card, it costs her \$5.30.

Consumer says that AT&T says that this charge is due to the coronavirus

Consumer wants to speak to a representative without a \$5 charge

CTR407-phone

Ticket: # 3900182 - COVID-19 AT&T Wireless Internet Data Overage Charges**Date:** 3/26/2020 10:23:29 AM**City/State/Zip:** Sunbury, Ohio 43074**Company Complaining About:** AT&T

Description

I was promised by an agent and their supervisor that I would be waived overage charges during the COVID-19 crisis. I have it in writing from an AT&T chat transcript. I am now being told that is no longer the case. I am being required to work from home and the AT&T Wireless Internet is my only option in the remote area I live in. Overage charges are being waived on their other internet packages. I would like my inquiry, and promise by AT&T, to be honored.

Ticket: # 3900196 - internet disco

Date: 3/26/2020 10:31:05 AM

City/State/Zip: Madison, Wisconsin 53716

Company Complaining About: Charter

Description

Woke up this morning to find Charter/Spectrum had placed my account into a "quarantine" disconnect, during the pandemic, despite their pledge to the FCC not to disconnect customers right now. Called and their "security operations center" staff who extremely rude.

Ticket: # 3900197 - my internet got disconnected with no notice during covid19

Date: 3/26/2020 10:31:37 AM

City/State/Zip: Lawrenceville, Pennsylvania 16929

Company Complaining About: Frontier Communications

Description

my internet got disconnected with no notice during covid19

woke this morning and i was laid off on Friday thanks to covid19 and my internet now is off...my due date is 3/31/2020 to pay by this day or disconnection will happen...what happened to the 60 day grace period president gave us the people affected

Ticket: # 3900198 - Internet Availability

Date: 3/26/2020 10:31:55 AM

City/State/Zip: Gainsville, Virginia 20155

Company Complaining About: Verizon

Description

Consumer was given our number from the Virginia Commission

Consumer was without work for 9 months

Consumer said she has been not able to pay her internet bill

Consumer said Verizon shut off her services for non-payment on 3/24/2020

Consumer said they were not supposed to disconnect her, due to the virus pandemic

Consumer provided them her SSN to open an new account and they connected it with an old account that was in dispute

Consumer said she tried to reach out to Verizon to work something out with them, but they will not hear anything

Consumer just wants Verizon to connect her service and work with her to get her bill paid down

CTR402

Ticket: # 3900210 - Service disconnection

Date: 3/26/2020 10:38:13 AM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

I have a Optimum account with the auto pay setup

I capped the auto pay at about \$3 more then my monthly charge - with a promise from customer service that if the payment will not go through I will be notified about it.

This morning I wake up and try making a outgoing call - and get a message that my phone is not working. when checking my computer I find that my account was suspended.

- 1) how were they able to close my phone account in middle of this pandemic - without a warning?
- 2) why was I not warned that my price went up and that my payment didn't go through?
- 3) after payment when i tried contacting customer service to straighten out these issues the customer service rep tells me that my service wasn't shut and I'm a liar???????????

I want a proper warning next time and my late and cancellation fees waived!!!

in addition to a commitment from Optimum to get a email/mail/phone notification before they shut my service (I know they do that for business customers)

Ticket: # 3900241 - exploitation of COVID-19 with Text Message Spam

Date: 3/26/2020 10:50:33 AM

City/State/Zip: Alexandria, Virginia 22306

Description

message states:

"News Update! Take 2 of these Gummy Bears to take the Edge off this Virus Outbreak. Full Details Here... l654r.pw/uw0MC6 Enjoy this 2 min article"

-- please stop these people from taking advantage of a crisis.

Ticket: # 3900260 - Phone Spoofing on COVID Hotline

Date: 3/26/2020 10:57:28 AM

City/State/Zip: Mount Clemens, Michigan 48043

Description

Phone Spoofing on COVID Hotline. Receiving phone calls from people regarding our COVID hotline being spoofed. Users are possibly medicare patients who have been tested and possibly giving out their information amid the fear.

Ticket: # 3900285 - Follow-up to ticket (b) (6)

Date: 3/26/2020 11:10:39 AM

City/State/Zip: Oklahoma City, Oklahoma 73127

Company Complaining About: AT&T

Description

Consumer stated she returned the carrier's call.

Consumer stated she has called twice.

Consumer stated she has no internet or phone service

Consumer stated her internet was down before the Pandemic

Consumer wants to know why is it taking so long for the carrier to fix her service

(b) (6)

Ticket: # 3900354 - Service Issues

Date: 3/26/2020 11:43:21 AM

City/State/Zip: Jamaica, New York 11433

Company Complaining About: Spectrum

Description

- The consumer is calling about Spectrum as his carrier
- He has a bundled package
- He states they disconnected his Internet Service
- He states he needs the Internet Service to work
- He states he had to pay money to get his service restored
- He states his account was overdue
- The consumer is requesting the carrier not disconnect the service during COVID-19

CTR405-phone

Ticket: # 3900379 - Spam Text

Date: 3/26/2020 11:56:07 AM

City/State/Zip: Thompsons Station, Tennessee 37179

Description

I have repeatedly received spam text for CBD, CNN internationals, E-shop with Covid-19
1-949-652-8923; 1-657-391-7943; 1-503-875-2820

Ticket: # 3900416 - 5G Antennas Health Concerns

Date: 3/26/2020 12:12:08 PM

Description

Hello,

I am a concerned resident of Virginia. With the COVID-19 pandemic and scare to everyone. My question, Is the new operation of the 5G antennas and towers that's been upgraded or new installed causing this pandemic. I've researched the inventors to the emissions of up to 21% more radiation they produce and they're not safe for anyone. Cause I've also researched the testing throughout 2017-2019 and many birds and animals by the 100's dying. Everytime someone turns on their WIFI, they've just contaminated themselves and anyone in that area. And Why would anyone trust anything Korea or China invents? Is this really a bio-chemical attack cause to my research this pandemic started the same day, operation of 5G world wide started up? Cause RF isn't something to be playing around with!

Sincerely,

(b) (6)

Ticket: # 3900452 - Phone minutes

Date: 3/26/2020 12:26:04 PM

City/State/Zip: Freeport, New York 11520

Company Complaining About: Straight Talk

Description

Consumer only has 7 days left on her prepaid plan.

She is unable to go to Walmart to get another card for minutes.

She lives in NY and cannot go out under directive of her doctor due to the coronavirus.

She has many health issues including lung problems.

Consumer has contacted Straight Talk repeatedly about the issue and they claim they are working on it and would text her when they came up with a solution.

She is concerned because she only has 7 days left.

Consumer needs to be able to purchase more minutes for her phone without going out to get a card.

She would like someone to call her from the corporate level as soon as possible before those 7 days are up.

CTR404-phone

Ticket: # 3900470 - telephone service

Date: 3/26/2020 12:29:44 PM

City/State/Zip: Algona, Iowa 50511

Company Complaining About: Centurylink

Description

I am receiving bills from Coordinated Billing Service. They claim that Century Link has handed over my billing to them. Century Link has terrible customer service, especially now with the coronavirus, and I can't get them to verify the information. I found no company website for Coordinated Billing Service. I am pretty sure they are a scam, but I wanted to double check with you.

Ticket: # 3900480 - SUDDENLINK

Date: 3/26/2020 12:32:29 PM

City/State/Zip: Tyler, Texas 75709

Company Complaining About: Sudden Link

Description

DUE TO COVID-19 MY DAUGHTERS SCHOOL AND TYLER INDEPENDENT SCHOOL DISTRICT (TISD) TYLER, TEXAS SENT THIS EMAIL REGARDING INTERNET SERVICES FOR STUDENTS AFFECTED BY COVID-19:

" Altice USA recognizes the important role we play in providing our Optimum and Suddenlink customers with connectivity solutions, and we are committed to helping schools and students stay connected during this unprecedented time. For households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access, we are offering our Altice Advantage Internet solution for free for 60 days to any new customer household within our footprint. After your first two free months expire, you can either cancel the service (which you can do at any time) or keep it as a regular paying Altice Advantage Internet customer."

I CALLED THIS COMPANY AND THEY STATED THEY WERE NOT SERVICING MY HOME BASED ON LOCATION OF MY HOME. EVERY OTHER HOME ON MY STREET HAS SUDDENLINK INTERNET SERVICE AND THAT THEY WILL NOT SERVICE MINE.

Ticket: # 3900554 - Windstream Internet

Date: 3/26/2020 12:59:02 PM

City/State/Zip: Dilliner, Pennsylvania 15327

Company Complaining About: Windstream Communications

Description

I am paying for hi speed internet that behaves like dial up. Over the years, I have had multiple conversations with Windstream regarding the inefficiency of their service. I continue to pay for this because it is my only option. I work in clinical IT for a WVU Medicine and I am required to participate in an on call rotation to provide online support for thousands of end users. In particular, last week I was ordered to work from home during the pandemic situation. I am not comply because I cannot function at home without reliable connectivity. With the increase in internet traffic while so many are working from home and kids are being educated on line, it is impossible to connect from home at this time. I have been forced to travel to work each day and put myself and family at risk because Windstream refuses to provide a product that they sell me each month. I have attached written confirmation from a Windstream representative that clearly states that I am paying for something that does not exist. I am prepared to take legal recourse and demand a refund of the thousands of dollars that Windstream has received from me.

Ticket: # 3900568 - unauthorized payment

Date: 3/26/2020 1:05:34 PM

City/State/Zip: Laurel Springs, New Jersey 08021

Company Complaining About: Comcast

Description

I recently had a payment of \$120.0 come out of my account for my internet service without my authorization. When speaking with a rep in the customer service department he stated that my account was somehow set up for automatic withdraw and could not verify how . When checking my account on my app while speaking with the rep , the app did not show i was enrolled in the automatic debit program . I explained I have never used or signed up for automatic debit and always pay via the app. Needless to say I was not refunded the money that was taken off my card without my authorization and the rep stated there was nothing he could do even after i explained my hours at work have been cut do to the corona virus and i didnt have the funds .

Ticket: # 3900607 - Regional Channels

Date: 3/26/2020 1:22:20 PM

City/State/Zip: Fairfield, Connecticut 06825

Company Complaining About: Directv

Description

I live in Fairfield, CT and subscribe to Direct TV. We are only able to receive NYC new stations with our satellite subscription, and during this pandemic, this is posing a big problem with no access to hear about what our state is doing in terms of advise, rules and such, for public safety. We have been informed that the FCC determines if we receive NY or CT news channels. Please correct this immediately and allow us access to information about our own state and not NYC.

Ticket: # 3900612 - Regional Channels

Date: 3/26/2020 1:23:55 PM

City/State/Zip: Fairfield, Connecticut 06825

Company Complaining About: Directv

Description

I live in Fairfield, CT and subscribe to Direct TV. We are only able to receive NYC new stations with our satellite subscription, and during this pandemic, this is posing a big problem with no access to hear about what our state is doing in terms of advise, rules and such, for public safety. We have been informed that the FCC determines if we receive NY or CT news channels. Please correct this immediately and allow us access to information about our own state and not NYC.

Ticket: # 3900854 - Junk faxes

Date: 3/26/2020 2:37:08 PM

City/State/Zip: Wadsworth, Illinois 60083

Description

Covid19 Insurance scam

Ticket: # 3900904 - Hughes Net

Date: 3/26/2020 2:56:09 PM

City/State/Zip: Walnut Grove, California 95690

Company Complaining About: Hughes Net

Description

Have made several calls to them regarding little to no data. They most certainly are taking customers payments but throttling or completely dwindling data within 1-2 day span. Especially on days when the customers have not been in their residence to use it. During this outbreak of COVID19, I have had to miss several online remote meetings of which are important as we are part of a Food Bank that feeds people throughout the Northern California Region, and other such remote meetings I have not been able to attend because Hughes Net is making false claims about their internet and locking people into 2 year contracts, and after many complaints will not give their customers the data they are paying for and charging \$400.00 to get out of contracts. This is not fair to any of their customers after numerous complaints they are doing nothing to help customers, it's not right to take consumers money and not give them what they are paying for.

Ticket: # 3900931 - Frontier Availability Complaint

Date: 3/26/2020 3:03:55 PM

Company Complaining About: Frontier Communications

Description

I (b) (6),

Account (b) (6)

On march 25, @1:40 pm.

Paid \$170.61 my frontier bill that had been passed due at the time only for \$121.40.

Bill date 1/06/2019. I wasn't able to pay the said \$121.40 so my service was turned off..

I received a bill that included a month My service wasn't even on yet I paid this bill.

Like others I was told we couldn't work due to the corona virus spread. I have my grand kid whom is in the 5th grade here and he needed to have access to the Internet. At the time of paying my bill I was told my service would be restored in 24hours. I still called to see the time it would be restored, I was then told that my service was disconnected and I had to get a new account the agent then took my personal information and gave me a (b) (6). And that my service would be restored and if I couldn't use the modem I already had I would receive a phone call with a date for them to come out.

March 26 @8:41am I called again and was given the run around when I just spent all the money I had for food for my grandson to have Internet schooling.I was told a entirely different story by agent who information under location for Lafayette In 844-320-4445 ex1121078, stating that it didn't matter that I wasn't told was I was told I owe them and I had to pay again for a new account. Which wasn't fair. He then stated why I had to pay a deposit and everybody has issues. When he was given my order number He left the call for whatever reason, and returned saying he would call me back after this issue was figured out. after I was told already I should be fine. I have accepted to call them several times..

11:47am.

12:36pm.

I was put in hold and told the very same thing again that this agent would call me back.

Its now2:20pm.

Please help me with this issue.

I received and pay my account because I needed to do what was best for my grandson .

Ticket: # 3900955 - Spectrum Threatening Service Disconnection

Date: 3/26/2020 3:11:00 PM

City/State/Zip: Clairmont, Florida 34711

Company Complaining About: Spectrum

Description

Spectrum is her service provider. She has Internet, Cable and phone bundled. Spectrum is threatening to disconnect her services but she has not received her unemployment check. Her household is economically effected by COVID-19 and she is requesting that the disconnection be postponed for at least three weeks while her household recovers from the economic loss caused by the recent pandemic.

Ticket: # 3901030 - Cox Threatens to Disconnect**Date:** 3/26/2020 3:34:23 PM**City/State/Zip:** Las Vegas, Nevada 89169**Company Complaining About:** Cox

Description

He has been forced to work from home because of the Coronavirus. He does not get another paycheck until April 10. He has requested that they give him until the 10th and agreed to make the \$100 payment. He owes a prior balance and a current balance but has not been able to work for awhile and the work is not full time. Cox told him that even if he makes the \$100 payment on the 10th they may still shut him down. He just received a text stating that they will disconnect him on April 9th. He has no option to make the payments if the employer is closed with limited hours.

Ticket: # 3901056 - Re: [FCC Complaints] Re: No closed-captioning on website video clips

Date: 3/26/2020 3:39:27 PM

City/State/Zip: Glen Burnie, Maryland 21061

Company Complaining About: Verizon

Description

This is a follow-up to your previous request (b) (6) "No closed-captioning on web..."

Thank you for taking care of this last year in regards to Dr. Oz's website videos.

Now I have another question.... social media.

Dr. Oz's videos on social media such as Facebook, Twitter, Instagram, etc.....

None of his videos has closed-captioning (CC) for the Deaf. Especially since now he's talking about the COVID-19.

Would it be possible to have Dr. Oz's videos on all social media platforms to also have CC for the Deaf?

Thank you for looking into this...

Ticket: # 3901091 - Frontier Over & Incorrect Charges

Date: 3/26/2020 3:52:08 PM

City/State/Zip: Seal Beach, California 90840

Company Complaining About: Frontier Communications

Description

My work requires work from home internet speeds that I purchased from Frontier. My speed test did not reflect what I purchased so rather than lose my job I ended my service with Frontier, returning their equipment and paying my bill in full. Thanks to Frontier I lost my job. Now two months later I'm sent a past due bill for an amount I do not owe. I coordinate my final payment when the Frontier sent me my return equipment box. Amid this Corona virus I'm am not only unemployed I'm being abused and overcharged by Frontier. I expect this to be addressed or I go directly to Leadership. And the whole time I had the account they mixed up my account information with other. I called them 30 times and each time I had to give them ALL of my correct account information for setup again.

Ticket: # 3901142 - NBC needs to have license revoked

Date: 3/26/2020 4:02:42 PM

City/State/Zip: Elmont, New York 11003

Description

FCC needs to act IMMEDIATELY to pull NBC's license to broadcast - a report today stated an NBC insider want the network to "quarantine Pres Trump" Isolate him from coverage in a blatant attempt to stop his media coverage of the work he and his team are doing regarding the pandemic WHY? because his approval rating is going up! They are trying to limit the public seeing his work. It is NOT the job of a TV network to destroy a Presidents coverage in a crisis NBC is a public service outlet not a political party THEY NEED TO LOSE THEIR LICENSE

<https://www.newsmax.com/newsfront/covid-19-nbc-media-white-house/2020/03/26/id/960012/>

Ticket: # 3901151 - Price gouging Increase during Pandemic

Date: 3/26/2020 4:04:39 PM

City/State/Zip: Havana, Florida 32333

Company Complaining About: Mediacom

Description

Mediacom, one of the largest internet providers in N. FL is jacking up internet fees approximately 20% during the pandemic and pushing people into a more expensive plan that most people cannot utilized. For example my data usage is less than 150Gb per month. One year ago Mediacom pushed me and others into a 250Gb plan and raised the rate \$10 from 49.99 to \$59.99. Currently they are notifying customers that we are going to be pushed into a 400Gb plan and raising the monthly charge to \$69.99/month. This is unconscionable even under normal circumstances but is even more so during this pandemic. Thank you for anything you can do.

Ticket: # 3901180 - TV Billing

Date: 3/26/2020 4:16:35 PM

City/State/Zip: Buffalo, New York 14220

Company Complaining About: Directv

Description

Consumer is stating that they reached out to there provider Direct TV to have their TV service suspended because the were traveling to another state for the winter. Consumer stated that they have done this for years with the provider without any complications. Consumer is stating that this time Direct TV did not suspend the service. Consumer stated that when she called the provider to have the service suspended, she paid the bill in full. Consumer called direct TV to have the service reconnected and they told her that she would have to pay \$398.61 to have the service reconnected. Provider told her that this was there mistake (Direct TV) they did not suspend the service for the consumer. Direct TV told the consumer that they did everything correctly and that the mistake was made by Direct TV. Consumer was told by Direct that They know that a mistake was made and with the Covid 19 they are short staffed, and they will not shut off the service. Consumer got home and the service was disconnected. Consumer is stating that Direct TV is now telling them that they will have to pay \$398.61 plus that they will be adding late charges and that they will be adding on penalties also. Consumer stated that the balance on the bill was a zero balance when they left the state. Direct TV did not suspend there service when requested and the consumer should not have to pay any money to Direct TV because they did not do there jobs. Consumer is stating that she talked to a Direct TV agent and his name is Thomas and his id is TC172J. Resolution: Consumer does not want to have her service reconnected

Consumer would like them to collect there equipment and the Consumer is again stating that they do not owe Direct any money at all.

****CTR406-phone****

Ticket: # 3901266 - Tired of same spam text from same sender using different numbers

Date: 3/26/2020 4:49:37 PM

City/State/Zip: Phoenix, Arizona 85007

Company Complaining About: No Name

Description

I am getting daily texts addressing me as "Daniel" trying to sell me CBD gummies, CBD coffee, pills for erection dysfunction (I'm a female), and that the Health and Human Services are directing me to take a "MANDATORY" covid 19 preparation test.

I've blocked each number, but they just use a different one.

I'm on the do not call registry.

I've sent each text to AT&T's spam extension with the number it came from and they keep rolling in daily.

I never click on the links in these texts. Please tell me how to stop them!!!

Ticket: # 3901275 - Auto Warrenty Scam

Date: 3/26/2020 4:51:58 PM

City/State/Zip: Newport Beach, California 92625

Company Complaining About: Auto Warranty Inc

Description

Disgusting. I got laid off from my job today as well as many other Americans and people are still calling trying to steal the money that I don't even have. The people over the phone had no morals and thought that scamming people during the COVID-19 Pandemic was still acceptable.

Ticket: # 3901367 - US Cellular High Speed Internet access during Stay at home

Date: 3/26/2020 5:46:02 PM

City/State/Zip: Denmark, Wisconsin 54208

Company Complaining About: Us Cellular

Description

Because of our location, we have limited options for high speed internet. A fea montha back we decided to purchase a router from US Cellular to have internet access. At the time we needed the internet for a few things, some opted for the 25gb plan (after the use of 2t GB the internet is slowed from 4g to 2g). We called US Cellular 3 times after the pandemic started and school was closed and were assured the data cap/slow down was lifted. Here we are 25gb later and my son is unable to his school work as required. US Cellular is now claiming they only added additional GB to "hot spots" and we are out of luck unless we pay more. For the 25gb it cost is \$50 and that lasted one week! They have us over a barrel because the only plan that would maybe cover the entire month of schooling is almost \$ 300.00.

Ticket: # 3901379 - Political RoboText in Non-Emergency Situations**Date:** 3/26/2020 5:54:37 PM**City/State/Zip:** Chicago, Illinois 60651**Company Complaining About:** Mayor Of Chicago, Lori Lightfoot

Description

Today, March 26, 2020, at 3:21pm, I...as likely did ALL Chicagoans...received an unsolicited text message from the Mayor of the City of Chicago, Lori Lightfoot, regarding a message that all parks and beaches would be closed until further notice due to Coronavirus. Inasmuch as the virus is NOT an emergency in the sense that it is a shelter-in-place REQUEST; I object to the invasion of my privacy from such messaging. It is an unfortunate health issue that is plaguing the United States and other countries, at present, but not so much so that something she could have just as easily alerted the public to on the many media outlets available to her. Any part my phone service provider may have had in providing my unlisted number to her is also objected and should be included in this complaint. She is NOT the President (of whom I also object intrusion for alerts that could well be distributed via a multitude of other methods) and should not take the liberty of invading my privacy and using my private number for alerts that could well be distributed by other means. I should have the right and the option to block ANY device I bought, pay for, and own from such messages and personal intrusions....regardless of how important a POLITICIAN may think it may be!

Ticket: # 3901392 - President Trumps press conference on corona virus

Date: 3/26/2020 6:05:44 PM

City/State/Zip: Smithfield, North Carolina 27577

Company Complaining About: Wtvd Channel 11 Durham Nc

Description

They should show the public the entire press conference from the corona virus task force . Do not go to local news when this is so critical for the public interest!

Ticket: # 3901409 - Not showing all of the corona virus task force press conference

Date: 3/26/2020 6:12:32 PM

City/State/Zip: Smithfield, North Carolina 27577

Company Complaining About: Wral Tv 5 Raleigh-durham Nc

Description

They should show the public the entire press conference from president Trump and the corona virus task force. They should not cut to local news when they are telling the public such important information!

Ticket: # 3901417 - CNN unfair practice of reporting - biased news

Date: 3/26/2020 6:18:12 PM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: Comcast

Description

I have been watching CNN news reporting and if someone is trying to find what examples of bad reporting are, CNN is the treasure of those kinds of episodes. During these bad times that the United States is going through, the reporters (Brianna keilar, Sanjay Gupta) need to be respectful and mindful of the circumstances our country is in, it is unfathomable to image where we are with COVID-19. On the top of the facts, the blame should be going to China (where first case was reported 11/17/2019) that failed to alert world health organization about this potential deadly disease. United States, Italy and other affected countries are the facing consequential results of China failing to report WHO in timely fashion and alert the world community. Whereas these reporters are bashing our president and the task force (led by Mike Pence - wonderfully working towards better US) and I typically call these people real enemies of the US (back stabbers) on their own people. By cooperating with responses they should be able tone down the scare in people and provide the Americans with more positive news rendering that will be productive. REAL SHAME CNN - Brianna keilar, Sanjay Gupta (YOU ARE SHAME TO BE CALLED AMERICAN JOURNALISM)

Ticket: # 3901458 - An issue with TracFone**Date:** 3/26/2020 6:47:01 PM**City/State/Zip:** Charlotte, North Carolina 28216**Company Complaining About:** Tracfone

Description

I tried to purchahse airtime from TracFone over the phone and stopped because TracFone stated my credit card data would be retained for future transactions. Then I tried to purchase airtime on TracFonbe's website but that is not possible without purchasing a "plan". So that means I have to go to places like Walmart or Target in the middle of a pandemic. And to make matters worse I spent 20 minutes of my phone time trying to get this resolved and being put on hold.

Ticket: # 3901468 - Billing error and deceptive advertising

Date: 3/26/2020 6:50:50 PM

City/State/Zip: Winter Garden, Florida 34787

Company Complaining About: Sprint

Description

On my March Bill Sprint said I had until March 26th to pay my bill. On March 23 2020 one of my phones was disconnected. I contacted Sprint and asked was told that it was a partial disconnection for being past due. I said but it's not due until 3-26-2020 your employee told me that if the bill wasn't paid by 3-26-2020 all lines would be disconnected. I then said that Sprint had been advertising that due to the Corona Virus that no phones would not be disconnected for 60 days or 2 billing cycles. She said that was not true. Anyway she said I had to pay the past due of 165.00 to get the phone reconnected and keep my phones line being disconnected on 3-26-2020. It should be noted that I received a bill saying my account was on automatic and that it was on auto pay and 399.00 would be taken out on 4-11-20 she then said that wasn't true. Anyway I paid the amount due and service was restored but I shouldn't have had to do that.

Ticket: # 3901499 - Vulnerable Citizen with Disabilities CenturyLink Internet Termination 03262020

Date: 3/26/2020 7:26:44 PM

City/State/Zip: Phoenix, Arizona 85018

Company Complaining About: Centurylink

Description

Once again, CenturyLink fails to protect this person designated by AZ Statute as most vulnerable citizen, who has multiple life-shortening medical conditions that caused disability.

They refused to reinstate account last year after refusing to resolve past due balance consisting of penalty fees which removed me from their low income discount program. The refusal to reinstate was predicted on deception by the CSR so they could earn a new sale incentive. This was confirmed by management who refused to correct the situation. In addition, they returned every payment made; classifying it as a credit refund. This description of the refund led me to believe it was their way to correct the multiple failures and intentional lies .

In light of coronavirus, they signed the 60-day commitment to not terminate services, especially for those like me - the poorest & most vulnerable.

Ticket: # 3901501 - Inconsistency with captions on COVID updates

Date: 3/26/2020 7:28:24 PM

City/State/Zip: Sacramento, California 95831

Company Complaining About: Kcra

Description

I am deaf and live in Sacramento, CA. Governor Newsom has provided ongoing updates on COVID-19 with and without captions. It's very annoying when there are no captions and no sign language interpreters during each update. Please inform all CA stations they must consistently caption their ongoing COVID-19 updates.

Ticket: # 3901539 - Comcast not honoring what they promised**Date:** 3/26/2020 8:00:26 PM**City/State/Zip:** Catonsville, Maryland 21228**Company Complaining About:** Comcast

Description

We currently have no access to internet or cable during this pandemic. I have tried diligently to resolve our billing issues with Comcast. I was informed by an agent, who got approval from customer solutions that if I paid \$230 plus a \$100 deposit, our services could be reinstated. I was told this agent would make a note on my account to such. I was then told the next day that no note was made and the balance would be \$687 plus deposit to reinstate, I then spoke to a supervisor who informed me that they did not see a note, but if they could validate the information I was given that they would honor what I was told. I spent 13 hours on the phone with Comcast, I had another supervisor listen to the recordings to hear the agent tell me it was authorized for me to make a \$230 payment to bring my account current and \$100 deposit would be needed to reinstate my account. I then had another supervisor tell me that they would not honor the amount I was given by the agent even though the previous supervisor assured me they would honor it if it was validated. I can now not afford to have cable and internet for my children to do their school work during this time. They only offer free WiFi at an xfinity WiFi location, like a cafe which is impossible during an at home quarantine, therefore pointless. I was promised if I paid this amount my account could be reactivated and assured by a supervisor it would be honored if validated. It is unacceptable that another supervisor is now telling me that it was all incorrect information and they will not honor what they said they would.

Ticket: # 3901561 - Internet outages

Date: 3/26/2020 8:23:20 PM

City/State/Zip: Miami Gardens, Florida 33056

Company Complaining About: Comcast

Description

I am making a complaint against Xfinity due to the fact that I've been having issues with my internet going in and out I called them numerous of times and nothing is being resolved a technician came out here supposedly fixed the issue but was still experiencing this issue I called again after and I had one Representative tell me if this issue still happening they will have another Technician come out so I called again and spoke to another Representative that told me that they can not have a Technician come out due to the Covid 19 which that policy started March 24 but the first Representative did not tell me that so this last representative I spoke to I told her that I will not make no payment until they get a technician out here to fix this issue the Technician that came out his name was Nathan his lazy ass did not fix nothing

Ticket: # 3901573 - RE: [FCC Complaints] Re: Limited Speed & Cost, Router Management, Sporadic Signal Loss, Customer Service

Date: 3/26/2020 8:34:35 PM

City/State/Zip: Cross, South Carolina 29436

Company Complaining About: Home Telecom

Description

This is a follow-up to your previous request (b) (6) "Limited Speed & Cost, Route..."

First and foremost, on a personal note, the COVID-19 health crisis is presenting our world with unprecedented challenges. I would like to extend hope and well wishes to everyone affected by COVID-19 and pray for the families and colleagues of the FCC, Home Telecom to remain healthy and safe and that COVID-19 disperses quickly.

Upon review of the reply to Ticket Number: [REDACTED], the grievance is not satisfied for the following reasons:

Limited Speed & Cost

Home Telecom did not justify cost vs speed. Home Telecom did not communicate a future road map/timeline regarding new services or options for customers in my area.

Router Management

I do not think Home Telecom understands the issue from a my (consumer) perspective. Why should I have to buy another router? That defeats the objective. Does Home Telecom offer any other WiFi services? Why hasn't a Home Telecom Representative contacted me and explain my options or what technology will be available in the future?

Sporadic Signal Loss

Insufficiently addressed. No cordless phone issues, no microwave issues etc.,

Customer Service

Not once was I referred to as a valued customer and the 20-year relationship appears to be of no consequence. It is essential that all client relationships must constantly be renewed and simultaneously have the fortitude to improve the relationship.

Help Desk

Home Telecom's brief explanation is not acceptable. Their call center is forwarded to an answering service on the weekends and after-hours. The answering service clearly informs you the Help Desk will contact you to resolve your technical issues on the next business day. (Simply call and find out for yourself) Other Help Desk issues not addressed (Please review initial complaint).

Offline Security Camera

Insufficiently addressed – CSR falsehood and 3 weeks to remediate a service call not addressed and more.

Cost vs. Speed

Insufficiently addressed - Based on the reply, it is apparent that I cannot receive high speeds at this time. Again, I am asking, why am I paying the same price for the same speed for 20 years? (There is a depreciation factor).

\$45.00 Reconnection Fee - I do not think Home Telecom understands the issue. Of course, I admitted the payment was late, I stated how and why. I'm not petty to squabble over the late fee; I was merely conveying how the fee was assessed. In both occasions the delinquent payment was within 2 hours. I understand your policies and procedures. However, in the real-world things happen, there are times we fall in the confines of grey areas. Did Home Telecom take the time to consider the how and why, also did they take in account the value of my tenure as a customer for 20 years? Is the \$45.00 that serious?

Corporate Character

Home Telecom confirmed my depiction of their corporate culture, it's their way or the highway! Not once was I referred to as a valued customer and the 20-year relationship appears to be of no consequence.

Conclusion

I want to be very clear; my grievance is not personal. Unfortunately, issues, complaints and misunderstandings frequently occur in business. Does Home Telcom believe they are flawless, and refuse to look at their client's perspective? It's not what Home Telecom proclaims, it's their actions that defines them. Again, not once was I referred to as a valued customer and the 20-year relationship appears to be of no consequence throughout their response.

I waited for three weeks for Home Telecom to reach out via telephone to obtain better insight of my grievance. It would seem fruitful to extend an olive branch to seek understanding and maintain customer retention. Home Telecom immediately requested this complaint to be closed without addressing all the issues. In the past there have been occasions I filed complaints with larger organizations. They all responded rapid with professionalism. Moreover, they personally reached via telephone, they were very interested in improving the relationship, they listened, they provided suggestions and remediation. Most of all they demonstrated I was valued as a customer. They made sure their resolve was amicable. Home Telecom response did not display any sense of concern or customer appreciation.

Based on the aforementioned, Home Telecom's request to close this compliant is denied.

Respectfully,

(b) (6)

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Cage Code: 3XCY8

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Ticket: # 3901613 - Cox Commnications - Signed Pledge to keep America connected during Covid19

Date: 3/26/2020 9:30:21 PM

City/State/Zip: Irvine, California 92620

Company Complaining About: Cox

Description

Cox Communications is proudly advertising they have joined in the pledge to keep America Connected, however I called twice to lower my cable, tv - internet - phone bill and they told me the new lower priced services are for new customers ONLY! I am 60 and currently unemployed I offered to reduce my services no premium (like HBO) by reducing to a basic client for TV Internet & Phone they were only willing to cut my bill by \$17.00 thats ridiclous when my bill is \$310.00. When asked why the much lower pricing is only for new clients the gentlemen replied that they need to make money form existing clients like me. Where I can appreciate his statement, there is profit and then there is price gauging. The population of Irvine, CA is 282,572 if 1/2 the population has the only cable company available to them (COX) 141,286 people x \$310 that is over \$43 million in monthly billings from just one city. Just offering price breaks to NEW CUSTOMERS ONLY is not within the sprit of the Pledge.

Ticket: # 3901656 - COVID-19

Date: 3/26/2020 10:17:55 PM

City/State/Zip: Girard, Ohio 44420

Company Complaining About: Spectrum

Description

To whom it may concern.

The Country is enduring a pandemic do to COVID-19. It was and continues to be a very difficult decision to close our family business for the safety of our employees, family as well as our customers. I won't go into detail what our Governor has in place for our State. With that said, why are you placing your employees at risk of exposure? Why not allow them to broadcast from home? We are all in this together so why not show the public your station is above the rest and make a stand. Working from home would require management/engineering to get the equipment needed to cast homes as well as planning and setup on your part. Other markets across the country are doing it for weather, even Al Roker has been doing weather from home. I can go on and on.

PS

WYTV Youngstown, Ohio

Respectfully Yours

████████████████████
████████████████
████████████████

Ticket: # 3901678 - ABC, NBC, CBS denying public broadcast of Presidential News Briefs

Date: 3/26/2020 10:51:54 PM

City/State/Zip: Otis Orchards, Washington 99027

Company Complaining About: Abc, Nbc, Cbs

Description

I would like to file a complaint with the FCC for the networks ABC, NBC, and CBS cutting away from the daily Coronavirus Whitehouse news briefings. This does a grave injustice to disseminating information in the public interest and safety. I believe that this violates policies set in place to protect the public, especially in the time of a national emergency.

Ticket: # 3901702 - Cox Over Sold Networks in Scottsdale, AZ

Date: 3/26/2020 11:21:15 PM

City/State/Zip: Scottsdale, Arizona 85257

Company Complaining About: Cox

Description

Cox for years has been overselling bandwidth and networks in Arizona and other states hoping users are not all triggering traffic at the same time as to over charge for equipment and infrastructure cost and increase margins. With the COVID-19 issue we are working from home and now the worst scenario for Cox has presented itself where people are all trying to use a service they pay for at once but not realizing they are on an over saturated network due to Cox's greed to profit on margins without having to spend on infrastructure to support it.

Ticket: # 3901723 - Metro by tmobile

Date: 3/27/2020 12:22:44 AM

City/State/Zip: Houston, Texas 77040

Company Complaining About: Metropcs

Description

Metro by tmobile has disconnected my service despite tmobile signing the agreement set by the fcc to keep consumers connected during the covid19 crisis. Metro by tmobile needs to be held accountable and fined as well as reconnecting consumers phones without a reconnection fee.

Ticket: # 3901724 - Metro by tmobile disconnect

Date: 3/27/2020 12:25:07 AM

City/State/Zip: Houston, Texas 77053

Company Complaining About: Metropcs

Description

Metro by tmobile has disconnected my service despite tmobile signing the agreement set by the fcc to keep consumers connected during the covid19 crisis. Metro by tmobile needs to be held accountable and fined as well as reconnecting consumers phones without a reconnection fee.

Ticket: # 3901736 - Daily Information from White House on Medical Pandemic

Date: 3/27/2020 12:44:31 AM

City/State/Zip: Bargersville, Indiana 46151

Company Complaining About: Antenna

Description

I had to go to youtube to find the latest information on the health crisis we are currently in. The American People have the right to know what is going on. None of the TV stations have carried the updates in the last 2 days. What is going on here? Not everyone has computer access. I would think the taxpayers of this country have a right to the latest information. This needs to be looked into. We need updates from our leaders handling this pandemic and our constitution protects our rights to have that information when available.

Ticket: # 3901738 - Inappropriate use of Emergency Alert system

Date: 3/27/2020 1:13:12 AM

City/State/Zip: Gainesville, Florida 32605

Company Complaining About: Other

Description

Alachua County, Florida 3/26/2020 at approximately 4:30pm issued an amber alert style alert Via cell phones to inform residents they have made a COVID related website. Clearly this is not an appropriate use of the Emergency alert system.

Ticket: # 3901740 - Phone Service Metro PCS

Date: 3/27/2020 1:19:56 AM

City/State/Zip: Belton, Missouri 64012

Company Complaining About: Metropcs

Description

My phone service was disconnected due to non payment due to not working from Covid19. I called the customer service line and just go re-routed to the automated line over and over again to no avail. I have been needing my phone to drive my mother to her drs appts as she just got a pacemaker, had to get a 2nd lead wire placed in it, cannot do much, is doped up, etc. This is ridiculous and uncalled for especially when I have been a regular loyal customer for x amount of years. I understand they give a 2 day extension but even then, there's no data to GPS directions to my mom's appts and I've come from a different state and don't know my way around. Not cool. Dangerous. Heartless. Pathetic.

Ticket: # 3901842 - unwanted repeat calls

Date: 3/27/2020 8:56:50 AM

City/State/Zip: Hagerstown, Maryland 21742

Description

unwanted repeat calls -during a pandemic.

Ticket: # 3901896 - AT&T Internet services (outage for over 12 days now)

Date: 3/27/2020 9:40:26 AM

City/State/Zip: Miami Beach, Florida 33141

Company Complaining About: AT&T

Description

I am writing to file a serious complaint regarding AT&T's internet service. I am a teacher and need to teach online and I haven't been able to because my building has not had internet service for the past 12 days. My neighbors and I have called incessantly only to be told that they are "working on it" by outsourced reps who do not seem to understand the severity of the matter, especially given the fact that many of us have to work online in order to keep our jobs given the current Covid-19 situation. I particularly am a new account (I called on 3/19 to open it) and had an "initial" appointment date of 3/30 (unacceptably long) so I called again and insisted for a quicker appointment and they gave me 3/23. The tech arrived to my place and was not able to do anything because he was just told last minute that there was an "external" cable problem. The tech had my apartment and account number under another person's name; yet another unacceptable issue.

Bottom line: We still do not have internet and I am about to lose my job. I would sincerely appreciate your help. By the way, I have details about every rep I spoke to, their IDs, dates, times, approximate wait times which of 1.5 -2 hours before any rep even responded, etc. The whole thing is unacceptable. Lastly, the fact that a client cannot communicate with a "local" number is very frustrating.

Thank you.

Ticket: # 3901922 - Fox News Misinformation

Date: 3/27/2020 9:52:58 AM

City/State/Zip: Oregon City, Oregon 97202

Description

I would like to complain about the regular and consistent misinformation and lies broadcast on a daily basis by the Fox network. The “facts” they share are regularly debunked by non-partisan fact checking organizations. Their broadcast license must be revoked, particularly as they are spreading misinformation about COVID-19 that will cost millions of Americans their lives or livelihoods. Thank you for taking this seriously.

Ticket: # 3901957 - Windstream

Date: 3/27/2020 10:19:26 AM

City/State/Zip: Olive Hill, Kentucky 41164

Company Complaining About: Windstream

Description

Windstream numerous times over the last 3-6 months regarding this issue. Each time I am told to plug and unplug the line which never fixes the problem, that yes there is a problem with one of the lines, and that someone will come out in 2-3 days to work on this. Sometimes they have shown up and sometimes they do not. No matter, the problem is never resolved. I have been promised a decrease in payments due to this. This never happens. I work from home, and now with the Corona virus my husband is also working from home. Neither of us can do our jobs, both in the educational sector, due to lack of sufficient service of which I have been asking Windstream for 6 months to fix and they have not done so. I believe that Windstream is selling high speed internet in rural areas that they are ill equipped to deliver then not addressing the issues when consumers go to them with complaints. As I live in a rural area where internet companies often get additional funding, I am filing this complaint against Windstream as in my 20 years of services I have not found them to be a company that displays honesty, integrity or any concern regarding the issues their customers are dealing. If there was another source of service available for my area, I would have long ago changed my service. Unfortunately, this seems to be my only option.

Ticket: # 3902025 - Robocall- am on a do not call list

Date: 3/27/2020 10:56:16 AM

City/State/Zip: Louisburg, Kansas 66053-5202

Description

Got a call this morning from 205-848-6874-they did not leave a message and when I looked online other people are reporting it as a coronavirus robocall.

Ticket: # 3902044 - Misuse of Wireless Emergency Alerts

Date: 3/27/2020 11:09:07 AM

City/State/Zip: Gainesville, Florida 32607

Company Complaining About: Other

Description

Alachua County Emergency Management in Alachua County, FL used the WEA system on March 26, 2020 at 4:31PM ET to send out a notification of their website for COVID-19. This caused a massive disruption in services and day to day operations and is a flagrant misuse of a emergency communication system.

Ticket: # 3902077 - Dish Price Gouging During CoronaVirus

Date: 3/27/2020 11:22:09 AM

City/State/Zip: Hohenwald, Tennessee 38462

Company Complaining About: Dish Network

Description

Dish is charging \$19.98 for movies, ie; The Hunt and Invisible Man when the movies are usually no more than \$6.99

Ticket: # 3902091 - Service Issues

Date: 3/27/2020 11:26:59 AM

City/State/Zip: Brooklyn, New York 11236

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum
- Her sister is the account holder, but she is an authorized user
- She states her service was disconnected
- She states they owe money
- She states there were to be no connection interruptions with COVID-19
- She states she reached out to the carrier due to service issues
- She states they have teacher and students in their home
- She states she has to pay the pass due amount to get the services restored
- The consumer wants better service with her Internet Service

CTR405-phone

Ticket: # 3902130 - texting Immune system

Date: 3/27/2020 11:45:28 AM

City/State/Zip: Caldwell, Idaho 83605

Description

boost immune system lower your risk of spreading
Covid19 lo998.xys/.BJ6RR before it sells out

Ticket: # 3902160 - Verizon will not provide service better than DSL

Date: 3/27/2020 11:58:36 AM

City/State/Zip: Meyersdale, Pennsylvania 15552

Company Complaining About: Verizon

Description

With the Coronavirus outbreak, my brother needs to be able to take online college courses, and my mother and I need to be able to work from home. There is a Verizon cell tower literally 0.5 miles away from our home, which of course has fiber running to it. Yet, after over 20 years of being their customer, Verizon refuses to provide our home with service other than DSL, even after I have called them at least 10 times and gotten brushed aside. We have tried using cell phone hotspots and the DSL connection, and they simply do not have a good enough ping for the VPN and remote tools we need to be able to use. Please provide us with cable internet or FiOS so that we can survive this crisis, as we are certainly willing to pay for it!

Ticket: # 3902231 - CenturyLink - Telephone and Internet Service Issues

Date: 3/27/2020 12:22:52 PM

City/State/Zip: Banks, Alabama 36005

Company Complaining About: Centurylink

Description

The consumer called to report issues with his home phone. He stated that his phone service is totally out. He stated that it is out more than it works. He stated that it is out for about 40 hours per month.

He stated that CenturyLink never provides any credit and he is paying the full monthly amount for about two weeks of service each month.

He asked them to review phone calls/service records/usage records, they will see how much the service has been out.

He stated sometimes it is out for a few minutes, other times for a few hours, and a lot of the time it is out for days! He subscribes to telephone and internet service/WiFi.

He stated that he feels that they simply want to rush him off the phone and CenturyLink has been totally unresponsive. He stated that there is a bad line somewhere farther down the road/service line and this issue is always outside of his home. However, they simply will not repair the line once and for all to provide the services for which he pays.

He stated that he lives in a rural area and there is NO cell phone coverage in this area. He stated that the current pandemic has now spread to his area and he MUST have access to reliable phone service.

He stated that this is not about the money and it is not a big deal with regard to providing the credit. He just wants his phone to work. He has to drive about 1/4 of a mile to one mile just to obtain access to cell phone service and he may not be able to do this going forward.

His phone has been out for two days and he was told that they will come out on Monday, March 30, 2020!

The consumer requested immediate repair of this line and reliable telephone service/the service for which he pays.

Ticket: # 3902235 - Speed Issues

Date: 3/27/2020 12:25:35 PM

City/State/Zip: White Haven, Pennsylvania 18661

Company Complaining About: Viasat

Description

Consumer is with Viasat

Consumer is not getting the speed he is paying for

Consumer is on hold for hours to speak to someone

Consumer pays \$173 a month

Consumer said for what he pays, he should get the speed he is paying for

Consumer has spoken to them multiple times about the speed issues and nothing is done to resolve it

Consumer just wants the speed he is paying for during the day, because he needs it to work from home due to Covid-19

CTR402

Ticket: # 3902239 - Price Gouging by XFINITY/Comcast

Date: 3/27/2020 12:27:14 PM

City/State/Zip: Arlington, Virginia 22205-2547

Company Complaining About: Comcast

Description

We have had XFINITY internet for several years. I am retired. Our bill for some time was \$49.99/mo. In January 2020 it was \$49.99, February 2020 \$58.28 and our March bill is \$69.99. This is a 25% increase in 60 days, during a pandemic and when we are all pressed to pay bills. Internet service providers should not be permitted to raise prices at this time and should never raise prices without notifying the customer 30-60 days in advance, so we can find another suitable ISP.

Ticket: # 3902311 - Billing Dispute with AT&T**Date:** 3/27/2020 12:58:20 PM**City/State/Zip:** Bay City, Michigan 48708**Company Complaining About:** AT&T

Description

He was previously employed by AT&T. He had television services that billed for a total of \$10.60 per month. He was laid off in December due to cut backs. He received a bill via email. The amount billed was \$269.71. He called on 03/18/2020. However, the CSR stated that she could not pro-rate the bill even though it was only 1 day beyond the billing cycle which was 03/17/2020 - 04/17/2020. He has now received a letter, stating that he would lose his concessions from his prior employment with them....this letter arrived about two days ago.

The letter is postmarked 03/10/2020 and he just received it ? There was no prior notification until this very costly bill arrived. He advised the CSR that he could not afford this amount due to the fact that he is unemployed. He asked to have the bill prorated and she apologized and stated that AT&T does not pro-rate anything! He requested to have service cancelled immediately. However, she advised him that he must go through the whole billing cycle and further advised that his billing would not stop until April 18, 2020 ...even though he was just one day into that billing cycle and they had provided NO prior notification of this huge jump in pricing or the fact that they do not pro-rate, or make payment arrangements, etc. He stated that they have his email address, he went paperless and the least that they could do was to explain the new plan rate .

She could not offer any other type of help. He was told that they cannot break it up into manageable payments and he would have to pay for the whole month.

The consumer is unemployed and now with the Covid-19 Pandemic, this puts him in a very precarious position. He has worked for 21 years, for AT&T and feels this is extremely poor treatment given his years of service to their company. He requested that they provide the requested pro-ration for his services.

Ticket: # 3902321 - Metro by T-Mobile & Coronavirus Policies

Date: 3/27/2020 1:01:50 PM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Metropcs

Description

My service was disconnected for non-payment. I was furloughed from my job due to the Coronavirus Pandemic and needed additional time to make payment. Despite the fact that this company entered into the Keep Americans Connected agreement with the FCC, and I made this aware to them, they refused to grant me a 30-60 day extension, as they did for customers from March 16-19 and disconnected me on the 23. Customers like myself are being lied to and deceived, and in the wake of recovering from loss due to tornado damage, and then the Covid-19 strain, we depend on the help of companies to help us in our time of need, especially if they enter into agreement to do so. I know I'm not the only customer to be treated this poorly, and the FCC needs to make Metro by T-Mobile, and their parent company T-Mobile, accountable for their actions and force them to step up. Thank you.

Ticket: # 3902358 - GROUP TEXT BEING SENT

Date: 3/27/2020 1:20:33 PM

City/State/Zip: Fresno, California 93710

Description

porno sent from livepositivelydiana@gmail.com . There are 19+ phone numbers that is shows being sent to. I have deleted these in the past but since I have so much time on my hands due to Covid I am reporting.

I don't want this sent to me. I have grandkids for goodness sake!!!

What can be done about it...hunt them down and arrest or FINE these perverted people.

Ticket: # 3902405 - AT&T Porting Issues

Date: 3/27/2020 1:38:08 PM

City/State/Zip: Lubbock, Texas 79407

Company Complaining About: AT&T

Description

He is calling about AT&T.

He said, that AT&T is charging property tax, which he does not want to pay.

So, he is changing his phone company.

He is trying to go back to Verizon.

He is trying to port his phone.

AT&T is locking his phone.

He purchases a phone through AT&T and the phone is from New Zealand.

Apple told him this information.

He tried to get in touch with AT&T and AT&T is not addressing this issue.

He is unable to take phone to store, because of the COVID-19.

He would like if AT&T would release the phone so he can port phone.

All phone is paid for.

CTR414-phone

Ticket: # 3902461 - Internet service

Date: 3/27/2020 1:56:38 PM

City/State/Zip: Mineral Wells, Texas 76067

Company Complaining About: Sudden Link

Description

I currently have service through Suddenlink telecommunications in which I had spoke to someone a few days ago that stated they would not suspend service for 60 days during the coronavirus pandemic and this morning it was disconnected so I had contacted Suddenlink in which they did state that that was correct but refused to turn the service back on I have children in high school the depend on Internet during this time for schoolwork

Ticket: # 3902687 - UNAUTHORIZED TRANSFER OF NUMBER FROM ONE CARRIER TO ANOTHER

Date: 3/27/2020 3:24:39 PM

City/State/Zip: Geneva, Illinois 60134

Company Complaining About: Walmart Family Mobile

Description

WALMART FAMILY MOBILE TRANSFERRED MY NUMBER TO ULTRAMOBILE WITHOUT MY PERMISSION 2 WEEKS AGO . I HAVE NO HAD ACCESS TO THIS NUMBER SINCE . I NEED WALMART FAMILY MOBILE TO CONTACT ULTRAMOBILE TO REQUEST A SNAP BACK OF MY NUMBER IMMEDIATELY . I AM A NURSE . A REGISTERED NURSE (RN) TRYING TO USE MY PHONE TO WORK THROUGH THIS PANDEMIC AND IT HAS BEEN COMPLETE CHAOS . MY PATIENTS AND CLINICIANS I WORK NEXT TO HAVE NOT BEEN ABLE TO GET A HOLD OF ME DURING THIS CHAOTIC TIME IN THE WORLD AND IT HAS CAUSED MASSIVE PROBLEMS . I NEED THIS DONE IMMEDIATELY SO I CAN CONTINUE MY LIFE SAVING EFFORTS AS A NURSE DURING THIS PANDEMIC FOR MY COUNTRY . TIME IS OF THE ESSENCE .

Ticket: # 3902726 - Presedential Corona virus briefings

Date: 3/27/2020 3:36:05 PM

City/State/Zip: Mount Pleasant, South Carolina 29464

Company Complaining About: Comcast

Description

Stop airing these live briefings, full of political rhetoric, attacking "fake news" and reporters, misinformation and blatant lies. This platform is for a national crisis, not a platform for re-election buzz words.

Ticket: # 3902753 - Cable tivo signal

Date: 3/27/2020 3:44:37 PM

City/State/Zip: Wading River, New York 11792

Company Complaining About: Optimum

Description

Attempted FIVE phone calls to optimum Altice. The signal was lost to the cable card in my tivo. They cannot get the signal re-tethered. No tech support (this started before coronavirus), and customer service following a script that they cannot fix the problem! Tivo confirmed it was a cable problem. No remedy because of the pandemic dont wish to go into a cable store, nor a visit from a tech. They appear to be discouraging people from using their own boxes with tivo.

Ticket: # 3902819 - cablevision unwilling to maintain current service

Date: 3/27/2020 4:03:18 PM

City/State/Zip: Farmingdale, New Jersey 07727

Company Complaining About: Optimum

Description

to whom it may concern

On Fri Mar 27th upon receiving our monthly cablevision TV-internet bill I was alarmed as it increased by more than \$15/ Mo. we had been with this service provider for more than 20 yrs, My wife and I are both disabled, at least 60 yrs old. My wife suffers from systemic Lupus. We cannot be without the informational services of TV and internet in light of this pandemic. Upon calling Cablevision and explaining that under these current conditions we cannot afford \$15 more per. month. The person @ Cablevision was totally unresponsive and cold and callous to this. Our current bill is around \$131 per month and that is all we can afford. very disappointed in a company I was a loyal customer with for 20 years!

(b) (6)

[REDACTED]

[Ticket: # 3902939 - Horrible connection quality, high packet loss and no help from cox support](#)

Date: 3/27/2020 4:48:49 PM

City/State/Zip: Mission Viejo, California 92692

Company Complaining About: Cox

Description

Since the COVID-19 outbreak, I have been forced to work from home as many other Americans are as well. Since the start of the outbreak my connection speeds have varied from a fraction of a mb/s to correct advertised speeds. Unfortunately, there's a massive variance in connection speeds, huge packet loss to ALL sites/servers. It's impacting my ability to work from home and my boss is losing patience. There has been an "known outage, we're working on it" flag for the whole week with no ETA on a fix and nothing from their customer support.

Ticket: # 3902947 - Cannot get Spectrum service until 4/8/2020

Date: 3/27/2020 4:53:52 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Spectrum

Description

I have been trying to get Spectrum to set up my new home for a week now. I was originally told I could get service turned on on 3/26 between 12-5. The next day I was told that I couldn't get service until 4/8. I NEED the internet because we are forced to work from home due to COVID-19. I work in healthcare. I cannot go 2 weeks without internet! I have spent an hour on hold each day trying to get resolved without success. Comcast doesn't recognize my address even though they provide service in other parts of the neighborhood.

Ticket: # 3902966 - free internet for 9th grade student

Date: 3/27/2020 5:04:21 PM

City/State/Zip: Denton, Texas 76208-6187

Company Complaining About: Frontier Communications

Description

Most internet providers, i.e Spectrum in Denton County, are offering free internet for 60 days during COvid 19 pandemic. Frontier Fios is contracted to my apartment complex, so I cannot take advantage of the offers of other providers.

I qualify for lifeline services, and have been pleading with Frontier Fios to activate our services during the pandemic crisis, at least for the 60 days while students have to complete learning online. Please help!

Urgently,

Ticket: # 3902982 - 210-493-5609 SPOOF 210-493 #311

Date: 3/27/2020 5:13:27 PM

City/State/Zip: San Antonio, Texas 78231

Description

FCC, I know you aren't going to do a doggone thing to stop these neighbor spoofs during a pandemic anymore than you've not done a doggone thing any of the previous 310 times of the 210-493 spoofs. Are you?

Ticket: # 3902998 - Scheme financing with FBI

Date: 3/27/2020 5:25:13 PM

City/State/Zip: Phoenix, Arizona 85303

Company Complaining About: Assurance Wireless

Description

Nike Inc. Continues to spook my health with basketball players who definitely have more than covid 19 who are also in drug rings of filed complaints. Stop calling my phone, advertising HIV/Aids fuming through wireless data and phone plagued contacting other deadly drug dealers they accomplice with using my private information to get away with unlawful crimes of HUD also.(CANADA).

Ticket: # 3903173 - Billing

Date: 3/27/2020 7:41:23 PM

City/State/Zip: East Berlin, Pennsylvania 17316

Company Complaining About: Sprint

Description

We are in a world-wide pandemic. I work 2 jobs- both of those jobs are not open because of the Coronavirus. I do not have money for anything right now. How dare you require payment during this nationwide emergency?

Ticket: # 3903175 - This Is a complaint about Our Cable company Optimum

Date: 3/27/2020 7:43:45 PM

City/State/Zip: Bronx, New York 10473

Company Complaining About: Optimum

Description

The Optimum Sales person came to our home, gave a False advertisement of the package we would receive, And the price and it would be for life the price offered

I then asked can we receive the previous package which is the gold package with the channels Like BET Soul Videos and Music choice , cooking channel. food net etc. But we wanted No movies Like HBO, Showtime, None of that he said okay, He then asked for a social security in order to get the package Promo. SS# is private So a SS#

was given. On Thursday March 12th 2020. A Tech came to instal equipment, Horrible

Job, he hooked up the wrong phone line wrong area, Left cable wire, and staples on the floor, sharp pieces, did not explain how the service or WIFI worked at all we had no WIFI, TV was not working well, yet a relative gave him a tip big mistake. I called to speak to a supervisor they would not let me. I called to make a complaint also try to ask about getting previous channels. No respond AT ALL ! we never received a channel guide Terrible, we left verizon for Unprofessional Optimum said they would send a Tech to check out the Issue, they didn't let us know the canceled due to COVID-19 we want answers.

Ticket: # 3903183 - Over charge on bill

Date: 3/27/2020 8:04:45 PM

City/State/Zip: Chickasha, Oklahoma 73018

Company Complaining About: Sudden Link

Description

In October 2019 Suddenlink Communications changed over to a new paper bill to be easier to read. I have paid all my Bill's to them. They are saying that I missed paying my bill. I have all my cancelled checks proving I paid. They sent the new bill out a few days before it was due. I went to there office in the town I live in and paid it. They are using Wells Fargo to pick up the check's. Only it takes them 2 weeks before they get it. This makes it look like I have missed a payment. I have called and tried to explain this. The first lady barely spoke any English so she didn't understand. Called back talked to another person he said he understood what I was talking about. Fixed the bill and said I only needed to pay 130.00 so I did. They cut my service off this morning 3-27-2020. Called talked to another man he did turn my internet on and said I should have my other service back on in an hour. That did not happen. I have asked numerous times to talk to someone higher up in management and that can speak English. They avoid letting me. My television is my way of keeping up with the Coronavirus when I'm home. I have all my cancelled checks. I'm at a loss now at what to do. I do not think I should have to pay a bill that I have already paid for

Thank You,

Sa

Ticket: # 3903192 - Scam online

Date: 3/27/2020 8:09:45 PM

City/State/Zip: Tucson, Arizona 85710

Company Complaining About: Metropcs

Description

They offer a \$1000 dollar for your loyalty to wells Fargo and ask for your information, I didn't do it but to many people can believe this, do something and report it to take that announce out off the web it was on www.coronavirusvisualizer.com

Ticket: # 3903204 - Harassment for money

Date: 3/27/2020 8:22:30 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Hagerstown Md On Cid

Description

Repeated calls - claims to have CORONAVIRUS CURE

[Ticket: # 3903206 - Failure of Bay Area TV stations to broadcast important information during a National Crisis](#)

Date: 3/27/2020 8:23:22 PM

City/State/Zip: San Jose, California 95112

Company Complaining About: All Bay Area Broadcast Tv Stations

Description

Today no Bay Area TV station broadcast the Corona Virus Task Force White House Briefing. Why do these stations have an FCC license if they will not broadcast critical information during a time of national crisis? We don't need every single one of them doing it but none!!!

Ticket: # 3903207 - Harassment for money

Date: 3/27/2020 8:23:33 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Hagerstown Md On Cid

Description

Repeated calls - claims to have CORONAVIRUS CURE

Ticket: # 3903262 - Abusive cable comapny

Date: 3/27/2020 9:42:49 PM

City/State/Zip: Rockville Centre, New York 11570

Company Complaining About: Optimum

Description

On Monday, March 23rd, I contacted Optimum Cable and explained that I must take action to lower my cable bill. I have been severely impacted by the Covid 19 virus. I have been home sick and can not return to work in the foreseeable future. I can not take the risk of having an installer in my apartment to install new equipment so I can not switch companies wile this virus is still spreading. I am stuck in a tiny studio apartment and can not pay all of my bills, I must reduce my living expenses immediately.

Optimum was willing to reduce my service but refused to lower my bill to reflect the reduced services. I paid 169.41 on February 20th. I would be paying the same amount each month for internet only. They refuse to help me to lower my bill. I can not afford this bill. This is abusive and callous. They advertise internet service for 39.00 per month. I must reduce my service to internet only and they sould allow me to pay the internet only price they advertise.

Ticket: # 3903284 - SMS No Unsubscribe

Date: 3/27/2020 10:30:48 PM

City/State/Zip: Whittier, California 90602

Description

I got an SMS message from LA County for Covid19. Nowhere in the FCC Covid Declaratory does it say they can send a message without an Unsubscribe. I want to file a complaint and want the \$1500 fine. Also, if you go to the website there is nowhere in the site to unsubscribe.

<https://www.fcc.gov/document/covid-19-tcpa-declaratory-ruling>

Ticket: # 3903295 - SMS Spam

Date: 3/27/2020 10:54:33 PM

City/State/Zip: Whittier, California 90602

Description

LA County is spamming me same message. Why is there no unsubscribe?? FCC Covid Declaratory does not say you can spam same message and have no unsubscribe.

<https://www.fcc.gov/document/covid-19-tcpa-declaratory-ruling>

Ticket: # 3903306 - Charter Communications & Keeping America Connected Initiative

Date: 3/27/2020 11:01:08 PM

City/State/Zip: Killeen, Texas 76549

Company Complaining About: Charter

Description

My service was disconnected due to non-payment and the company intentionally failed to tell me about their Keeping America Connected pledge after I explicitly asked what options were available for their current customers due to the coronavirus crisis. This has significantly impacted my family, as my husband and I are both out of work due to the international crisis; however, we have 3 K-12 students using the internet to attend school, so I felt as if I had no choice but to use our family's grocery money to pay the internet bill while I figured this out. It was deceitful and grossly misleading.

Ticket: # 3903315 - Sprint Admits Billing Error but Won't Authorize Employees to Fix

Date: 3/27/2020 11:38:29 PM

City/State/Zip: Azusa, California 91702

Company Complaining About: Sprint

Description

On or about February 1st, 2020, my roommate and I went to the Sprint store together. She bought some new ear buds and I bought a new tablet. There is a monthly fee for both. The salesman mistakenly put everything on my roommate's bill. When we got the bill 30 days later on or about March 1, 2020, we realized the error and returned to the Sprint store to fix it. We were there for at least two hours. The saleswoman, after what seemed like an eternity of messing about with everything, finally "fixed" the error, and assured us that the tablet purchase would appear on my bill within 5 business days. 30 days later, we get our bill and discover nothing has changed. All that time at the Sprint store, and my tablet purchase still appears on my roommate's bill. She's threatening to just refuse to pay them. I don't know what to do. We just tried to call them. They're closed now because of Covid-19. I just want MY purchase to appear on MY bill. I don't understand why this is so hard for them. Sorry I bought this stuff from them.

[Ticket: # 3903342 - NPR not covering White House coronavirus updates](#)

Date: 3/28/2020 12:46:41 AM

City/State/Zip: Oroville, Washington 98844

Description

Federally funded public radio refusing to carry messages from the government in a national emergency because of provable political bias.Should lose Federal Funding and sink or swim like other free market broadcasters.

Ticket: # 3903362 - Deceptive advertising and Policy

Date: 3/28/2020 2:17:53 AM

City/State/Zip: San Clemente, California 92674

Company Complaining About: Cox

Description

Cox cable released this notice

ATLANTA - March 16, 2020 – Following a series of announcements last week, Cox announced today additional relief offerings to support residential customers during the coronavirus pandemic.

In that notice and I quote, Pledging to support the FCC's Keep America Connected initiatives by: Not terminating service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic."

But they are disconnecting for non payment, as a customer service rep stated to me that only applies to water, heat and electricity , not cable. But that is all Cox sells, they do not provide any other utility. Its deceptive and misleading.

Ticket: # 3903375 - Internet provider is Increasing my monthly charges over 31%

Date: 3/28/2020 3:50:44 AM

City/State/Zip: Honolulu, Hawaii 96817

Company Complaining About: Spectrum

Description

I am very unhappy especially in these hard times with Corona Virus where and many other essential services are requested over the internet.

I have only an internet subscription with Spectrum and I have not changed my service for TV and Cable TV.

I have been a long time subscriber and having my taxes and fees is price gouging and unnecessary for this essential services.

I called Spectrum billing and they said there is no complaint department and they do this just because other companies can do this.

I am not asking for anything extra and Spectrum will penalize me if I do not pay the higher fees..This gross inflation and such essential services should be less expensive not inflating especially when I am not asking any additional services.

My account number is with Spectrum.

I have called State Govt Cable Division who recommended I file complaint with the FCC.

Appreciate any assistance.

Thank you,

(b) (6)

Ticket: # 3903389 - Suddenlink is cutting off service during pandemic

Date: 3/28/2020 6:22:28 AM

City/State/Zip: Edmond, Oklahoma 73013

Company Complaining About: Sudden Link

Description

Multiple accounts in Grady County, OK are being shut off. ISP recently switched banks to Wells Fargo. Since then, bills arrive in the mail and are due in just days versus weeks. If bills go 72 hours past due date, services are suspended.

Ticket: # 3903395 - Internet disconnection

Date: 3/28/2020 7:03:29 AM

City/State/Zip: Randleman, North Carolina 27317

Company Complaining About: Spectrum

Description

Spectrum internet is not honoring their pledge to not disconnect internet during coronavirus pandemic. I am one of many that are being disconnected because of late payment. Please see that they start honoring pledge for other customers.

Ticket: # 3903400 - Live President Coverage

Date: 3/28/2020 7:47:08 AM

City/State/Zip: York, Pennsylvania 17403

Company Complaining About: Wgsi 8

Description

I would like to report a censorship problem at WGAL channel 8. Whenever the President does the live Covid update someone strategically turns off the broadcast then turns it back on when they feel a certain part is over. They should not be allowed to choose what part of the Presidents emergency update I see, I would like to see it all.

Ticket: # 3903454 - ALL National News Broadcasts Blocked during Weather Emergencies AND National Emergencies

Date: 3/28/2020 10:06:46 AM

City/State/Zip: Jacksonville, Florida 32223

Company Complaining About: Cox And Gannett

Description

The Local TV Broadcast (Antenna) Channels have been acquired by Cox and Gannett Companies. Each owns two. Cox controls CBS47/Fox30 and Gannett Controls ABC25/NBC12. Each company has consolidated Local News Stations, one for each two channels. In normal Times each of the four channels broadcasts their respective network national broadcasts. During a crisis, they block National News. To exacerbate the situation, the Locally owned Station controls two Channels as well WJXT4/WCWJ17 thus one gets 5 Broadcast of simulcast Special Report. The local Station keeps channel 17 with normal broadcast at all times, and they have no National affiliation for Channel 4 - truly local. They and the PBS affiliate are the only Stations flying Strait - providing emergency notifications, local news, and special broadcasts along with great National News coverage. This Blanket shutout of National Network news ABC/CBS/NBC began with the President's first COVID briefing at 6:30 pm Eastern, and continues today. It is by design. Perform a search on the Web Page or Facebook page of each News station First Coast News WTLV12/WJXX25, or Action News Jax WFOX30/WJAX47 there are zero search results for active links to ABC World News, NBC Nightly News, or CBS Evening News. If there is a link to a story covered by those networks, it is years old and negative story towards the Network or a Network employee. Zero Covid -19 links! I cannot stress the difference between information presented during the Trump briefings and the fact checked, linked, and concise presentations of the National News Networks. Jacksonville, Florida has been in an alternate reality broadcast zone for the entire Corona Crisis. The mixed messages are astonishing. This issue first appeared during Hurricane Season, after Station Acquisitions by Communication Companies was complete. When Severe Weather approaches, each Station Owner switches to Broadcast Local Weather continuously. In effect 3 Weather Teams Broadcast on Six Channels until the threat passes. Short-term weather events this can be tolerable. Unfortunately Hurricane Season presents a similar National News Blackout that can last for weeks. Sometimes one channel will divert the National News to a Digital side channel, but rarely if at all. With the Digital side channels they control a combined 14 over the air channels. Surely they can hold up three shopping broadcasts to transmit CBS, ABC, and NBC National News during Emergencies.

IS THERE SOME MECHANISM TO FORCE THESE "NETWORK AFFILIATES" TO BROADCAST THE NETWORK NEWS BROADCAST DURING EMERGENCIES?

We are in the dark, and forced to find the broadcasts online after 24 hour delay.

Ticket: # 3903458 - overdone broadcasting of same commercials

Date: 3/28/2020 10:11:17 AM

City/State/Zip: Longville, Louisiana 70652

Company Complaining About: Gray Media

Description

KPLC-TV Channel 7 in Lake Charles, Louisiana is the only station I can get way out here in the woods. There is no cable service here. I cannot afford to add TV to my satellite internet service since I am on Social Security only. The station is my source of practical information, especially during this pandemic. It runs some misleading commercials like the "Medicare Coverage Helpline" two or three times during each local newscast. That same commercial has been going on for years. There are endless repetitions of lawyer commercials and endless repetitions of KPLC's self-promotion spots. Surely things could be changed for the better for the sake of the viewers.

Ticket: # 3903469 - AT&T is turning off poor peoples phones in the global pandemic

Date: 3/28/2020 10:26:37 AM

City/State/Zip: Austin, Texas 78721

Company Complaining About: AT&T

Description

AT&T turned off my phone today, after I tried to reach them for 3 days and they only answered after it had been turned off. In a gd mf pandemic.

And they literally told me that they are only assisting the rich during this pandemic not the poor on prepaid plans, as I asked that question and the manager Leillen said "yes". This is a crime against humanity.

They. Must. Be. Shut. Down. IMMEDIATELY. And. Jailed. For. Crimes. Against. Humanity.

TODAY.

And EVERYONE must have phone access during a gd mf pandemic.

Ticket: # 3903472 - Cancelled subscription early with out notification

Date: 3/28/2020 10:29:09 AM

City/State/Zip: Hudson, New York 12534

Company Complaining About: Sirius Xm

Description

I have been a loyal customer for 6 yrs. I lost job temporarily just like millions of other people due to covid -19. My radio turned off yesterday while I was leaving to buy food. I contacted SiriusXM to find out why it I no longer had radio,just the channel 1 advertising the service . Keep in mind my 6 month subscription isnt up until April 3rd. They told me that they couldn't turn .y radio back on unless I renewed my subscription. I cant afford any extras right now and all I wanted was the reat of my subscription which was 7 days. I wont subscribe again once I get back to work, they are thieves!

Ticket: # 3903473 - AT&T is turning off poor peoples phones in the global pandemic

Date: 3/28/2020 10:29:57 AM

City/State/Zip: Austin, Texas 78721

Company Complaining About: AT&T

Description

AT&T turned off my phone today, after I tried to reach them for 3 days and they only answered after it had been turned off. In a gd mf pandemic.

And they literally told me that they are only assisting the rich during this pandemic not the poor on prepaid plans, as I asked that question and the manager Leillen said "yes". This is a crime against humanity.

They. Must. Be. Shut. Down. IMMEDIATELY. And. Jailed. For. Crimes. Against. Humanity.

TODAY.

And EVERYONE must have phone access during a gd mf pandemic.

Ticket: # 3903498 - New Service Set Up

Date: 3/28/2020 11:06:46 AM

City/State/Zip: Simpsonville, South Carolina 29681

Company Complaining About: AT&T

Description

We ordered internet from ATT for my wife's grandmother so she wouldn't have to go to the library and risk exposure to Covid. The hardware from ATT arrived promptly but it won't connect and we can't get any help from AT&T! AT&T's help desk number hangs up on you. The account desk number has a 2-3 hour wait and I have held for hours waiting to get any assistance. They should be embarrassed about how they've abandoned their customers.

Ticket: # 3903515 - Bait and switch pricing

Date: 3/28/2020 11:42:08 AM

City/State/Zip: Cheboygan, Michigan 49721

Company Complaining About: Spectrum

Description

I received 2 mailers from Spectrum within a 4 month period advertising I would receive assist internet pricing @ 17.99 a month. After receiving the second mailer I called and ask to have services installed. The gentleman I spoke to on the phone was Ryan Hunter. He said that I don't qualify, but I could get internet @ 49.99 instead. This is bait and switch. He never asked me how much I make or any details that would disqualify me. I asked to speak to his supervisor, he declined and said he can see if he can mail out an application. He said his supervisor said no. Why are they taking advantage of this Pandemic to commit illegal trading acts? I am stuck in a monopoly of receiving internet from gangsters. Please help

Ticket: # 3903519 - news organizations cutting out on daily Presidential briefings

Date: 3/28/2020 11:45:36 AM

City/State/Zip: Shenandoah Junction, West Virginia 25442

Company Complaining About: Comcast

Description

Major news organizations-MSNBC, CNN, ABC, NBC and others have decided to cut out segments of presidential briefings re the COVID-19 crisis for they do not like what President Trump has to say. Who are they to determine in a time of a national emergency what the people may or may not hear. This isn't the America that I know. This must stop.

Ticket: # 3903521 - EMAIL ATTEMPTING TO SELL PRODUCT EVOKING FEAR OVER CORONA VIRUS.

Date: 3/28/2020 11:49:30 AM

City/State/Zip: Saluda, South Carolina 29138

Company Complaining About: Hla...this Was A Text Not A Call. Your Form Needs Updating To Include Texts.

Description

Received message 3/28/20 @10:26am Hi [REDACTED]. it's Kriss with HLA, there's 3 weird reasons Korea,s coronavirus death rate is 100X lower: <https://prospr.shop/2wDJHR> text stop 2 stop. My concern is that this text going to people with no medical background will be give false hope & cause money to be spent for trash. in appropriate advertizing.

Ticket: # 3903535 - CBS news and Sky News

Date: 3/28/2020 12:29:26 PM

City/State/Zip: Baltimore, Maryland 21230

Description

On March 20, 2020 Skynews published an article showing a video of a hospital in northern Italy with COVID19 patients. On March 25, 2020 CBS news published an article with the exact same video stating it was New York. No correction that it was Italy. This is blatantly dangerously wrong.

[Ticket: # 3903544 - CBS cut off President Trump newscast about coronavirus emergency](#)

Date: 3/28/2020 12:43:31 PM

City/State/Zip: Pitcairn, Pennsylvania 15140

Company Complaining About: Cbs News, Kdka Local Pittsburgh, Pa Station

Description

CBS denying consumers access to information about coronavirus emergency. Cut off broadcast, March 27, 2020 at 6PM while President was giving information.

Ticket: # 3903570 - T-mobile

Date: 3/28/2020 1:31:03 PM

City/State/Zip: Dallas, Texas 75217

Company Complaining About: T Mobile

Description

My cell phone service was interrupted due no no payment during this pandemic. My husband needing the phone for contact with school teachers, call T-mobile and the paid the service. I was under the impression they made a pledge with the FCC to not cut people's service off for the next 60 days, so why did I lose service, why did I have to pay during this time of crisis? When we are trying to save all the money we have for our food and essentials. I contacted T-mobile, all they did was apologize and refund the \$20 reactivation fee per line. I understand that's nice of them but now I'm \$337 short for the next two weeks!

Ticket: # 3903626 - Verizon

Date: 3/28/2020 2:30:07 PM

City/State/Zip: Edgewood, New Mexico 87015

Company Complaining About: Verizon Wireless

Description

Over a year ago I got Verizon and slowly through the months, Verizon has slowed to a crawl, but I called because of Covid-19 inability of internet access, and my internet speed was what it once was, but I was told, I would have to pay extra for it after 1 month. I am a low-income senior paying \$89.79 a month now. Now that I realize that they are intentionally slowing the internet, I am reporting it, because their answer to their slowing was for me to buy a new phone, and that should be illegal. They have also stopped me from receiving any internet for days on end, even though I need to buy Rx and groceries online, 6 days this month alone. This is price gouging, whether trying to sell you stuff you don't need or increasing price of services that were what you supposedly are paying for and should be outlawed and the company should be made to stop it legally

Ticket: # 3903659 - Company wants to turn off services after extensión was made

Date: 3/28/2020 3:22:32 PM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

Because of the coronavirus im not working i call to make a extensión then the company send me a letter saying that they will turn off services this company needs to be check they treat customer really bad .

Ticket: # 3903687 - Altice/Suddenlink

Date: 3/28/2020 3:46:39 PM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: Sudden Link

Description

Suddenlink has always been a terrible cable provider. I have only used their service due to the fact that they have been my only option. In December, I moved into a new house. After moving I was disappointed to find out that once again I could only use Suddenlink. I began paying for their "service" in January. They sent multiple Technicians out, but could not get the cable and internet to work. I tried calling their main office but could only reach someone in India that was completely useless. I was forced to pay again in order to have yet another technician out. After 3 months, I still had no internet. This was extraordinary inconvenient as I work from home and was forced to scavenge for WiFi around town. Even without any service, Suddenlink still racked up the charges and late fees. I kept calling and calling but no one could help. I've even been to their store location several times where they told me that they can't help. I'm very surprised that the government would allow for this unethical behavior. I demand that I receive a full refund and cancellation of service. I have reached my breaking point and have decided it is better to live without internet service. March 12th, suddenlink finally was able to replace the bad led and get my internet up. After less than a week, Suddenlink disconnected my service and demanded I pay \$400 to regain the service. Even in this global pandemic, this corrupt corporation withholds my ability to stay informed. They are using this virus to force me into paying \$500 for service I never received. I will do everything in my power to prevent this company from treating any other customer this way. If this issue is not resolved immediately, I will be filing a lawsuit.

Ticket: # 3903719 - Cricket Cut Mother's Service

Date: 3/28/2020 4:00:52 PM

City/State/Zip: Sherwood, Arkansas 72120

Company Complaining About: Cricket

Description

During this COVID crisis, I'm not able to SEE my mother because she is elderly and at-risk. While on the phone with her, paying her phone bill, Cricket cuts her service on the day it's due before the day is even over. They would not answer the phone, either, when she attempted to call. She was on the phone for TWO HOURS waiting for them to answer. This is absolutely unacceptable.

Ticket: # 3903735 - AlticeOne not honoring their pledge to Keep Americans Connected

Date: 3/28/2020 4:20:36 PM

City/State/Zip: Aubrey, Texas 76227

Company Complaining About: Sudden Link

Description

AlticeOne cut off my internet when a recent payment was returned due to unforeseen circumstances. I recently had to change bank accounts due to identity theft. When that happened, my payment to AlticeOne for internet was returned. They did not notify me of the returned payment and immediately cut off my internet without giving me a chance to make a payment. The internet was disconnected during a busy work day when I was in the middle of deadlines and meetings, and the children had to submit schoolwork.

I immediately reached out to Suddenlink/AlticeOne about the problem and spent hours waiting for an online agent, who then told me I would be reconnected in 24 hours. 24 hours later, I was not reconnected and reached out to an online agent again for assistance. They told me they could not help me because their "tools" were not working, and that I was ineligible for assistance under the COVID19 pledge. So I called the customer service line. I waited an hour to speak to a human, and she said that because I had one prior returned payment, I was ineligible for the "Keep Americans Connected" pledge. She said there was no way to circumvent their system to turn my internet back on unless I paid the bill. I explained that due to recent ER bills because I was sick and had to get tested for coronavirus, I could not pay my bill until Monday (one day away). I asked for an extension and it was denied. I have cash to pay the bill, but no way to pay in store because their stores are closed.

Then I asked to speak to a manager about a human workaround for my situation. I was told they had only ONE manager for the whole United States, and they would not be available to call me back until Monday.

Meanwhile, we are stuck inside, with no TV, no internet, no home phone, and no way to do our work or school online. I am at high risk for losing my job. Because of this, I will have to go out in public to find a public free hotspot and break the local law to shelter in place.

This is the third time I have had a major issue with AlticeOne. They do not care about their customers, are severely understaffed and incapable of handling customer issues, and are relentless when it comes to their policies. The FCC "Keep Americans Connected" pledge says that they will not disconnect ANY customer. It doesn't say "if the customer has never had payment issues before".

Please keep AlticeOne/Suddenlink accountable for their actions.

Ticket: # 3903761 - Att shutting off service

Date: 3/28/2020 4:45:51 PM

City/State/Zip: South Charleston, West Virginia 25309

Company Complaining About: AT&T

Description

Att said it's not shutting off service for any att customer during the Corona virus well that is only for post pay they shut my phone off last night I am a pre paid customer and I'm also a insta cart shopper and when I called them they said pre pay dosent get the help that when you pay for 3p days of service that's what you get

Ticket: # 3903781 - Carrier (AT&T) shut off access to the phone's voice and data

Date: 3/28/2020 5:11:11 PM

City/State/Zip: San Juan, Puerto Rico 00923

Company Complaining About: AT&T

Description

On March 27th 2020, the cell phone Samsung Galaxy S10+ I bought my mother on Ebay and which I received on February 18th, was shut off from all access to voice and data. As a result, I contacted the service carrier (AT&T) via phone call and they notified me that the phone was blocked or "flagged" because it was reported to the IMEI Blacklist. I told them I could send them the order information from Ebay, but they said it is not enough. At&T suggested for me to contact the Ebay's seller directly and ask for proof of purchase (e.g. a receipt).

I proceeded to request the aforementioned to the seller, and the latest, conditioned sending the information until I send him/her a written message from AT&T's official petition. However, as mentioned before, I do not have a written request from the carrier, for the proceeding took part during a during a call. I've finally reached AT&T (after an exuberant waiting time) and they are claiming they can't send me an official communication of the situation.

I decided to also contact Ebay directly to help me contact the seller simultaneously, in order to be more effective.

Ebay is now using as a pretext their policies. Ebay's protection policies only provide protection for 30 days, and my issue is being raised 39 days after I took possession of the item; for that reason, a refund on their end is not possible (I depend on the good faith of the seller).

It is important to note that, all contracts have exceptions. Under exceptional circumstances, the terms can be flexiblelized or modified; either because one party did not comply with the terms or because the original circumstances from which the obligation was subscribed changed (e.g. illegal events, emergencies; fortuitous events or "force majeure"). This exception in Law is called the Rebus Sic Stantibus doctrine.

The extraordinary circumstances in this case include: 1) I bought (trusted Ebay) a phone listed as new from Ebay, and now it's being blocked because either the original owner (which implies the phone was not new as described) or the carrier reported it to the list. As you may know, some possible reasons why a phone ends being "flagged" or reported to such List, include: a) stolen phones, 2) lost phones, fraud, among others. Either way, Ebay allowed and did not take proper precautions to prevent a possible product of illegal activity to be listed and sold on its platform. It is also not taking effective and fair measures to resolve the issue presented.

2) This issue has the consequence of not being able to fully communicate, in an unprecedented time such as the one we're living; a Covid-19's pandemic. Many countries/ states and territories (such as mine) are currently on a 24/7 lockdown (quarantine) and Covid-19 cases are only increasing. I cannot go to a local AT&T store to try and find at minimum, an immediate solution, like getting another phone while this issue is resolved. Communication is so vital during this time, that even carriers had been ordered by the State not to cut off services to people that have not met their phone bills obligations.

The previous circumstances are exceptions to Ebay's policies. They require fair, humane and active solutions. Not mere technicalities. Specially, when I was a victim of an illegal product allowed to be sold by Ebay. Other companies, such as Amazon, take the necessary precautions by screening the items through web-sites such as checkmend, before allowing it online.

I requested Ebay to transfer my complain to the highest authorized manager possible, and I've been informed it will be transferred to the Appellate Department. However, Ebay has not provided a clear estimated time for a solution.

This issue requires pro-active decisions and a fair solution. I feel like I've been taken hostage by the seller with the withholding of the information (proof of purchase), by AT&T for rejecting to provide a written message or notification of the situation and by Ebay's pretext policies. All of this during an unprecedented crisis.

I hereby request the FFC's prompt assistance, for my mother (user of the phone) is being deprived of communication, in such vulnerable circumstances as the ones we've currently facing. Thanks and have a good one.

Ticket: # 3903782 - Carrier (AT&T) shut off access to the phone's voice and data

Date: 3/28/2020 5:13:20 PM

City/State/Zip: San Juan, Puerto Rico 00923

Company Complaining About: AT&T

Description

On March 27th 2020, the cell phone Samsung Galaxy S10+ I bought my mother on Ebay and which I received on February 18th, was shut off from all access to voice and data. As a result, I contacted the service carrier (AT&T) via phone call and they notified me that the phone was blocked or "flagged" because it was reported to the IMEI Blacklist. I told them I could send them the order information from Ebay, but they said it is not enough. At&T suggested for me to contact the Ebay's seller directly and ask for proof of purchase (e.g. a receipt).

I proceeded to request the aforementioned to the seller, and the latest, conditioned sending the information until I send him/her a written message from AT&T's official petition. However, as mentioned before, I do not have a written request from the carrier, for the proceeding took part during a during a call. I've finally reached AT&T (after an exuberant waiting time) and they are claiming they can't send me an official communication of the situation.

I decided to also contact Ebay directly to help me contact the seller simultaneously, in order to be more effective.

Ebay is now using as a pretext their policies. Ebay's protection policies only provide protection for 30 days, and my issue is being raised 39 days after I took possession of the item; for that reason, a refund on their end is not possible (I depend on the good faith of the seller).

It is important to note that, all contracts have exceptions. Under exceptional circumstances, the terms can be flexiblelized or modified; either because one party did not comply with the terms or because the original circumstances from which the obligation was subscribed changed (e.g. illegal events, emergencies; fortuitous events or "force majeure"). This exception in Law is called the Rebus Sic Stantibus doctrine.

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Ticket: # 3903793 - Spoofing

Date: 3/28/2020 5:25:52 PM

City/State/Zip: Jackson, Tennessee 38305

Company Complaining About: None

Description

I do business with Affirm, they call everyday multiple times. I explained how I wasn't working because of the Covid ban on non essential jobs cant work. I worked one day, but since Im self employed Im not sure when I will get paid. They constantly call about a payments I gave no control over not being able to pay right now.

Ticket: # 3903799 - At&t internet

Date: 3/28/2020 5:40:33 PM

City/State/Zip: Pickens, South Carolina 29671

Company Complaining About: AT&T

Description

I've been trying to get an issue resolved with at&t about my internet speeds for a couple months now. I spoke with a representative there yesterday that told me I had a line issue and she then scheduled an appointment for 3/28/2020 between 12pm and 2pm. I got a text message stating that the technician was running late and would be at my house by 4pm. It is now 5:33pm and I've not heard or seen the technician. Every time I have to have a at&t technician come to my house, they are either 3-4 hours late or they don't show up at all. I've called at&t several times to get an update on when the technician will be at my house, but I get no updates. At&t lies repeatedly about their internet speeds and they lie when a technician is supposed to come out. I've had at&t for roughly 3 years and I use it not only to homeschool my children during this coronavirus pandemic but I also use it to do virtual doctor visits because my husband and I both are disabled and rely on the internet service to do what we need to do. I have the at&t internet 25.

Ticket: # 3903807 - comcast

Date: 3/28/2020 5:45:12 PM

City/State/Zip: Jupiter, Florida 33458

Company Complaining About: Comcast

Description

comcast will not reduce my services w/o penalizing me, it literally took 48 minutes on hold to get someone who is trying to increase my service and will not take any direction.

In there times of covid virus, shouldn't the FCC be doing something to help consumers ?

Ticket: # 3903810 - apparent price gouging during coronavirus

Date: 3/28/2020 5:49:26 PM

City/State/Zip: McGraw, New York 13101

Company Complaining About: Spectrum

Description

Our telephone/internet is serviced by Spectrum out of Syracuse, NY. With no warning on any prior bill, my monthly charge this month jumped by \$30. My neighbor's bill was raised \$25. Spectrum told us both that it's because we were in promotions that ended. Neither of us were in promotions. This appears to be price gouging, pure and simple. I want my bill, and my neighbor wants his bill, to return to the price it was in early March prior to the coronavirus outbreak, and for someone to investigate the apparent price gouging of this company.

Ticket: # 3903852 - T-Mobile Fraudulent behavior and Shut down of service during Covid-19

Date: 3/28/2020 6:52:49 PM

City/State/Zip: Buffalo, New York 14211

Company Complaining About: T Mobile

Description

T-Mobile shut down all of my phone lines for "nonpayment" on 3/27/2020 and charged us for unpaid bill, as well as late fees, service restoration fee, and taxes. This is against the Federal mandate for service companies to not shut down vital services during the coronavirus epidemic. Usually we pay our bill at the T-Mobile office but they shut it down due to the virus lockdown so we were unable to pay our bill as usual. Instead of working with us to find a solution (or waiving late fees or extending the payment term as some companies have done), T-Mobile shut down all six of our lines, rendering all family members unable to communicate with each other or the outside world during the quarantine. We attempted to contact T-Mobile customer service to see if they could give us some more time or provide us with a location to make our payments to no avail. We were forced to scramble to find a way to pay the bill and fees to have our service restored. We paid our March bill of \$154.81 on 3/28/2020 through the automated phone service, but T-Mobile still refused to restore the service unless we paid the fees as well. So we made another payment of the remainder (\$138.48) to have our service restored. Customer service finally called us back but refused to address the issue, insisting that since we have made our payments, there is no issue. The customer service rep refused to respond to our questions regarding the matter of them shutting down our service during a quarantine and put us on hold, transferring us to Tech support. The Tech support agent, a Mr. Arsenio in their offshore call center, also failed to address our concerns and claimed that 1) we had 7 lines (we only have 6) and 2) the service restoration fee had not been assessed yet and would be assessed on our next bill. This is incredibly fraudulent and predatory. Not only has T-Mobile shut down our services during a time when the federal government has asked service companies to refrain from doing so, but they are now trying to make us pay a service restoration fee twice. We then learned through the Tech Support agent and his supervisor (Mr. Aljon) that T-Mobile shut down our service not only for the March unpaid bill, but also the April bill, which is not even due yet. Meaning that the total amount that we paid on 3/28/2020 was not just for March but also April. This is not what we had been told. T-Mobile coerced us into making advance payments under the guise of "late and service restoration fees" and attempted to bill us service restoration fees twice. They refused to remedy the situation or take accountability. We have text message records from T-Mobile, which we are ready to present as evidence.

Ticket: # 3903896 - Billing Issue With Spectrum

Date: 3/28/2020 8:13:38 PM

City/State/Zip: Sunnyside, New York 11104

Company Complaining About: Spectrum

Description

On March 27, 2020 I received my Spectrum bill and noted it increased significantly by \$25.53 to a total of \$196.21 compared with the last 2 months at \$170.68. I immediately called Spectrum, waited a half hour on hold, and eventually a rep explained the increase was due to an expired year-long promotional price for my cable and internet. Her explanation is false. The truth is, I called Spectrum last year to reduce high monthly charges and agreed to give up a 2nd DVR box and several channels in exchange for a price reduction. As a senior citizen locked down in my apartment during the Covid-19 crisis, needing internet and cable more than ever, I consider Spectrum's action price gouging. I asked the rep to find ways to lower my basic-service bill and she said that was not possible. Please ask Spectrum to return my rate to \$170.68, or close to it, and to stop price gouging other customers as well.

Ticket: # 3903898 - Comcast/Xfinity text messaging

Date: 3/28/2020 8:29:56 PM

City/State/Zip: Houston, Texas 77083

Company Complaining About: Comcast

Description

Out of the blue Xfinity decided to eliminate their text messaging service from home phones. This is a terrible disservice to customers like me. My cell service is prepaid, so unlimited texting from my home number was great. All of my family and friends knew to text me on my home #, not my cell #. I'm retired and this really saved me money. I'm really disappointed with this decision. Plus, they discontinued this service during the worst time, a pandemic!

Ticket: # 3903923 - Disruption of service

Date: 3/28/2020 9:18:54 PM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: None

Description

Orlando Florida stations keep turning off their signals. WFTV especially followed by WRDQ and WESH. Those of us on antenna wonder if it's censorship or attempts to help cable get more customers. If they could return to the airwaves we could keep upon Coronavirus alerts and the like.

Ticket: # 3903984 - Straighttalk terminating phone services during global pandemic with prejudice

Date: 3/28/2020 11:02:18 PM

City/State/Zip: Aiken, South Carolina 29805

Company Complaining About: Straight Talk

Description

After 2 years of faithful service Straighttalk has turned their backs on their consumers. After 9 calls and speaking to different csr it ended me nowhere. I told the company due to the coronavirus pandemic my job has permanently closed down, I live alone and was sick with phenomena I needed an extension until unemployment became available. I basically begged for help yet I was told that I needed to apply for government assistance. Shame on You! Over 500 cell phone companies are participating in program Keeping America Connected a pledge specifically designed by the FCC for the Coronavirus pandemic. Your parent company Tracfone has signed the pledge and is a prepaid company among others who are keeping customers service connected why are you so cold blooded to ignore the fact millions of your customers are suffering without a way to contact their families, handle business, and ect. How could you be so greedy to turn your back on us yet you lie on an automated recording saying your doing everything you can to help during this time of crisis instead your doing the opposite. I understand you really don't care about your consumers or their well-being and I plan to petition and make sure the favor is returned. I know this crisis has effected your business, and since you have chosen to leave your consumers high and dry, hopefully when congress starts to apply business loans and lifelines you will be left out and disqualified with others who are shamefully terminating peoples phone services. We as a country should not have to pay to bail your business out of trouble when the 1st opportunity you stuck the knife deep in our backs. Make this right please. Don't be so evil, greedy, and self serving by going back and restoring all the customers service you have terminated since this country was placed in a state of emergency. Do what is ethical, humane, and just plain right

Ticket: # 3903987 - Apple iPhone 10XR

Date: 3/28/2020 11:04:37 PM

City/State/Zip: Dallas, Texas 75206

Company Complaining About: Apple

Description

On Wednesday, March 25, 2020, my iPhone was stolen while I was at work. I am a Clinical Social Worker, working on the front lines with the COVID-19. I contacted Verizon, and Assurion Insurance, paid the \$200 for a replacement. Received the replacement. Attempted to login to my APPLE ID with my regular password. Apple would not allow the use of the regular password. After multiple attempts, their software was looping, asking for the telephone number, and the verification code texted to 469-816-1444, Apple locked down my iCloud access where all of my personal data, such as contacts, telephone numbers, notes with personal information on it, my banking apps with passwords that populate, etc. It was locked down for 24 hours with absolutely ZERO follow through as Apple Care at 1-800-275-2273 represented on March 27th at 4:57p. After 24 hours I attempted to reset the password, I was sent 6 verification codes, and please NOTE that APPLE NEVER GAVE ME AN OPPORTUNITY IN ITS SOFTWARE TO ENTER A NEW PASSWORD. Their website promises identity verification with a credit card, etc, HOWEVER, their software never gave me the opportunity to verify identity through any of these means. Once again, APPLE never even allowed me to enter a NEW PASSWORD. I called again on March 28, 2020, and I called a total of 6 times. 5 times out of the 6, after having been on hold for over 30 minutes I was disconnected. My Apple Case

(b) (6), I spoke with Kesha and then with her supervisor Jonathan. To the best of their knowledge, my iCloud with all of my personal data in it, is locked down for another 13 days. I paid over \$1100 for this phone, then another \$200 deductible for its replacement through Assurion. With a PROMISE from Apple that I can download all of the data from my iCloud under the email, choctawwind@yahoo.com. Apple failed to deliver, and Apple has not even given its Supervisors or Customer Service Reps the ability to intervene on this lockdown. Three different representatives, the rep from 3/25,2020 and both Jonathan and Kesha today reported that "I am so sorry, Ma'am there is nothing I can do." This is fraud, blatant misrepresentation on Apple's behalf. Their server timed out today twice today during a "verification." Kesha and Jonathan with Apple both reported that their computers, etc were very slow due to all of the Apple Stores being closed. We are talking about a multi billion dollar company, who is locking down a Social Worker's personal and professional data, amidst a National Crisis. I am a healthcare worker on the front lines with no access to telephone numbers or contact info of my colleagues or patients. I ask the FCC to appropriately intervene.

Ticket: # 3904008 - Massive ping spikes and packet loss on Cox in the North Las Vegas area

Date: 3/28/2020 11:32:29 PM

City/State/Zip: North Las Vegas, Nevada 89032

Company Complaining About: Cox

Description

Cox internet provider are over selling and over loading the nodes in which the people are using. If you go to look on their forums there has been people complaining about it for years. And it only got worse we need you guys to tell them to create more nodes or split some up. Its ridicilous I cant even go to online school especially with corona virus pandemic they needed to be on top of this. And they arent its just a massive overload on old nodes. I cant go to school, and my parents cant work all we get is lag and packet loss. Please do something about this. Smooth and lagless internet is very important in this time. Look at the screen shot i provided below. The ping to some servers are 600+... While discord, (what some of my teachers use to communicate and what I use to play video games) have a packet loss for 20+%..

Ticket: # 3904017 - MSNBC Morning Joe News Program

Date: 3/29/2020 12:23:30 AM

City/State/Zip: Kingsport, Tennessee 37660-4795

Description

Dear Fcc,

Joe Scarborough has stated on his show 3/26/20-President Trump has ordered to allow our elderly and vets to die first of the coronavirus to save others, & co workers are scaring ppl..this program needs to be cancelled, this has got to stop.. We are begging you to shut this show down..

Ticket: # 3904054 - Bill/ coronavirus

Date: 3/29/2020 3:07:53 AM

City/State/Zip: San Jose, California 95122

Company Complaining About: Metropcs

Description

Metropcs told me they can't help me wave my bill fee which is hard for me to pay right now due to the coronavirus impact when they did a pledge to help every American I called and they told me no why is that when I heard they where so that's not ok they chosen who ever they want to chose I just in this time would like that but of help it's hard with money right now to to work due to coronavirus impact..

Ticket: # 3904084 - Verizon's intimidation tactics and ignoring a FTC identity theft report,making threats after giving a FTC identity theft report to prove my identity

Date: 3/29/2020 9:38:52 AM

City/State/Zip: Hiram, Georgia 30141

Company Complaining About: Verizon Wireless

Description

Oh yes it is sir ,the problem is you or Verizon don't want to hear it ,well make your own assumptions I know better because It does the same thing as a police report stop emailing me thinking that your going to try to intimidate someone ,look it up sir you don't know anything yall have no proof that these accounts belong to me ,I've already done sent the fcc a copy of this FTC identity theft report,Verizon needs to close everyone of these accounts and stop trying to sound like you think you know it all ,yes and yes it is the same as a police report now get over it ,don't email me trying to be mad because I called Verizon's bluff ,and the truth was told ,remember I have witnesses and calls recorded,every one I dealt with at Verizon got a copy of this FTC identity theft report,under federal law mister know it all ,you have to except this because it expresses that my identity is and was used I don't know who every trained you or if you got some education,but in fact you just don't want to admit that y'all have to stop blaming me or I could in fact also turn this over to the news media and or sue Verizon ,y'all are harassing me and I'm going to ask you nicely one time and also tell you right now I never not one damn time received any letter or notice from Verizon get that point ,don't ever make a damn assumption like that ever again ,I got calls sir where I was treated extremely bad ,put down on the phone ,I found that your own manager had lied to Dee because the witness I have and the calls recorded say other wise ,the point is you just don't like The damn truth and the facts ,I will also file a FTC complaint with this FTC identity theft report enclosed with a very bad customer service experience and one I will put on Facebook do not ever email crying like a child because Verizon got proven wrong ,either except the FTC identity theft report or you don't but the important thing like a friend that's in law enforcement explained the FTC identity theft report does the same exact thing as a police report you don't like that I filed something and proved to Verizon they shouldn't had used my identity for these accounts ,do not in any fashion ever threatened me with legal actions get your self some tissue because your threats does not work with with me ,all you can do is carry me to court I wish you would that would make for an early Christmas for Me ,this will in the near future be turned over to an investigative reporter and I know a very good reporter I could give this to ,I got many of the calls recorded and the treatment I got from Verizon ,y'all stole my identity and open these accounts in my name and I'm going to ask you one time and one time only clear these accounts up and do not send any threats through the mail or by email to me I will My right under the law In the State Of Georgia file a harassment report ,and so from this point you are on notice and Verizon Is on notice what's written in this email ,my identity was used to establish these accounts and that no one including you will ever harass me or threaten me from this point and to tell you I caught your managers and supervisors in lies and that crystal that works for the office of the president and dee ,Jeff and even merker the core credit supervisor including you and several others has a copy of this FTC identity theft report so now except that I called Verizon Wireless threats and bluff and every one including the credit bureaus has a copy that you also tell the credit bureaus that this isn't a police report you would be told other wise that's how far your education goes ,do not stalk or try to intimidate me any way or you will be sued and a report filed against you ,I have been insulted enough and let down by a company that thrives on committing fraud against its customers like me and uses every

excuse to blame me because y'all as a company failed to recognize what y'all have done to me every account you want to blame me for was opened in my name so except the fact y'all committed fraud and identity theft to me ,do not from this point send anything else regarding any harassment or any threat now you have a copy and so does Verizon I have every email I sent a copy to every one I dealt with so remember I have proof and yes Verizon it is the same as a police report you think every customer stupid law degrees is just a piece of paper to me doesn't prove your character or integrity with me ,I called Verizon's bluff so except what I sent y'all and clear this up and I'm owed a damn apology for the fraud and threats and the extremely bad very bad customer service,remember I am a veteran that's had my name used and it's took me over 10 years to recover so don't tell me or blame anything else on me ,from this point forth a phone would be only what I want and y'all owe me not me owe Verizon not do not send anything else from this point but an apology and this cleared up one more the Wes t by Verizon I will seek legal representation against Verizon understand that I'm not a customer Verizon thinks it can run over period .

Y'all threaten me and my FTC identity theft report is sufficient you and Verizon dong like the fact you have no proof and that it really bothers Verizon that a company has comitted fraud against me and used my identity to do it ,I didn't violate a damn thing I never received any order or paperwork stop trying to make a assumption about me ,do I need to go as far as to tell you that here's the choice call any law enforcement and tell them what you told me because many friends of mine would tell you ,your wrong because go on the FTC identity theft website and look at your self and what it says ,here also another understanding mr know it all when you or any one files a FTC identity theft report this can be used with law enforcement to investigate Verizon from any actions against its customers and that if you READ it states the same language as if you filed a police report,ignorance comes from being an idiot but you can't help your self ,I'm not someone that you or Verizon is going to run over from this point I'm directing this statement to Verizon you have one got in your possession so does Verizon stated that joe smith filed a FTC identity theft report against any account that Verizon has opened i my name and stop with false claims that I was sent paperwork,stop with trying to put off on me what the damage y'all have done to my life and my credit ,Equifax,Experian,Transunion has a copy of this FTC identity theft report,there remarks are to me that this is attached to my credit file and that it shows my identity was used and deliberately many time's over by Verizon and remember this who ever sent this email that I got crystal recorded stated that legal and recovery approved for the accounts be cleared up and zeroed out that the FTC identity theft report was sent to her and she said that Verizon excepted it ,so you have it on email ,no account belongs to me so get over it

Verizon has sent emails trying to threaten me after I proved that Verizon has in fact used my identity to establish accounts,I sent over to crystal one of the reps that works in the executive customer relations department a FTC identity theft report,to have and account cleared up I recorded a call where it was stated that legal and recovery excepted the FTC identity theft report that my identity was used and zeroed out the account ,I have sent this FTC identity theft report,to numerous supervisors and managers to understand my position,I have on email exactly who I sent it to ,at Almost 12 midnight I got a email in form of a threat and trying it intimidate me and trying it convince me I open these accounts and that crystal the original rep from executive customer relations knew I was telling the truth and that I'm fact a FTC identity theft report acts as a police report that it establishes damages that Verizon has caused me ,during which I had an account with Verizon and knowing the coronavirus pandemic going on

Ticket: # 3904088 - AT&T

Date: 3/29/2020 9:41:57 AM

City/State/Zip: Pope, Mississippi 38658

Company Complaining About: AT&T

Description

We lived in the city and moved to a rural area. We had ATT as our service provider and they told us we could transfer our service to the new location after we moved. They came out last October and told us we couldn't get internet here. Recently with the Covid-19 pandemic my kids and wife are not able to attend school and need internet access to complete school work. We called contacted ATT again and they said we could now get internet. We had an appointment for a service technician to come out but he never showed up. ATT has not contacted us about this issue. Please help us get internet! Thank you for your time and consideration

Ticket: # 3904112 - Fox News

Date: 3/29/2020 10:34:01 AM

City/State/Zip: Russellville, Alabama 35653

Company Complaining About: Hughes Net

Description

Fox News is now costing the lives of Americans with misinformation regarding the global outbreak of Covid-19. This is NOT freedom of speech. This is dangerous to American's lives.

Ticket: # 3904114 - Telemarketer Calls

Date: 3/29/2020 10:36:42 AM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: Bill S(omething) Ces Of Alm

Description

Robocall inviting me to at "Town Hall Meeting" to discuss COVID-19.

Ticket: # 3904126 - ViaSat

Date: 3/29/2020 10:54:44 AM

City/State/Zip: Sebastopol, California 95472

Company Complaining About: Viasat

Description

I subscribe to the highest plan ViaSat offers, which is “unlimited” but as soon as I hit a 100GB cap they throttled back my bandwidth to almost nothing. We are forced to work from Home because of COVID and we now can’t do that because of their artificial data cap. I called customer service and they just kept saying they were powerless to do anything about it. That is unconscionable. People could lose their jobs. Kids can’t do their distance learning. It’s an outrage. The plan is not truly unlimited. What they have done is misleading and deceptive.

Ticket: # 3904154 - Not keeping us connected during covid 19 state shut down

Date: 3/29/2020 12:06:31 PM

City/State/Zip: Hopkins, Michigan 49328

Company Complaining About: Dish Network

Description

They will not give us a payment extension due to being laid off during the coronavirus and now we have no access to watch tv so we can see updates or emergency information.

Ticket: # 3904175 - raising prices

Date: 3/29/2020 12:57:11 PM

City/State/Zip: Catasauqua, Pennsylvania 18032

Company Complaining About: Pa

Description

I really have a problem with RCN raising their prices every single month! This issue is on both cable and internet. This month's excuse is now due to the Corona virus. Seriously??? I truly believe they are price gouging and should be illegal!

Ticket: # 3904176 - Cable tv cut off during this pandemic

Date: 3/29/2020 12:58:29 PM

City/State/Zip: Edgewater, Maryland 21037

Company Complaining About: Directv

Description

Direct tv cut off my service I'm in Maryland and Governor Hogan has stated that they were not allowed to cut off our services yet they did AT&T also sign the agreement with you to leave our services intake which if you go to their page there are alot of people they are doing this to I work in the food industry and since this virus I had to stop all work so how can I afford to pay anything as of now

Ticket: # 3904186 - Unwanted texts

Date: 3/29/2020 1:31:59 PM

City/State/Zip: Anchorage, Alaska 99504

Description

All I want is to not be blown up all hours of the night. We want nothing they offer. And they are texting a 14 year old. She has coronavirus and every time the phone goes off I freak out scared. Please help.

Ticket: # 3904200 - Connectivity during the Covid 19 pandemic

Date: 3/29/2020 1:46:50 PM

City/State/Zip: Mossyrock, Washington 98564

Company Complaining About: Viasat

Description

I live very rural and the only internet I can get is satellite. I am ordered by WA state to stay and work from home, I am over 60 and will run out of data very quickly trying to work from home. I have a low gb plan because of finances and I usually don't need more and I do NOT have cell service here. Their only solution was a 1 time offer of 5gb and delay payment of bills until May 15.

Ticket: # 3904218 - False and Misleading press briefings

Date: 3/29/2020 2:01:22 PM

City/State/Zip: Tempe, Arizona 85281

Description

President Trump is hosting and pressuring news organizations to broadcast false and dangerously misleading information during this Covid-19 pandemic. He should not be allowed to disseminate false or misleading information. People are dying and overloading our healthcare system as a result of his claims about the availability of tests to everyone who wants one, the effectiveness of treatments that have not been approved, and the level of control that the country has on this pandemic and how much care individuals need to take in preventing further spread. He should also not be allowed to attack the accuracy of our country's free press, especially with unsubstantiated attacks and alongside his dissemination of "fake news."

Ticket: # 3904265 - Complaint Against Comcast**Date:** 3/29/2020 2:52:25 PM**City/State/Zip:** North Huntingdon, Pennsylvania 15642**Company Complaining About:** Comcast

Description

Today (3/29/2020) my internet connection went out three times. I had unplug and then replug my wireless modem to get it to work. At around 2:00PM I called Comcast and asked to speak with their technical support staff. I was on hold for over 20 minutes to half an hour, and no one answered.

I need to have this internet. My employer has asked it's staff to work from home because of the coronavirus pandemic, and also I am in a county that is under a stay-at-home order because of the coronavirus pandemic (Westmoreland County, PA). So as you can see I need to have my internet for work. And it seems no one at Comcast wants to help. Thank you.

Ticket: # 3904271 - ATT Contract/Billing

Date: 3/29/2020 3:01:08 PM

City/State/Zip: College Station, Texas 77845

Company Complaining About: AT&T

Description

In February 2019 we added a line to our account and upgraded another line. The store did not get the correct phone with the correct number. Once we noticed this we did call and they told us to go to the store. we went to the store and they told us to call 611. Now i have lost my job and am no longer working out of town I am still trying to get this done and ATT is saying that they will no do this because it is past the allowed time to change. the problem is that this was their mistake from the beginning and we have tried for the last 7 months to get them to fox the problem. Now we are needing to cancel one phone line because we cannot afford it now that we are unemployed due to COVID and they are refusing to let us speak with a supervisor at this time. we have paid 73.00 for 7 months now which is over 500 dollars for a phone number that has not been used and never had a phone contract on in the first place but they added the contract to the wrong phone number. we want the phone to be corrected to the right device and the right number so that we can cancel it and be credited back for the 7 months that we have been trying to accomplish this for.

Ticket: # 3904275 - Constant Packet Loss**Date:** 3/29/2020 3:09:20 PM**City/State/Zip:** Fountain Hills, Arizona 85268**Company Complaining About:** Cox

Description

Cox sent out many technicians and each one told me our internet was looking fine with great speeds. However that's not the issue, my complaint was with how choppy the internet is with the 24/7 packet loss. I showed the last tech a packet loss test and he claimed that it was an issue with my device? I now certain it is because of an overloaded node in my area because it has gotten so much worse since the COVID-19 outbreak. I have brought my computer to my neighbor's house who also is on Cox internet and he is having the exact same issue. Cox is doing nothing about its terrible quality internet and keep trying to pin the problem on my house/devices.

Ticket: # 3904290 - ATT not honoring cancellation request

Date: 3/29/2020 3:25:17 PM

City/State/Zip: San Diego, California 92102

Company Complaining About: AT&T

Description

On March 20, 2020 I had paid my ATT next plan phone off in full, as well as ensured my wireless account bill was in good standing. Within business hours for ATT I attempted to call to cancel my service. Due to the coronavirus's impact on the country ATT had shut down their communication services and consumers were unable to attempt to call any service number as it was directly turned off and all help links regardless of mobile app or webpage led to a help splash page. It was on this page I submitted through an att form a request for service cancellation for my mobile line with the company. The company did not cancel the service and attempted to call a disconnected number 6 days after the request, not following my requested email as point of contact, and could not connect to me and continued my bill into the next cycle. I called the day after and was informed they would not honor the online service cancellation provided and they are billing me for the time ahead from March 21-April 20 for \$109.00. Based off of california SB 313 and as a resident of San Diego this is a gross injustice of my personal rights and very may well be indicative of breaking the rules and standards set in SB 313.

Ticket: # 3904310 - Montana News Stations

Date: 3/29/2020 3:42:47 PM

City/State/Zip: Troy, Montana 59935

Company Complaining About: Dish Network

Description

I usually don't complain, but since we are living in Montana ---Yaak , Montana (NW corner of Montana) and we are having this convid-19 pandemic, all the news is oriented to Washington State, Idaho or national. We are "Blind" as to what is happening in Montana and whether there are pandemic issues for Montana that we need to pay attention too. Since this a national issue what can be done to shake the tree for those (Dish and Nielson?) who are trying to keep us in the dark.

Ticket: # 3904340 - AT&T Scam Business Practice

Date: 3/29/2020 4:41:57 PM

City/State/Zip: San Jose, California 95134

Company Complaining About: AT&T

Description

This is complaint against AT&T, regarding their Scam and Business Malpractices during historic COVID-19 situation.

When a potential consumer visits AT&T.com, they will offer you different internet plans to subscribe for. Here are details:

- 1) If potential consumer likes any internet plan, website will instruct for online subscription process
- 2) During online registration process they will check your credit history , and which obviously impacts credit score
- 3) Now, when option to select installation date they will offer dates after 9th April 2020. This is tricky, AT&T will not show installation availability date until you reveal you SSN, and credit gets verified against your name

Here is my situation,

- 1) I am moving to new Apartment on April 1st 2020
- 2) Due to worldwide pandemic situation majority of people work from home. How am I suppose to work from home without internet?
- 3) AT&T customer service representatives recommend working from parking lot of Starbucks and McDonalds which is against government advisory
- 4) AT&T being one of iconic companies do not have any temporary internet use process for 9 days between April 1st to April 9th
- 5) AT&T being one of iconic companies do not have any process to ship and self- installation of internet set up

Here is the reason I feel I got scammed by AT&T

- 1) First of all companies in this world ,on their website publish that due to COVID things are not in order, and please expect delay in installation process. By not declaring this on their website, they are playing either illegal business practice or want to attract more customers
- 2) And, AT&T customer representative say that they did not recommend me to subscribe for their services because I myself visited website, and started internet subscription process
- 3) This means that AT&T intentionally doing this by not publishing correct information on their website for potential customers during this time
- 4) Now, that I feel looser because I lost my credit point due to this Scam, and I regret that

I just want to file this complaint so that no one else has to go through this scam , and loose their credit points for no reason. I feel helpless due to At&T and their customer service representatives. Anyone please feel free to pass this information to your loved ones.

Ticket: # 3904402 - Cox internet shut off during covid 19

Date: 3/29/2020 5:51:33 PM

City/State/Zip: San Pedro, California 90731

Company Complaining About: Cox

Description

I'm weitting bc cox signed that petition to not shut off utilities or charge late fees and they have shut off our cable internet and they also charged late fees in this was during the covid-19. It says right on their website that they will not shut off services due to non-payment when I called them they said they said it off due to one of my checks bounced but this was after they had already set it off so it off. They also raise the price during this pandemic inspire as I know that it illegal to raise prices during the emergency our bill was \$400 for two months let's make no sense to me whatsoever

Ticket: # 3904410 - Verizon Will Not Honor Change of Phone Plans during Covid-19

Date: 3/29/2020 6:38:20 PM

City/State/Zip: Anaheim, California 92804

Company Complaining About: Verizon Wireless

Description

On March 29,2020 around 3:15pm, I contacted Verizon through their online chat and was in contact with the representative Christopher. I informed him that I needed to change plans to save on my recurring billing since I was affected by Covid-19. I mentioned to him that I have a past due bill which does not allow me to change plans on the website. He proceeded to confirm he could not help me and deferred me to customer service. I contacted the customer service by the link Christopher sent me but it did not work and was not staffed.

Account Changes:

714-371-5030 - Get More Unlimited Plan

714-376-7500 - Do More Unlimited Plan

714.336.6218 0 Switch to tablet plan 50% off

714.581.3684 - Switch to tablet plan 50% off

As advertised at: <https://www.verizonwireless.com/plans/unlimited/#plans/>

Attachment : Transcript of chat with Christopher from Verizon

Ticket: # 3904411 - Comcast.com

Date: 3/29/2020 6:38:21 PM

City/State/Zip: Claremont, New Hampshire 03743

Company Complaining About: Comcast

Description

Why are we paying REGIONAL SPORTS FEES TO COMCAST when all sports are CANCELLED due to Corona Virus ??

Ticket: # 3904437 - No internet service available - yet it is a mile up the road

Date: 3/29/2020 7:25:31 PM

City/State/Zip: Woodstown, New Jersey 08098

Company Complaining About: Comcast

Description

Comcast internet service is a mile up the road off Pleasant Hill Rd and a mile down the road at Mannington Yorktown Rd but not available to our home. We run a business and I currently have to work from home during to COVID 19 and do not have access to cable internet.

Ticket: # 3904447 - Presidential Updates - CoronaVirus Task Force**Date:** 3/29/2020 7:47:56 PM**City/State/Zip:** Atlanta, Michigan 49709**Company Complaining About:** Antenna

Description

NBC-CBS-ABC-FOX are the only stations I get with my antenna TV - NONE of them are running the President / Task Force Updates in there entirety. I want to hear from them first hand - Not second, third, & fourth hand interpretations of what the President & Task Force had to say. Also, while the President is speaking they are running re-runs and entertainment shows. Little Big Shot - America's Funniest Videos- Last Man Standing - 60 minutes - These can be aired anytime.

Antenna TV is my only access to hear the President. As a child the President was on every station when he addressed the nation - WHY IS THIS NOT BEING DONE NOW - does the media have the right to prevent the President from addressing the nation. The news stations should not have the right to interpret the President for American Citizens - we have the right to hear our President - like him or not. We also have the right to hear the Task Force first hand. As an American Citizen I want my right to hear the President/Task Force Updates first hand. And any other presentation our President presents should be shown in entirety - especially during any time of crisis to the nation. Many people are returning to antenna TV as the other types are too expensive - are we to be held in the dark????? What is are right to hear our PRESIDENT

Ticket: # 3904463 - At&t internet

Date: 3/29/2020 8:39:00 PM

City/State/Zip: Pickens, South Carolina 29671

Company Complaining About: AT&T

Description

I've been waiting for two months for At&t to fix my internet, my internet have been inconsistent with my plan and it constantly drops. I had a technician appointment scheduled for March 28,2020 from 2pm-4pm and they never showed up so at 8pm they scheduled another technician appointment for today March 29, 2020 from 4pm-8pm. I called at&t both days several times and each time they told me a different lie. My kids do online school right now because of the coronavirus and they can't do their school work like they're supposed to because the internet is not working right.

Ticket: # 3904482 - Comcast profiting from Covid 19

Date: 3/29/2020 9:36:35 PM

City/State/Zip: Mantua, New Jersey 08051-1027

Company Complaining About: Comcast

Description

We were attempting to save money on our Comcast bill because we rarely their cable. My mom passed away in 2018, and the account is still in her name. We were told that the ONLY way we could put the account in my name or my dad's name was to go to the local Xfinity store with my mom's death certificate. My dad is 72 years old, and 100% disabled Vietnam Veteran with multiple health problems. I have two chronic illnesses and presently have a suppressed immune system. Neither of us are going to risk our lives because Comcast won't let us solve this issue through mail, email, or phone. I've never had to provide a death certificate (and definitely not in person) to get a service changed to my dad's name. This is ridiculous and absurd in a time when people need to stay home.

Change the account from my mom's name to my dad's name over the phone. If necessary, we can send the death certificate electronically or through the mail. We would like to be reimbursed for the money we are being forced to pay because they are taking advantage of the Covid 19 pandemic.

Ticket: # 3904484 - intermittent internet

Date: 3/29/2020 9:48:20 PM

City/State/Zip: Beverly Hills, California 90210

Company Complaining About: Spectrum

Description

I am paying for internet from spectrum that should have a download speed of 400mps and upload speed of 20mps

for the past 3 weeks my whole neighborhood is getting very low upload speed of .75mps.

I have called spectrum on a daily basis to complain about this problem and every time spectrum sends a technician who can't fix the problem and says the problem is at the node.

when I call back and ask to talk to a manager they assure me that they will send a technician to check the node but they can't tell me when this issue will be resolved or what is wrong with the node.

my kids have school over the internet because of the covid19 issue and, can not upload their assignments because of the extremely low upload speeds.

My kids are missing school because of spectrum, and they don't have a time line of when it would be fixed.

Ticket: # 3904487 - internet issues

Date: 3/29/2020 10:03:31 PM

City/State/Zip: Beverly Hills, California 90210

Company Complaining About: Spectrum

Description

my kids have school from home due to Covid19, however they ca not attend their online classes due to extremely low upload speeds.

I pay for 400mps download and 20mps upload from spectrum however I am getting only 20mps down and .75mps upload. I have been calling them for the past 2 weeks on a daily bases with no luck. they have sent 3 different technicians who have changed my modem 3 times and all my cables all the way to the street. I was able to talk to a supervisor one time and he told me the problem is in all my neighborhood and it is at the Node. they don't know when it will be fixed and they won't tell me what is wrong. please help me because spectrum is the only option for internet in my area.

Ticket: # 3904503 - Pharmaceutical Commercials

Date: 3/29/2020 11:06:52 PM

City/State/Zip: Benicia, California 94510

Description

Every other commercial is a drug commercial. I feel the pharmaceutical companies are taking advantage of the Covid19 Pandemic and the Shelter-In-Place requirements to entice people who are afraid at this time. This is criminal and particularly for the elderly. There should be a rule they can't have commercials every other commercial. They should only be allowed once per hour during the Pandemic.

Ticket: # 3904507 - False Information on news station CNN and MSNBC

Date: 3/29/2020 11:10:57 PM

City/State/Zip: Lake St. Louis, Missouri 63367

Description

For the past few days I have been quelling fears in my family on the progress being made on the Coronavirus situation. I have two older daughters that live by themselves and they are calling about how the President is not doing anything about the pandemic. I watch the Presidents And his Coronavirus Task Force LIVE interviews and I'm getting the exact opposite message on CNN which my daughters and I watched . I have viewed CNN right after the LIVE interviews and I am seeing very misleading reports. So misleading that I find it hard to believe it's opinion, but just downright lies. It is causing panic in my family and I can't help think that this misinformation is harming others, as well. Could you please monitor these broadcasts and see if CNN is following the guidelines for being a licensed as news organizations. this Coronavirus reporting should be as accurate as possible and not political.

Thank you

Ticket: # 3904530 - Xfinity denying service

Date: 3/30/2020 12:58:57 AM

City/State/Zip: Oil City, Pennsylvania 16301

Company Complaining About: Comcast

Description

I ordered a plan through Xfinity last week and was sent a self install kit to activate my internet. Sense then they have cancelled and denied my service during a pandemic unless I pay them an additional \$350. They claim I owe a past due bill, and the past due bill they claim I owe, was already disputed with Experian, etc. And removed from my credit report. Xfinity is also denying service anyone who lives at my address, as well as anyone who moves my address. They are the only cable internet provider in my area and my family internet during this pandemic due to quarantine orders. They also never refunded my credit card and is saying my order number was cancelled. I need internet for me and my family during this time. Its crucial.

Ticket: # 3904532 - Text Message

Date: 3/30/2020 1:20:43 AM

City/State/Zip: Phoenix, Arizona 85031

Description

ARIZONA GOVERNMENT IS GIVING YOU \$1,000 TO STAY SAFE FROM THE DEADLY VIRUS (COVID-19) OUTBREAK. TO CLAIM TEXT YOUR FULL NAME AND ADDRESS TO DANIEL SCOTT ON (304-729-4653)

From: (b) (6) 4

Ticket: # 3904556 - Violation or keep Americans connected pledge

Date: 3/30/2020 3:50:09 AM

City/State/Zip: Chandler, Arizona 85225

Company Complaining About: Sprint

Description

Sprint has violate their pledge to keep americans connected during the covid-19 pandemic. I am a healthcare work who on my days off is on stand by that if my work calls I have to come in. I paid them 125 dollars over half the bill and they just turned off my service and refuse to speak with me when i called them out on their violation of their pledge and advertised response. Without my cell phone I have no way to keep in contact with my work for updates or for them or anyone else to reach me in the event of an emergency.

Ticket: # 3904565 - Re: [FCC Complaints] Re: Verizon complaint

Date: 3/30/2020 6:45:04 AM

City/State/Zip: Trenton, Florida 32693

Company Complaining About: Verizon

Description

This is a follow-up to your previous request (b) (6) "Verizon complaint"

Tuesday 2/4/2020 Phone 3 (b) (6) no dial tone. Tried calling Verizon: long hold. I did not feel like wasting a whole day on holds.

Wed. 2/5/2020 . 8:52 am called Verizon: automated asked if this was about the technical problem I had. Devin 23890-

I found this in my drafts.

WE ARE STILL HAVING PROBLEMS WITH VERIZON CALLS DROPPING, so much interference that we have to discontinue the calls.

My daughter in Gainesville (also on Verizon) most of the time says she cannot hear me for the interference.

NOW my bill is NOT right and I have no way of getting it right:

When we got the ORBIC phones for 3 months our bill was to be higher then after 3 months it was either supposed to drop \$6 or \$12 (6x2 phones) plus.

I asked then for a written copy of what was agreed to and I never received it. Now I've received my 4th bill over \$106.

I called Courtney's number and evidently things have been closed out. I got Marshall at corporate offices phone line.

He saw nothing regarding what I had been told. With this COVID-19, phone connections are even more important.

Often, we're having as much trouble on Verizon cell phones as the home phone.

I AM REQUESTING MORE ASSISTANCE IN THIS MATTER since I as an individual am dismissed by Verizon.

Thank (b) (6)

Still having major problems. Today Feb. 3, 2020

We have spent a lot of time, mostly on hold, trying to get our Verizon phones working properly.

At this moment, I have been waiting over 22 minutes to get decent help.

Paul answered and he had me answer all his questions only to put me on a hold

24 min 24 sec. at 6:23 pm. Jordan on level 2 tech.

RE: Home phone (b) (6): Sunday, I made a call: we could not hear each other. Had to get a cell phone & go outside.

Then we had to text to communicate. Monday, we got a call from Ocala. I answered: no one could hear the other. I got cell phone

& we connected for a little while. I tried Verizon: on hold 6 minutes and 30 seconds while my cell phone battery drained. I came home &

twice tried Verizon 611. Nothing connected even though it seemed to ring. I called from cell phone at 5:40pm & got connected to with Paul at 6:01 pm.

I asked for tech support, but I got less than that with a lot of questions that I had to repeat answers to Jordan, level 2 tech support. Paul put me on hold at 6:07 pm.

At 6:40pm Jordan is working with me: Range extender: unplug, replug. It is searching for GPS: 6:42 pm. Range extender not working right.

ALWAYS THE EXCUSE: you are in a REMOTE LOCATION. This house has been here since 1961. We have lived in it since 1981. WE HAVE NOT MOVED.

THE HOUSE HAS NOT MOVED. EVERYTHING WORKED FINE A YEAR AFTER VERIZON BOUGHT ALLTEL.

THE LAST 3 to 4 Years with the phones have been a major problem. One tech person at Verizon mentioned Verizon has landlines.

Can we get that or who gets those? I NEED, WANT and am paying for phone service. They keep telling me they can let me out of contract

and get another carrier. THERE IS NO CARRIER AVAILABLE. IF THERE IS PLEASE LET ME KNOW. THANK YOU. (b) (6).

When a person asks for TECH SUPPORT: why will they NOT connect me with what I asked for. If I wanted sales, I would ask for sales.

My time is VALUABLE TOO.

Ticket: # 3904612 - CORONA VIRUS VIOLATION

Date: 3/30/2020 8:40:04 AM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

Suddenlink is the only cable company in town & they act like it! They offer no local number. Require senior customers to physically go to their office to exchange equipment, such as remote controls that won't operate. Corporate irresponsibility at its worst violating 'shelter in place' orders by callously putting their customers at risk, especially senior citizens. Shouldn't have to put your life at risk to obtain services.

Ticket: # 3904620 - COMCAST Price Gouging during Pandemic

Date: 3/30/2020 8:44:14 AM

City/State/Zip: Chester Springs, Pennsylvania 19425-3521

Company Complaining About: Comcast

Description

Amid this time while our small business has all employees home with full pay during the COVID-19 Outbreak, COMCAST requires us to purchase a package that is more costly than our current DATA package. If we do nothing our cost will double in one month. They do not offer similar cost package only more expensive Packages... This is straight up price Gouging.

Ticket: # 3904645 - Cell phone billing

Date: 3/30/2020 9:11:55 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Boost Mobile

Description

We are with boost Mobile in February when we signed up we were told we could each pay our own bill on our own phone. So we did and yesterday they turned off our phones because the payment on my phone not showing up on my husband's phone. Now boost wants \$3.00 for us to talk to anyone about this problem so our phones will work again, and all of their contact site are closed due to virus. There is no other way to interact with them in this Covid 19 crisis. #2Md is under a state of emergency the Governor has made it illegal to turn off phones or any utility, yet here we sit with bill paid in full and no way to make outside calls for help. PLEASE HELP FIX BOOST MOBILE'S refusal to obey the law and count our payments ASAP. Thank you

Ticket: # 3904685 - Comcast spiking internet bill by 24% during COVID-19

Date: 3/30/2020 9:26:07 AM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: Comcast

Description

I have been paying \$95/month for my internet with Comcast and out of no where, they raised my bill from \$95 to \$118.

To make it worse, Comcast has no easy way of contacting them. I attempted to use their "chat" system which is a dead end, along with social media. The only way I was able to get in contact with support was going through one of their automated chat windows and using "cancel plan" in order to talk to a human. This is not right - and they should not be doing this to consumers. They are treating consumers like second class citizens. What is worse is there is no alternative to Comcast, which they know which makes it very difficult to negotiate anything. Internet prices should not be so exorbitantly high in Chicago.

Ticket: # 3904692 - Disruption of local channels

Date: 3/30/2020 9:28:00 AM

City/State/Zip: Murfreesboro, North Carolina 27855

Company Complaining About: Spectrum

Description

Prior to subscribing to Spectrum, I have always had access to local channels. The same was true for any periods of Disruption EXCEPT FOR NOW.

A manager told me that my local channel access was blocked. She did not specify "blocked through Spectrum"; she specified totally "blocked". This is totally unfair especially during this Pandemic!

A representative called me in response to my FCC complaint filed earlier this month but he still failed to address the problem. He said that he had reviewed the calls but he said that he could not give me the date the stated in the call by the representative in late February 2020. I do not believe him and the FCC should not believe him either.

Frankly, the only reason for Tryon and Brian's calls was my complaint to the FCC. They would not have called me otherwise. A quick and fair remedy would be to accept the \$136.02 to restore my service and prevent any and all blockage of my local channels.

PLEASE SEE THE PREVIOUS COMPLAINT under the email: (b) (6)

Thank you for your time.

Ticket: # 3904728 - Windstream internet

Date: 3/30/2020 10:00:02 AM

City/State/Zip: Lagrange, Ohio 44050

Company Complaining About: Windstream Communications

Description

Today 3/30/2020 is my childrens 1st day of online school. Because WINDSTREAM decided to turn my internet off, I now had to call windstream and be put on hold for 23 mins. When the 1st customer service lady answered she already had a horrible attitude and kept telling me my acct was off for permanent reasons. I explained to her the acct she was looking at was my previous address. We moved into our new house in September 2019. She was persistent and while I told her I would have to go and look for my bill. She got nasty and put me back on hold and NEVER CAME BACK. I then had to CALL BACK and wait another 20 minutes. Got back with customer service (Initial SJN) and explained that my children were to start online school and she asked how I wanted to pay my bill. I was told Windstream WOULD NOT disconnect during this coronavirus pandemic. They lied and did it anyway. I explained that my husband's hours have been affected and she persisted on giving her a date and bank account information. After a LENGTHY phone call that should have been just minutes, my 5 children and infant grandson had to fend for themselves while I went back and forth with Windstream customer service. HORRIBLE HORRIBLE people and as soon as this crisis is over, I will be canceling them. 6 years of service NO THANKS!!!!

Ticket: # 3904740 - Metro PCS Billing

Date: 3/30/2020 10:06:21 AM

City/State/Zip: Bronx, New York 10457

Company Complaining About: Metropcs

Description

The consumer is having issues with the provider Metro PCS.

The consumer states that they told her if she doesn't have her payment by April 5th they will end her services.

She has one account with them but it is 5 lines.

The consumer states she hasn't been working because of the COVID-19 pandemic and isn't able to pay the amount at this time.

The consumer needs her services on for any emergency needing to contact family

CTR-415

Ticket: # 3904768 - Internet availability/Cox Communications

Date: 3/30/2020 10:22:11 AM

City/State/Zip: Toano, Virginia 23168

Company Complaining About: Cox

Description

Consumer wants Cox Communications for internet service. Consumer is disabled.

They want \$3,500 to run lines to his home. Provider sent technicians to connect service - technicians determined there was no service to the home. Consumer offered to make payments on the \$3,500 - provider declined. Consumer states the lines are in front of his house. Provider does not know when this will be completed. Consumer must have internet for his children to do schoolwork during the Pandemic. Provider sent technicians to connect service - technicians determined there was no service to the home. Consumer wants provider to run lines to his home for internet services.

CTR 392-phone

Ticket: # 3904800 - Dish Local into Local

Date: 3/30/2020 10:37:06 AM

City/State/Zip: Crystal Springs, Pennsylvania 15536

Company Complaining About: Dish Network

Description

The consumer states she is having issues with viewing her local news.

The consumer states she's been having this issue and needs it fixed as soon as possible because her husband and herself and both in their 70s and they need reliably news as to what is going on.

The consumer states with the CoronaVirus going on she is receiving news from West Virginia, and she needs local news.

The consumer states she wouldn't mind if its from Lancaster, or Waynsboro, as long as its from Pennsylvania.

CTR-415

Ticket: # 3904805 - CBS This Morning

Date: 3/30/2020 10:41:37 AM

City/State/Zip: Long Beach, California 90814

Company Complaining About: Verizon

Description

watched news Friday morning March 27.

At end of the show they posted a phone number to text for Q&A on CoronaVirus. 310-299-9332

I sent a text. Received automated reply to click on a link from "Baron." I went to another website to check validation of the link emailed to me. It said SAFE, so I clicked.

The website asked for name, phone, address, and email.

WHAT WAS THIS SCAM ABOUT?

My sister received a BOGUS email from "me!"

Ticket: # 3904806 - Service Disconnected Despite AT&T Announcing No Services Would Be

Date: 3/30/2020 10:41:55 AM

City/State/Zip: North Hollywood, California 91601

Company Complaining About: AT&T

Description

I filed a complaint before the Coronavirus Pandemic to ask for an extension of payment on my DIRECTV services. I was granted a minimum extension. However, I received a call a few days later from the Office of the President of AT&T and was assured that during the pandemic no AT&T customer would lose their services. Well, on or about this past Friday or Saturday, March 20 or 21, my services were interrupted. During where news reporting is vital! I called customer service. Spoke with a rep located in Jamaica who indicated that on her screen it showed my services as active. So, we did a series of resets and restarts to no avail. I then asked if I could speak with a supervisor, but she explained during this time of Stay In orders for the world she didn't have the ability to transfer the call and AT&T was about to close. She gave me the number for what was to be "tech support." After being on hold at the number 866.258.8766 for over 45 minutes I finally was connected to another offshore division. I was met with rude and condescending language. I was reprimanded on having an outstanding bill. I asked to speak to a supervisor and a floor manager came on the line who was equally unprofessional if not more deplorable. I reminded her of the pandemic going on in the world and how important it was to my health, safety and well-being to be plugged into the news and any new orders about the self-isolation rules and she was heartless, callous and extremely unprofessional. I would like my services to be immediately reactivated. This has been a very emotional and painful process. I feel completely mislead and let down by this communications giant in a time of great emergency.

(b) (6)

Ticket: # 3904815 - CBS News This Morning

Date: 3/30/2020 10:47:46 AM

City/State/Zip: Long Beach, California 90814

Company Complaining About: Cbs This Morning

Description

watched news Friday morning March 27.

At end of the show they posted a phone number to text for Q&A on CoronaVirus. 310-299-9332

I sent a text. Received automated reply to click on a link from "Baron." I went to another website to check validation of the link emailed to me. It said SAFE, so I clicked.

The website asked for name, phone, address, and email.

WHAT WAS THIS SCAM ABOUT?

My sister received a BOGUS email from "me!"

I attached the automated response from the 310 phone number which is now disconnected.

Ticket: # 3904822 - Rate Hike During Global Pandemic**Date:** 3/30/2020 10:51:38 AM**City/State/Zip:** Kernersville, North Carolina 27284**Company Complaining About:** Spectrum

Description

I am a long term customer of Spectrum. My bill has been consistent for years. Upon logging into my account today, I found the rate to have increased. I contacted Spectrum by phone and after waiting more than 35 minutes on the phone I was connected to a representative. When I questioned the new rate I was advised that my service was retired and that this is the new rate. They could not tell me if I was provided any warning as to the rate increase and I was not offered a grace period or adjustment. When I raised concern and requested the individual file a formal complaint, he read from a script- as I am sure they are trained to do. I am filing this complaint to voice my concerns about the timing, insensitivity and impact of this activity on the general public. While \$10 is not a big financial hit for me, retiring a long offered service and raising rates on consumers who are dependent on internet service more than ever before is like price gouging. Those of us working from home, trying to hang on to our jobs cannot afford to go without service or pursue competitor services at this time. I would like this to be reviewed and addressed by individuals empowered to make a change.

Ticket: # 3904853 - Bundled service interruption

Date: 3/30/2020 11:11:23 AM

City/State/Zip: Asbury, West Virginia 24916

Company Complaining About: Frontier Communications

Description

Frontier Communications is consumers provider for landline and internet service. His account has been suspended. He was told he had until the 2nd week of April to pay. Consumer was laid off of work due Covid-19. Provider signed the Keep America Connected Pledge. Consumer wants his services re connected ASAP.

CTR 392-phone

Ticket: # 3904884 - COVID-19 Information

Date: 3/30/2020 11:21:13 AM

City/State/Zip: Clarinda, Iowa 51632-2509

Company Complaining About: Kma Broadcasting L P.

Description

I wrote two emails to staffers at KMA in Shenandoah, IA. I wanted to know how Waubonsie Community Mental Health Center could get air time to educate the public about mental health services during this crisis. The answer I got was that advertising "partners" get air time. Pay-to-play. So, in the middle of crisis, the #1 radio station in the area refuses to provide the public information about life-saving mental health services because we can't afford to pay for advertising time. I have the exact email responses if needed.

Ticket: # 3904886 - AT&T Mobil phone service not responding to address dropped callss from my phone; I am a female 73 years ol and need to have this resolbed

Date: 3/30/2020 11:21:20 AM

City/State/Zip: Ocala, Florida 34476

Company Complaining About: AT&T

Description

I have been experiencing dropped calls for the last 2 months. I have tried to reach AR&T to no avail. I have been told to take the phone to the corporate store to have a new Sim card inserted, which I did! This has not remedied the issue. I need my phone since I am a senior , 73 years of age! with this pandemic , I live alone and am not going out to any store or other. I cannot even get a tech to answer the phone from their venue! What can I do? My family lives out of state and I live alone! I pay my bill on time and have been an AT&T customer for over 12 years.

Ticket: # 3904899 - Covid press conferences

Date: 3/30/2020 11:24:07 AM

City/State/Zip: Portland, Oregon 97267

Company Complaining About: Fcc

Description

Please do not air DOnald Trump during the press briefing as he is not sharing facts and is demonstrating unacceptable behavior of verbal abuse toward the media. This is unacceptable and damaging to my children and our country. Medical professionals & scientists should be speaking not a politician who contributed to the delayed response.

Ticket: # 3904933 - T-Mobile billing issue during corona virus pandemic

Date: 3/30/2020 11:36:13 AM

City/State/Zip: Indianapolis, Indiana 46235

Company Complaining About: Metropcs

Description

I recently lost my job due to the pandemic and asked for an extension on my bill. I was advised that my services would be disconnected if the other payable options weren't satisfied.

Ticket: # 3905004 - Boost Mobile is Cutting His Service Off, Tomorrow (Keep American Connected/Covid-19)

Date: 3/30/2020 12:02:48 PM

City/State/Zip: Humble, Texas 77338

Company Complaining About: Boost Mobile

Description

The consumer was blind transferred by Boost Mobile to the FCC. He and all other employees were laid off due to the Pandemic....until further notice. He has not had a paycheck for three weeks. Therefore, he requested an extension to pay his cell phone bill.

He stated that this is a prepaid service in which he is required to pay for service, the day before his refill/replenishment is due, so that it is not interrupted on the next day when the payment is actually due.

The Boost Mobile rep advised him that they would provide him just two options....go to a day to day plan OR he would be given 3 additional days to pay or the phone would be turned off.

He stated that he has no income at this time. He has filed for unemployment and he needs more time. This is his only phone service and he has no other means of communications should he become ill or need emergency services.

He requested that the carrier work with him through this Pandemic and understand that it will take him 3-4 weeks to receive his unemployment benefit.

He has been a Boost Mobile customer for many years. Therefore, he respectfully requested that they keep him connected and provide more time until he receives the stimulus payment or his unemployment benefit.

Ticket: # 3905005 - Vyve Broadband Threatens to Disconnect

Date: 3/30/2020 12:02:59 PM

City/State/Zip: Shawnee, Oklahoma 74801

Company Complaining About: Vyve Broadband

Description

He has cable services Vyvw Broadband. The company is threatening to cut off his cable services two days before he is able to pay it. He is worried because this is the only means of communications he has. He called the company Friday and the rep put in a request to the main office requesting a two day grace period. A gentleman called from the company today saying that they refuse to grants the grace period for payment. He is required to be in the house because of COVID-19 and wants to request that they reconsider his request because his family needs the communications service.

Ticket: # 3905069 - CAPTEL

Date: 3/30/2020 12:34:02 PM

City/State/Zip: Chattanooga, Tennessee 37419

Company Complaining About: Captel

Description

EVER SINCE THIS CORONA VIRUS MESS CAPTEL HAS NOT KEPT ENOUGH CAPTION AGENTS ON HAND TO HANDLE ALL THE OVERFLOW. EVERY TIME I GET TO MAKE A PHONE CALL I HAVE TO WAIT AND SOME OF THE NUMBERS I CALL IS A RECORDING AND IF YOU DO NOT PRESS FAST ENOUGH THE RECORDING HANGS UP SUCH AS DR'S OFFICES FOR EXAMPLE. WHAT I WANT IS CAPTEL TO BRING IN MORE FOLKS TO HANDLE THE SITUATION CAUSE SOME OF THE PHONE CALLS I MAKE CAN NOT WAIT FOR A CAPTIONIST TO GET ON THE LINE.

Ticket: # 3905117 - Boost Mobile Cut Her Service Off and Boost Mobile Blind Transferred her to the FCC /Covid-19

Date: 3/30/2020 12:49:45 PM

City/State/Zip: Zachary, Louisiana 70791

Company Complaining About: Boost Mobile

Description

The consumer stated that she held for a very long time for Boost Mobile. She stated that she attempted 3-4 days, in a row, to reach them and has held on for as long as 3 hours, for Boost Mobile to answer the phone. At times, she has held for two hours and then been cut off w/o speaking to anyone.

She then spoke to a male customer service rep. She requested assistance for this month in keeping her phone connected. She stated that she is on mandatory, stay at home, due to the Pandemic

She provided a friend's phone number due to the fact that her service has already been turned off. She stated that service has been off for a couple days.

She stated that due to the Pandemic she is awaiting her stimulus check and her unemployment check. She is now out of work and awaiting some form of income. She needs to be able to make emergency calls beyond 911 because she is now required to stay at home. She has children at home and needs access to phone services.

Ticket: # 3905197 - Boost Mobile service disconnection

Date: 3/30/2020 1:24:01 PM

City/State/Zip: Dundalk, Maryland 21222

Company Complaining About: Boost Mobile

Description

Consumer stated her service was disconnected

Consumer stated she can't go outside to pay her bill because of COVID 19

Consumer stated she is sickly and needs her phone turned back on

Consumer stated she had been with Boost for 8 years

Consumer would like her service turned back on

Ticket: # 3905231 - Billing/Service Issues

Date: 3/30/2020 1:34:44 PM

City/State/Zip: Austin, Texas 78766

Company Complaining About: Spectrum

Description

The consumer is calling about Spectrum as her carrier

She only has cable service

She received a call from them

They advised her payment is due

She advised she can not pay until 4/13/2020

The carrier advised they would disconnect her service for failure to pay

The consumer does not want the carrier to talk to their customers like this with COVID-19

Ticket: # 3905289 - Being illegally overcharged by Windstream Kinetic services

Date: 3/30/2020 1:58:47 PM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Windstream Communications

Description

I receive brochures in the mail from windstream 2 to 3 times a week and I finally gave it a chance b/c in feb 2020 they ran a promo for 100\$ off bill and internet service for \$27 a month for 15 mbps.. I started their service on 2/13/20 and now they have disconnected my service and said I owe \$135+ and \$33 reconnect fee.. this is illegal to advertise for one thing then charge me a complete different amount. The corona virus has me on the phone for hours b/c their locations are closed.. I have tried to reason with them but this is very illegal.. I'm 7 weeks pregnant and I'm already beyond stressed for the health of my child while the

Ticket: # 3905305 - Paying for High Speed, getting very Low Speed

Date: 3/30/2020 2:05:36 PM

City/State/Zip: Allen, Texas 75002

Company Complaining About: Spectrum

Description

I've been with Spectrum for a few years now and I continuously see where I am paying for high speed internet, but getting very low speeds when completing speed tests. Getting ahold of them is impossible, they will not answer calls unless it is sales related. I would like to have a credit to my account prorated to the average amount of MBPS I get as vs what I pay for. They are continuously ripping consumers off, and getting away with it. With the COVID-19 crises, they are using this to not provide support to existing customers. This is not fair to the consumer when they are a paying customer and deserve much better customer service.

Ticket: # 3905318 - Oklahoma Governor - fail to provide accessible information

Date: 3/30/2020 2:12:59 PM

Description

****From:**** (b) (6)
****Sent:**** Sunday, March 29, 2020 10:54 PM
****To:**** (b) (6)
****Cc:**** Howard A. Rosenblum <howard.rosenblum@nad.org>; board@ok-oad.org; Holly Ketchum <holly.ketchum@nad.org>; Steve Hamerdinger (via Google Docs) <steve.hamerdinger@nad.org>
****Subject:**** Oklahoma Governor - fail to provide accessible information

(b) (6) –

I'm the president for Oklahoma Association fo the Deaf and is representing the Oklahomans who are deaf and hard of hearing where we advocate for equal access to communication. We have had some issues with the Governor Stitts who is aware of our complaints about not providing interpreter or captioning. We have been pushing him to provide an interpreter which he finally did provide interpreter for the press conference. We have reminded their office that they need to provide captioning or interpreters on his facebook page to explain the new mandate order, which we are confused because many deaf people does not understand English and would need to reply on American Sign Language (ASL) The deaf community members have been posting their complaints which the governors' office has already been aware of it.

I was told to contact you to share our concerns about the Governor Stitts who have continue to ignore our plea to add captioning, transcript or interpreter to his Facebook page everytime he does the video to announce the new order related to the COVID-19.

<https://www.facebook.com/GovStitt/>

Can you please advise on what we need to do as Oklahoma Association of the Deaf organization to speak for our Deaf and Hard of hearing Oklahomans who need full access to the emergency information?

Thank you

Glenna Cooper
President
Oklahoma Association of the Deaf

Ticket: # 3905383 - Scam promising \$1000s of dollars a month in income during pandemic

Date: 3/30/2020 2:33:55 PM

City/State/Zip: Boca Raton, Florida 33487

Description

Surprisingly the phone number works. 561-781-8476

Ticket: # 3905404 - account info deliberately hidden

Date: 3/30/2020 2:39:08 PM

City/State/Zip: Lawrence, New York 11559

Company Complaining About: N/a

Description

I have been attempting to reach boost mobile(now under Sprint) for over a week now to no avail in order to find my account #. I have spent over 2 hours total on hold and have not been able to speak to a live person. I understand the Covid 19 outbreak has affected everyone but they should have my account identity info on their website which they don't, they list everything else though.

Ticket: # 3905409 - Frontier DSL Internet recent issues**Date:** 3/30/2020 2:42:21 PM**City/State/Zip:** Marshfield, Wisconsin 54449-8416**Company Complaining About:** Frontier Communications

Description

My DSL internet provided by Frontier has recently started disconnecting constantly through out the day, sometimes as often as every 10-15 minutes. I've talked with Frontier tech support many times to no resolution. Most recently, I was able to talk to a local tech and e stated that the lines are old or bad, and that there was also a "Ped" (I think this is a junction point for the phone lines) underwater that was making things worse, but ultimately there was nothing he could do about it. The service has worked fine for almost 9 years prior to this so something seems to have gone wrong recently that is need of repair, but Frontier seems to have no interest in doing so.

On top the challenges this issue would normally present, it is now compounded by the needs for a stable home internet connection during this Covid-19 home isolation period. My wife and 4 children are at home all day attempting to work and do school from home which is almost impossible.

I would like for Frontier to diagnose and fix this issue.

Ticket: # 3905441 - interruption of services by Direct TV

Date: 3/30/2020 2:50:12 PM

City/State/Zip: Walnut, California 91789

Company Complaining About: AT&T

Description

I was not notified of any services interruption or past due account and suddenly DIRECT TV just interrupted my service (TV) which is the only mode of communication we can avail to get further instructions from government authorities of the present virus pandemic worldwide. Government has impose all network not to disconnect any services that has pass due amount

Ticket: # 3905443 - ISP charging modem rental fee until I return it in spite of SF Health Order C19-07 (Shelter-in-Place order)

Date: 3/30/2020 2:52:02 PM

City/State/Zip: San Francisco, California 94107

Company Complaining About: Sonic.net

Description

My ISP is charging me a monthly rental fee for a modem which they failed to provide a return label for (I contacted them asking for the label months ago). Now they finally provided the label but San Francisco Health Order C19-07 is in effect (shelter in place). ISP will keep charging me the rental fee regardless of C19-07, until I return the modem, even though returning the modem requires me leaving home, which is both hazardous for my health as well as that of the community and is prohibited by Order C19-07 explicitly.

ISP should reimburse me for first 2 months in which they failed to provide return label for modem and should freeze any further lease charges until COVID19 is over or the SF Order C19-07 is lifted and SF residents are allowed to leave their homes.

Ticket: # 3905461 - AT&T System Crash During Transaction

Date: 3/30/2020 3:00:16 PM

City/State/Zip: Westminster, Massachusetts 01420

Company Complaining About: AT&T

Description

All four people negatively affected by this incident are still working full-time during COVID-19 and rely on their phones for communication related to work. Two of which are considered essential personnel.

When attempting to create a new plan with four new cell phones at our local AT&T retailer, their Opus system crashed after having already ported in two phones from Verizon and Xfinity, locking us into a plan that we did not want and unable to get the new phones that we were attempting to purchase. Both this retailer and the supervisor at our local corporate AT & T store have said there is nothing they can do to support furthering the transaction to make the plan what it should be and to put new phones on the plan with installments. To solve this problem, AT & T needs to find a way to recreate our account and start the transaction over with the promotions that we were promised.

Ticket: # 3905540 - spectrum service of lack of service

Date: 3/30/2020 3:18:12 PM

City/State/Zip: Mount Vernon, New York 10552

Company Complaining About: Spectrum

Description

on a daily basis my tv channels go blank spectrum does not fix --will not credit account for lack of service--wait time to reach them is at least 40 mins and this was before the coronavirus--to reach a person to resolve any issue with them is an impossible task--service is beyond awful

Ticket: # 3905558 - FRAUDULENT BILLING BY LINGO

Date: 3/30/2020 3:25:05 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Lingo

Description

WE ORIGINALLY SIGNED WITH TNCI, IT CHANGED TO IMPACT AND NOW LINGO. THIS COMPANY IS SCAMMING CUSTOMERS BY TAKING THEM OFF AUTO-PAY AND THEN WAITING MONTHS SO THEY CAN ACCRUE INTEREST ON INVOICES.

WE HAVE REQUESTED THEY CANCEL OUR SERVICE EFFECTIVE IMMEDIATELY AND THEY TOLD US IT COULD TAKE 90 DAYS. THIS COMPANY HAS CHANGED THEIR AGREEMENT WITHOUT OUR APPROVAL.

1. THIS ACCOUNT HAS BEEN ON AUTO-PAY FOR THE PAST 10 YEARS. THEY CHANGED HANDS TO LINGO AND STOPPED THE AUTO_PAY WITHOUT ANY NOTICE. THEN THEY WAITED TILL COVID-19 TO SEND AN INVOICE FOR 6 MONTHS AS A COLLECTION NOTICE.

WE SPENT TWO HOURS TALKING TO 3 DIFFERENT PHONE NUMBERS - NONE OF THE REPS COULD EVEN FIND OUR ACCOUNT.

THIS IS THE FIRST TIME WE HAVE RECEIVED ANY NOTICE OF A DELINQUENT INVOICE OR NEEDING AUTOPAY INFO ETC.

WE DID NOT GET ANY EMAIL FROM IMPACT/LINGO PRIOR TO THIS.

WE DID NOT GET ANY LETTER FROM IMPACT/LINGO PRIOR TO THIS.

WE DID NOT GET ANY AUTO-DIAL CALL FROM IMPACT/LINGO,

WE HAVE PAID THE COLLECTION AMOUNT, WANT THE SERVICE CANCELLED AND A REFUND EVERY SINGLE "INTEREST PAYMENT". LINGO SAYS THAT IT WILL TAKE 90 DAYS TO CANCEL!!!

Ticket: # 3905561 - Metro by tmobile is not honoring the agreement

Date: 3/30/2020 3:26:01 PM

City/State/Zip: Houston, Texas 77053

Company Complaining About: T Mobile

Description

Metro by t-mobile is not honoring the agreement to not disconnect service as signed by tmobile with fcc. They also will not transfer to a manager, they placed me on hold for 5 min then transferred me back to the initial prompts when you first call. Metro by tmobile is operated by tmobile with tmobile being the parent company. This interruption during the global crisis is causing me not to be able to reach family or even recieve calls from potential employers. I have been layed off because of this pandemic and metro by tmobile refuses to assist. They keep saying they are not part of tmobile when in fact their name is Metro By Tmobile. This is unethical during a time of global disaster. Metro by tmobile needs to be held accountable and reconnect my service and tmobile also needs to be held accountable for what their company is doing to customers.

Ticket: # 3905608 - Years of Verizon Issues**Date:** 3/30/2020 3:39:37 PM**City/State/Zip:** Pittsview, Alabama 36871**Company Complaining About:** Verizon

Description

Been with Verizon for several years now because they are [unfortunately] the only "provider" for cellular service around here. I pay \$170+/month for x2 lines and have had over 15 tickets opened and most immediately closed with some BS excuse, found out recently my phone's sim disconnected from their servers on several levels, was "fixed" and now have even worse service than before. To top it all off, due to this global pandemic, they reduce their hours (because why pay employees to work at home during a recession?) and nobody answers their lines for over an hour to even get the issues diagnosed. I am working with +/- 100kbps (yes, kilobits per second - as in near dial-up speeds) and a nearly unusable service. Calls don't come in, internet barely works, and I'm left with a near \$200 brick that I'm forced to pay for and can't even cancel if I wanted to. If this isn't robbery, it's pretty damned close to it. I am not, and have not been getting the service I pay for. I have called Tech Support, Tier 2, and their Executive Customer Care teams well over 100 times in the past 2 years alone and this problem still persists despite being told "it'll be fixed" and "you should be good now". I have also been told that I am "allowed" to switch to another carrier with the caveat being there is no other carrier here. Verizon is a duplicitous company with predatory and lazy practices. I want them to fix my issues once and for all. It's been 3 years of consistent (and the same) issues!

Ticket: # 3905627 - Phone service

Date: 3/30/2020 3:47:54 PM

City/State/Zip: Lenoir, North Carolina 28645

Company Complaining About: Metropcs

Description

Metro pcs is going to turn off my phone tomorrow for non-payment during the pandemic. I have no outstanding balance.

Ticket: # 3905635 - Billing & Availability Issues

Date: 3/30/2020 3:51:12 PM

City/State/Zip: Northampton, Pennsylvania 18067

Company Complaining About: AT&T

Description

Consumer said she got to the description and it disappeared

Consumer lost her job due to the Pandemic

Consumer said she can't use her phone because they shut off her service

Consumer called AT&T and asked them to just extend her payment for a week until she gets her unemployment and AT&T refused

Consumer asked to speak to a supervisor and his name was Mr. Rosenberg

Consumer said Mr. Rosenberg said that they can't offer her the services, because her phone bill needed to be paid

Consumer told him that she was just asking for a extension to pay

Consumer just wants AT&T to tun her service back on and she promises to pay it when she gets her unemployment check.

CTR402

Ticket: # 3905642 - WAVE, TV & Internet

Date: 3/30/2020 3:53:48 PM

City/State/Zip: Concord, California 94521

Company Complaining About: Wave Broadband

Description

PROBLEMS: Frustrated with not being able to view multiple channels (2, 22, 41, 44, All the HBO feeds) and in spite of being required to rent a DVR device Arris) in order to attempt to have a clear WAVE signal reach my home, I need some focus to resolve the issues.

As a schoolteacher "sheltered-in-place" I am using extra bandwidth to teach my 4th grade students via teleconferencing so I called WAVE to get an upgrade. I called using the home phone which is VoicelP driven by WAVE.

At 09:50 am, Norma hung up on me when she secretly attempted to "hit" the line, to resolve the slow Internet, failing to recognize that her efforts would disconnect my connection. In spite of having my phone number, she never called back

At 09:54 Miguel did exactly the same thing, he arbitrarily broke the connection and never called back. Personally delayed by needing to connect with my class students I called back again and at 10:54 Norma listened enough to comprehend she could easily interrupt the signal if she "hit" the line. Knowing that my Internet usage had hit the limit she offered me an increase in usage (1-GIG) but it will require a tech to "make changes in the house wiring". I have no choice with the existing Covid-19 restrictions, my employment dictates that I continue to teach. So tomorrow I will expect a tech to remedy my Internet issue.

WAVE Phone Rep Solution: Train service reps to comprehend that their actions make unhappy customers especially when they fail to call back.

WAVE TV Solution: Replace any and all defective "feeder equipment" preventing me from receiving a consistent signal (one without the picture tiling and without dropping the sound). On March 28, 2020 we received an email declaring that as a special treat during troubled times eighteen (18) channels would be provided to all through April-19. That being said I cannot receive Channel-218, National Geographic Wild without calling WAVE again.

My local Field Technician Supervisor Leotis Jones has been superb to work with but his "penalty in life" is to receive my complaints, many of which he has no ability to control. He needs true corporate support to accomplish resolving the chronic troubles. I'm frustrated with needing to deliver to WAVE logs of details including a date, the time, the channel, the trouble when in fact they have remained a consistent problem for going on 3-years ((2, 22, 41, 44, All the HBO feeds) .

Ticket: # 3905654 - AT&T FirstNet Service Issues**Date:** 3/30/2020 3:57:53 PM**City/State/Zip:** Blue Mountain, Mississippi 38610**Company Complaining About:** AT&T

Description

My name is (b) (6) and I am the (b) (6). I am writing on behalf of our college and Tippah county due to the extended AT&T wireless outage in our town of Blue Mountain and the surrounding area. This coverage has been nonfunctional for over a week now with three previous repair dates not met by AT&T. They advised that it would be corrected last Monday, then Wednesday, then Friday and now moved to tomorrow. We still have a few students on our campus who have no way to communicate for emergencies with our campus or any health emergencies. This needs to be corrected and we need to be getting constant communications from AT&T as to why this entire region is not being prioritized. Additionally, our county is one of the highest affected counties in our state with the Coronavirus. This is a very serious issue for our college. Please advise.

Ticket: # 3905683 - KUOW Public Radio

Date: 3/30/2020 4:06:37 PM

City/State/Zip: Chicago, Illinois 60641

Company Complaining About: Kuow

Description

NPR affiliate refusing to air White House daily briefings limiting available information to the public. Direct violation of FCC contract with this radio station. This announcement (March 25, 202 at 1:44 PM) was made AFTER President Donald J. Trump Approves Washington Disaster Declaration (Issued on: March 22, 2020).

Please require KUOW to broadcast White House Coronavirus Task Force briefings until the Washington Disaster Declaration is concluded.

Ticket: # 3905685 - Suddenlink internet service

Date: 3/30/2020 4:07:33 PM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

We have had ongoing problems with Suddenlink, with no resolution. Instead of providing more service to those being impacted by COVID-19, they should first ensure that those that are paying for service continues to get the speeds they are paying for. I pay for 1 GB service, and have never gotten anything over 400 MBps service, regardless of connection type or # of devices connected. Currently experiencing speeds less than 5 MBps download and 10 MBps upload.

Those in Bryan/College Station TX have only one high-speed internet option, and it is Suddenlink (also known as Altice). Please investigate their service model and statements regarding speeds.

Ticket: # 3905746 - Connection Issues

Date: 3/30/2020 4:25:31 PM

City/State/Zip: Louisville, Tennessee 37777

Company Complaining About: Charter

Description

Spectrum/Charter is having severe connection issues the past 5 days. 10's of thousands can not get current Corona Virus information. They laughed when my wife and I called their service department after us waiting to speak with them after waiting over 50 minutes only to tell us they can not help, transferred the call , then hung up. We called back and waited another 45 minutes with no answer. Our county and city have contracted with them as the exclusive supplier. Please help. Respectfully

(b) (6)

Ticket: # 3905768 - FCC regulations on local chanel's market share

Date: 3/30/2020 4:40:43 PM

City/State/Zip: Laurel, Indiana 47024

Company Complaining About: Directv

Description

I live in Laurel Indiana 47024, my local channels thru direct tv is in the Cincinnati Market. Currently with the Coronavirus my Indiana governor is making announcements that I do not know about. I need to see my state's news on the local level which would be out of Indianapolis. I am sure I am not the only one facing this problem. Could the regulations be changed during this time and then go back?

Ticket: # 3905774 - General Complaint**Date:** 3/30/2020 4:41:28 PM**City/State/Zip:** Louisville, Kentucky 40203**Company Complaining About:** Cricket

Description

The main problem is that I have service with Cricket Wireless. I was sent a text message that said if you are having a problem making your payment and would like to extend your payment out another 7 days that you may call 1-800-CRICKET. So I dial 611 and wait for over an hour for someone to answer. I am a faithful customer and always have been. When the rep gets on the phone she explains that I would have to pay another bridgepay. My thing is that if I have paid for one extension and all other carriers are working with their customers... what the difference. I explained to the lady that it is a national pandemic and that I just needed a little bit more time and asked for a supervisor. The supervisor said the same thing yet all other companies are not disconnecting services. This is my complaint that I wanted to make known today and I will switch services as soon as possible and bring others with me.

Ticket: # 3905799 - Vacuous Cell Phone Capacity - Unable To Work From Home!!!

Date: 3/30/2020 4:48:33 PM

City/State/Zip: Brighton, Michigan 48116

Company Complaining About: T Mobile

Description

Please light a fire under T-Mobile's back-side to deploy Mobile Cell Phone Sites, Wikipedia link below.....to have any chance of complying with the Federal and State work from home edicts, adequate cell phone service/download speeds is ESSENTIAL.....these firms pose a glaring major constraint to complying with these edicts...thereby reducing the spread and impact of COVID - 19. FCC please respond and take prompt action. Thank You (b) (6)

https://en.wikipedia.org/wiki/Mobile_cell_sites

Ticket: # 3905815 - ATT complaint

Date: 3/30/2020 4:55:09 PM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: AT&T

Description

Phone service does not work. I have been calling in and complaining since November. It is almost completely inoperable. Calls say "can not be completed as dialed" yet ATT is charging monthly fee and is also charged \$1,378.95 to get out of contract for phone service that doesn't work on 2 lines. Every time I call for help the agents play games and blind transfer when the problem gets too hard to solve. No one will help me. They told me to go into the store for a copy of my contract which I requested during covid19 and I don't feel comfortable going in the store, they won't email it. They are saying it's a 30 month contract but in store when I signed up I was told 24 months. Also, the monthly (already filed a complaint about this) is way higher than what was originally quoted.

Ticket: # 3905817 - Tax payer relief scam

Date: 3/30/2020 4:55:16 PM

City/State/Zip: Rochester, Minnesota 55902

Company Complaining About: Irs Taxpayer's Solutions & Services

Description

COVID-19 IRS Taxpayers Solutions & Services depart of the government solicitation/SCAM

Ticket: # 3905823 - Billing issues

Date: 3/30/2020 4:56:52 PM

City/State/Zip: Lonoke, Arkansas 72086

Company Complaining About: AT&T

Description

I have been billed for stuff I do not have and have not had since November. I have reached out to ATT/DirecTV numerous times. I left several voicemails for the lady at the OOP that helped me with my initial issue. Her name was Racene Day. I never heard back from any of my voicemails. I also spoke with a few reps, one was finally able to get the hardware off of my account so I wouldn't be billed in the future. I was told she was sending a request for all the charges to be credited due to this issue. That was on February 20. My bill still has not been fixed. I cant pay the bill until it is fixed. I sent another message through facebook messenger on Thursday the 26th. I still have not had anyone contact me to fix this. However I am getting plenty of emails telling me my bill is late, which is ridiculous. It wouldn't be late if they would have fixed this properly in response to my complaint with yall in November. I thought it was fixed only to discover I was being charged for wired equipment which was not even what was installed in my house. I have wireless equipment. This is beyond ridiculous. If a company is going to continuously send notices about paying a bill late during a global pandemic, that is pretty crappy in itself but to continuously send them when I have tried to get this fixed numerous times without success and have not even received a call from the comoany when I messaged them on Thursday is beyond ridiculous. I need them to contact me and resolve this overbilling that is on my account as I have been requesting for them to do for months.

[Ticket: # 3905825 - price gouging during a pandemic](#)

Date: 3/30/2020 4:57:00 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

On 2-13-20 my bill with suddenlink communications was \$76.75 for internet alone. March 17th it went to \$98.55. Next projected bill for 4-17-20 is \$109.40. No explanations. 43% increase in 60 days at a time when people's lives depend on the information superhighway. Service is unreliable as well in many parts of my community.

Ticket: # 3905826 - ATT complaint-2

Date: 3/30/2020 4:57:04 PM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: AT&T

Description

Phone service does not work. I have been calling in and complaining since November. It is almost completely inoperable. Calls say "can not be completed as dialed" yet ATT is charging monthly fee and is also charged \$1,378.95 to get out of contract for phone service that doesn't work on 2 lines. Every time I call for help the agents play games and blind transfer when the problem gets too hard to solve. No one will help me. They told me to go into the store for a copy of my contract which I requested during covid19 and I don't feel comfortable going in the store, they won't email it. They are saying it's a 30 month contract but in store when I signed up I was told 24 months. Also, the monthly (already filed a complaint about this) is way higher than what was originally quoted.

Ticket: # 3905900 - CBS Using misleading video from another source and not citing it.

Date: 3/30/2020 5:19:35 PM

City/State/Zip: Plainwell, Michigan 49080

Description

On March 25th, 2020 CBS ran a story on COVID-19. They used footage from SKY News in an Italian hospital that was aired on March 19th, 2020. CBS spun the story, misleading people watching the story to believe that it was in New York city.

Ticket: # 3905906 - ABC Chicago News Pandemic Breifing Blackout

Date: 3/30/2020 5:21:34 PM

City/State/Zip: Batavia, Illinois 60510

Company Complaining About: Abc Channel 7 Chicago

Description

During our national emergency, ABC Chicago did not cover the March 30th briefing from the Whitehouse on critical status and developments of the Covid19 pandemic. For elderly people such as my Father, a 96 year old WWII vet who relies on our public airways to understand what is going on, this blackout is shocking. They should be fined or have their license pulled for this egregious violation of the public trust and dangerous behavior.

Ticket: # 3905940 - White House briefings on COVID-19.

Date: 3/30/2020 5:40:14 PM

City/State/Zip: Chicago, Illinois 60660

Company Complaining About: All Broadcast Television

Description

We're supposed to be in a National Emergency, so why do ABC, NBC and CBS only show 10-15 minutes before going back to regular programming?? The reports from medical experts in the briefings is so important for everyone to hear. Can't the FCC require these networks to show the entire briefings, if we are in a National Emergency???

Ticket: # 3905975 - Failure to provide internet services during COVID19 shutdown

Date: 3/30/2020 5:53:16 PM

City/State/Zip: Summerville, South Carolina 29483

Company Complaining About: Wow

Description

I have had internet service with WOW for almost 3 years. My services went out 2 weeks ago. The company has made no effort to fix my services. I have called multiple times and have been told time and time again someone would be out the next day. When I called in today, March 30, 2020, I was told no one would be able to assist until possibly Wednesday. That is unacceptable as I have already missed 2 weeks of work and my children have missed 2 weeks of school due to this issue.

Ticket: # 3905984 - no closed captioned for the deaf

Date: 3/30/2020 5:58:27 PM

City/State/Zip: St Louis, Missouri 63111

Company Complaining About: Spectrum

Description

C-SPAN NO CLOSED CAPTIONED EMERGENCY White House ABOUT CORONA VIRUS
RESPONSE. I AM VERY SCARE I AM DEAF

Ticket: # 3906025 - Why networks not broadcasting POTUS COVID19 updates

Date: 3/30/2020 6:43:50 PM

City/State/Zip: Grand Island, New York 14072

Company Complaining About: Comcast

Description

What right do TV networks have to not broadcast POTUS update on COVID19? During the time of crisis, networks responsibility is to disseminate information to the public. We, the people, should not be searching the internet for updates in our own country. This is a disgrace and these companies ought to be held accountable. I am not a republican nor a democrat - it doesn't matter in a time of crisis. TV networks suddenly decided to stop the broadcast - on what grounds? Authority? Information, and especially in time of crisis, is not a privilege - it is a right. I am writing to you because they don't publish anything and don't even re-broadcast. This is nothing but a sabotage of the country. Perhaps we should look long and hard on how these companies operate. If we have a defense production act, should we have something similar to the media? In time of crisis we should all be one. This is disrespectful to the people and a disgraceful act to the country. So in wartime, news outlet may decide that not to air important health information to the people? Does this sound criminal? These people should be removed and held accountable to the full extent of the law. Thank you for your assistance in this matter.

(b) (6)

Ticket: # 3906043 - failure to honor 60 day no cut off

Date: 3/30/2020 6:59:09 PM

City/State/Zip: Grand Saline, Texas 75140

Company Complaining About: Sudden Link

Description

Suddenlink by altice agreed to not cut us off for 60 days during this pandemic, on the 18th of march we had an agreement of 60 days no cut off and today they cut us off. we had to borrow money as its our only means to have information and news. with out internet we can not order supplys or make tele heath calls to doctors. ask them to stop all cut off until this is over.

Ticket: # 3906049 - Amateur radio license Online testing

Date: 3/30/2020 7:02:46 PM

City/State/Zip: Mequon, Wisconsin 53092

Description

Due to the covid virus pandemic fcc should allow online testing for amateur license

Ticket: # 3906054 - Price Gouging

Date: 3/30/2020 7:09:11 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

I reside in Kingwood, TX, in an area that offers one internet provider, Suddenlink. Suddenlink has dramatically increased the rate at which they charge for the same item. No notice was provided, just an increase in the bill. At a moment like this, when my husband and I are both unemployed, him due to Corona virus, this is nothing short of criminal. I worry about how the bill will be paid. The connection speed is not in line with competitors and the increase in price did nothing to improve speed.

Ticket: # 3906084 - Service interruption

Date: 3/30/2020 7:34:33 PM

City/State/Zip: Houston, Texas 77053

Company Complaining About: Metropcs

Description

I recently switched from cricket to this company last month, no one could have expected everything would have been affected by covid19. I dont understand why the company aren't able to assist in this matter. I need my service to contact jobs and family. I cant understand why you guys wont help me. Your under the tmobile umbrella, t mobile is your parent company and your advertising when you call 611 says metro by tmobile is t mobile. You guys should atleast be able to roll over my balance to the next month as your store agents are telling us.

Ticket: # 3906090 - Service disconnected

Date: 3/30/2020 7:36:45 PM

City/State/Zip: Des Plaines, Illinois 60018

Company Complaining About: Sprint

Description

My sprint cell phone service was disconnected today because I couldn't make a payment. I called their customer service (over an hour hold). I told them I got laid off from the coronavirus outbreak and had no money right now. They said I had to pay a minimum of \$100 to be reconnected . I explained again that I had no money and I had to argue to get it re connected. They only agreed to do it after I brought up the fcc program of not disconnecting service during the emergency.

Ticket: # 3906124 - Remove Donald J Trump from Pandemic Press Briefings

Date: 3/30/2020 8:16:19 PM

City/State/Zip: Buckeye, Arizona 85396

Company Complaining About: Cox

Description

The FCC states that the Communications Act prohibits the FCC from censoring broadcast material, in most cases, and from making any regulation that would interfere with freedom of speech.

However, we must control Donald Trump in his briefings about the corona virus pandemic has endangered the health and safety of all Americans here and abroad by the following irresponsible actions:

- Setting false expectations
- Provides false, dubious or questionable medical claims
- Provides false and/or misleading statements about travel.
- Made Inflammatory statements regarding China, which incites animosity toward Chinese American citizens.
- Unsubstantiated accusations (implied and overt) that state leaders mismanaging the problem.

I request that Mr. Trump, Mr. Pence, and all other political figures be removed from these Corona Virus briefings. They should be replaced with medical and pandemic specialists.

Ticket: # 3906126 - Verizon FIOS problems and continued harrassment.

Date: 3/30/2020 8:16:42 PM

City/State/Zip: North Syracuse, New York 13212

Company Complaining About: Verizon

Description

I set up an apartment install for Verizon FIOS. The tech checked out the apartment basement, and said he had no way to get to the actual apartment. I told him I wasn't interested, but he continued to set up the modem/router in basement (not in my apartment) I called to talk to FIOS and told them I want them to have the guy leave. I wasn't interested in having the service with the router in the basement. He didn't leave, and finished setting it up. I called FIOS again, and confirmed the cancellation/disconnect and even though I cancelled, and never even had the service, they insisted I had to return the modem myself, threatening me with fees and charges.

They gave me a code to bring to UPS, I went...code didn't work. I called, they ASSURED ME THE NEW CODE WOULD WORK. It didn't work. Next time they assured me they would send me a box and packaging to bring to UPS. They failed to do so on several occasion. I went to UPS store with the correct label, absent the box. They wanted 20\$ for a box and packing, for an item that some guy left at my house without my consent. They said I could bring it to the Verizon FIOS store. I went there, a 26 minute drive, and they said they are not accepting modems due to COVID. So i went and got a box, sent the modem, and thought I was done with Verizon forever. Then today, I received a bill for 99.00\$ with no information what the charge was for, and when I contacted them, they also could not tell me. I was hung up on by a supervisor for the 2nd time, and they are absolutely no help in any way. In no way have they helped in any way during this whole process, yet they have continued to harass me with bills. Every time I have called, without fail, over twenty calls, they gave me false or incorrect info every single time. I was told absolutely no charge, and I have contacted them several times about this "mystery" charge that they can't explain, but insist they can't remove it. I am completely fed up, and I don't even want to deal with the rude and dishonest customer service.

Ticket: # 3906134 - Drastic reduction on internet speed

Date: 3/30/2020 8:25:26 PM

City/State/Zip: Pauma Valley, California 92061

Company Complaining About: AT&T

Description

AT&T slowed my internet drastically. I tried to call them, but they never answered. I was on hold for over 38 minutes and they never bothered to answer. I thought they couldn't take your internet from you during the quarantine for covid19. I live alone on Palomar Mountain in a Campground. I'm 73, have numerous health problems and rely on my tablet to order food and necessities and to check on my orders. Please help.

Ticket: # 3906165 - LONG TERM OUTAGE

Date: 3/30/2020 9:09:38 PM

City/State/Zip: Grand Rapids, Michigan 49505

Company Complaining About: Comcast

Description

January - 2 tech visits the first one cut all the ends off my lines and replaced them, the second tech replaced my drop line to the house and stated he noticed issues in it.

I had him re-check everything when he was done, and checked the signal from the modem myself, then ran a speed test and the 30mb issue continued. He blamed my modem and left the property.

Purchased a new netgear cm1000 and swapped it out on my account. Issue persisted.

Issue continued thru feb. Getting 30Mbps most days and good speed rarely when the SNR on the ofdm channel is over 20. This was annoying since im paying for gig service but i put up with it instead of opting to keep calling comcast.

3/22/20 Issue has gotten to the point where it's actually dropping my connection entirely and leaving me without internet for 6+ hours at a time sometimes. We have been using our personal hot spots with out cell carriers to get online. We are limited to 30 gb so it's difficult to keep usage low.

3/22/20 called and scheduled tech visit

3/23/20 Tech visit Jason R tech number 1599 - Agent replaced all lines inside the house and put a new splitter on the line.

Found issues on the pole and stated that he opened a ticket to have the issues on the pole looked into. He said this should only take 3 days.

3/25/20 8:54AM Talked with a tech support agent she said that said i would recieve a call to schedule another visit
never got a call

Picked up a xfi modem from the local comcast store for additional testing.

3/25/20 4:21PM Jenna Hall esclated to supervisor Scott S - Included notes about Jason R tech visit and ongoing issues since january and requested a maintainence ticket be created

3/25/20 8:19PM Cooper 1191330 - no response to supervisor email yet waiting for supervisor to make maintainence ticket. Noticed issues in the line with xfi modem. He stated that the xfi modem gives him extra diagnostic info. He provided \$40 credit for feb and said to expect a call back tomorrow. (will call tomorrow afternoon to follow up if no call recieved)

3/26/20 9AM no call back so far - still expierencing issues

3/26/20 11:13 AM Clay 1132072 she stated no maintenance ticket has been put in. She is also going to escalate this to her supervisor. She said her supervisor is unable to create a tech visit due to covid19 (i didnt even ask or want another tech visit) and a maintenance ticket is open. She gave me ticket number CR898642392 for this

3/26/20 11:29 AM call back from Clay 1132072 - She said her supervisor opened a maintenance ticket with the number 219332

3/26/20 11:46 AM Filed this txt document with FCC complaints assigned Ticket (b) (6)

3/26/20 3:44PM Randall -ev (refused to give last initial or technician number) he stated that 219332 is not a maintenance ticket number and that was the work order number that was made out on monday to have jason r come to my house. I informed randall of the filing with the FCC and he did some further investigation. He said 3-5 business days for the work order to show up in the system and no current work order is in. He said he will put detailed notes in my account about whats going on.

3/27/20 3:00 PM Call from corporate Donovan R. I explained what is going on and told him about my notes and he said he will follow up with the issue and sent me a follow up email later.

3/27/20 3:53 PM Call from local supervisor. Adam 1034 is sending jason back today

3/27/20 4:15 PM Jason arrives, replaces drop line, re-tests everything and sees the same issues continue. Puts in the work order again, this time i recieved a text about it.

3/27/20 6:37 PM Follow up voicemail with Adam 1304 requesting that he see about having maintenance put a rush on my work order since it was done incorrectly the first time.

3/27/20 6:39 PM Call to corporate, talked with John requesting that he see about having maintenance put a rush on my work order since it was done incorrectly the first time. He said he will reach out and update me with any info he gets by the end of his shift.

3/28/20 10:50 AM Text message from comcast saying maintenance is complete

3/28/20 9:56 AM call from adam 1034 local supervisor saying the issue should be fixed. The internet seemed to be working at this time and the SNR was in the 30's for the odfm downstream

3/30/20 4:44 PM Issue Returned ODFM SNR at 3.6 and modem was kicked offline.

3/30/20 5:40 PM Left voicemail with adam 1034 Local Supervisor

3/30/20 5:45 PM follow up with Meka at corporate

3/30/20 Ebony W6U billing agent said she would transfer me to tech support to have a tech come out but i never got thru

Ticket: # 3906171 - Porting number

Date: 3/30/2020 9:13:08 PM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: AT&T

Description

I spend entire day jumping hoops because AT&T was sending me to random phone numbers to call, placing on endless holds, sending me to the store and store was sending me back to customer serving. This is the established process for customers to fight porting number from AT&T post paid to AT&T prepaid. One entire day with trips to the local store in the middle of COVID19 pandemic!

Ticket: # 3906188 - Comcast Cable

Date: 3/30/2020 9:19:57 PM

City/State/Zip: Midlothian, Virginia 23112

Company Complaining About: Comcast

Description

Comcast / Xfinity raised my Cable TV, Internet and telephone by 25%

during the Corona Virus shutdown. They refused to negotiate a lower price for a senior citizen! My solution is to lower my price!

Thanks!

Ticket: # 3906198 - Undue service interruption and fees

Date: 3/30/2020 9:31:49 PM

City/State/Zip: Killeen, Texas 76549-6737

Company Complaining About: T Mobile

Description

I have read that all major cellular providers have taken a pledge to suspend service interruptions as well as late fees in the event of late payments due to the current Covid-19 pandemic crisis. T-mobile 2 days ago disconnected my service and demanded \$50 to reconnect our two lines. We were not even a month behind on our payment. This feels like an unacceptable move on their part when they are publicly stating that they will not be performing these types of actions. If they plan on going against what other carriers are doing to help out those in these harsh times of crisis, then they shouldn't be making these claims to the public. I feel this is akin to false advertising and should be investigated further. If not for myself, then for others whom may be receiving the same treatment and haven't stepped forth to file any complaints against T-mobile.

Ticket: # 3906212 - Suddenlink complaint!! Rude representative and constant loss of service

Date: 3/30/2020 9:35:44 PM

City/State/Zip: Midland, Texas 79707

Company Complaining About: Sudden Link

Description

We have had issues with suddenlink for a while now but having a representative call me and be completely rude was the last straw! Being loyal customers and putting up with the constant loss of our internet obviously wasn't enough, me and my husband just had a rude representative call us from there telling us he is cancelling our technician that was suppose to come out because we were a few days late on our bill. I have not been able to work because of COVID-19 and I tried to explain this to him and told him we would have the bill paid in 3 days. He then proceeds to say well there's nothing I can do for you until your bill is paid. We just confirmed the technician coming out 2 days ago!! Our internet constantly goes out and this has been happening for months now! We even went and picked up a new modem a couple months ago and our internet still cuts out multiple times a day, every single day. When I told the representative who had called me that we were late on our bill because of work closing due to the virus he didn't even care he just responded with "well I'm cancelling the technician coming out until you pay the bill" all this time we could have cancelled our service with suddenlink but we chose to stick with them and pay every month when our internet service constantly goes out and there is no reported outages. We have to unplug it for 30 seconds and plug it back in every single time and it still cuts out multiple times a day. So for this guy from suddenlink to be rude and cancel our technician coming out was completely ridiculous and uncalled for. Date called: March 30, 2020. Time: 7:30 pm

Ticket: # 3906240 - President Trump Covid-19 Briefings

Date: 3/30/2020 10:00:33 PM

City/State/Zip: Dallas, Texas 75219

Description

The FCC states that the Communications Act prohibits the FCC from censoring broadcast material, in most cases, and from making any regulation that would interfere with freedom of speech.

However, we must control Donald Trump in his briefings about the corona virus pandemic has endangered the health and safety of all Americans here and abroad by the following irresponsible actions:

- Setting false expectations
- Provides false, dubious or questionable medical claims
- Provides false and/or misleading statements about travel.
- Made Inflammatory statements regarding China, which incites animosity toward Chinese American citizens.
- Unsubstantiated accusations (implied and overt) that state leaders mismanaging the problem.

I request that Mr. Trump, Mr. Pence, and all other political figures be removed from these Corona Virus briefings. They should be replaced with medical and pandemic specialists.

Ticket: # 3906259 - Service Issues with Spectrum Internet**Date:** 3/30/2020 10:28:10 PM**City/State/Zip:** Los Angeles, California 90068**Company Complaining About:** Spectrum

Description

am contacting you regarding the service at (b) (6). We have 2 accounts at this address.

Residential Account

Account Number (b) (6)

Services TV, Internet, Phone

(b) (6)

Business Account

Account Number 8(b) (6)

Services Internet, Phone

Address (b) (6)

I have a complaint regarding Internet service for both accounts. Both the residential and business accounts have Spectrum's 400/20 Internet plans.

We have been having intermittent troubles with the residential service since January of this year. We have called Spectrum on several occasions which they have always resulted in dispatching a truck. When the technician arrives they do their test(s) and inform us there the trouble is elsewhere in the network and they will have to refer it to their maintenance department. They have switched out our modem and router with new equipment from Spectrum and most recently pulled a brand new line from the utility pole into our home. Unfortunately, these actions did not resolve our troubles. The service was slow at times, but for the most part useable. However, the speed test and being able to use the service reliably has never been up to par.

I work from home and require a stable Internet connection. I contacted Spectrum Business sales to inquire about a more reliable service. I ordered the Business service after being told by the Sales Representative that the business level service would get priority routing of traffic in the neighborhood. The service was installed last week and sadly the same issues occur with the business as does the residential service. The technician also advised that the residential and business services coexist on the same Spectrum equipment and business service does NOT get priority traffic over residential traffic. We now have 2 services in our home totaling almost \$400 per month and both are having the same issues with the Internet service, slow and unreliable. The whole purpose of getting the business class service was to avoid these types of issues.

The past service call, an SMB Field Supervisor (Luis Camarena) came out to discuss the issues we were having. Luis was wonderful in his empathizing, understanding, and listening skills. He tried everything he could but ultimately came to the same conclusion as the previous technicians did, the issue had to be referred to the maintenance department to resolve the trouble. I advised Luis that I had little to no faith of that actually doing anything since I have been told that by 2 previous Spectrum

technicians, but on the same hand I understand he had done all he could do. But, Luis provided me with his direct contact information and advised that he would follow up with me.

Today, I received the following email from Luis:

"Hello Joe,

Hope this message finds you well. I reached out to the local maintenance supervisor and I was informed they are aware of the issue and they are unable to provide an update at this time. According to my research, the congestion has been an issue since January. I went ahead and notated your account so we can keep those records attached. If you contact customer service they should be able to read my comments and you can request a credit. Once again, I want to apologize for all the inconvenience, and I will keep you posted as soon as I get an update."

My problem is with his statement "According to my research, the congestion has been an issue since January." Spectrum has known about this issue for 3-months now and has done nothing to resolve the issue. Now with COVID-19, the usage is putting even more of a strain on the Spectrum infrastructure. I understand that Spectrum is unable to prevent such additional traffic on the network from COVID-19 as it was unexpected. However, this issue (from your own employee) has been known by Spectrum since January 2020 months before COVID-19 even came into the picture. It is completely unacceptable for a company of your size to allow this type of customer service to occur for months without resolving the issue.

What would I like? Well, I'd like for the capacity in the area to be upgraded to sustain the customers you have or don't continue allowing new customers or upgrades until the capacity issue is resolved. After the issue is resolved I would like to discuss a monetary adjustment to our accounts for the lack of service we have been receiving.

Ticket: # 3906265 - United Healthcare phone scam

Date: 3/30/2020 10:30:29 PM

City/State/Zip: Scottsdale, Arizona 85258

Company Complaining About: United Healthcare

Description

This is the voicemail I received tonight. The person ((b) (6)) mentioned in the call is my aunt. She is not associated with my mobile number.

"Hello this is United Health Care calling for ((b) (6)) We're calling with important information related to the Corona virus so please call us back anytime 24 hours a day seven days a week. Toll free at 1-833-576-5649. Again the number is 1-833-576-5649. For the latest Corona virus updates to help you stay informed. Please visit the website on the back of your member ID card. Thank you and have a good evening. Goodbye."

Ticket: # 3906274 - False Advertising Self-Install Service**Date:** 3/30/2020 10:35:33 PM**City/State/Zip:** Dryden, Michigan 48428**Company Complaining About:** Charter

Description

Spectrum is advertising that they are offering to send equipment to customers for self-installation during the COVID-19 outbreak. I reached out because I needed to upgrade my internet speed to work from home. I and a family member are immunocompromised so having a tech come to my house is a no go. They refuse to send me a provisioned modem to self-install which they acknowledge is all I need to upgrade. I would like them to send a modem and upgrade my internet service to their Gigabit service.

Ticket: # 3906295 - Suddenlink Communications taking advantage of their customers

Date: 3/30/2020 11:22:44 PM

City/State/Zip: Abilene, Texas 79601

Company Complaining About: Sudden Link

Description

Suddenlink communications has a monopoly over Abilene, TX as the only available TV/Internet provider. They have been taking advantage over this fact for many years by upcharging their customers without any consequences since the customers can't switch providers. More recently they used this to their advantage by upcharging customers during the COVID-19 crisis. Being a college student without a job and my partner being recently unemployed I have no way to pay these extra charges. I need all the money I can get to save for supplies and to keep my power/utilities on. I think it is criminal that they changed my rates without emailing, calling or disclosing in a letter that they would increase my rate and why they were doing so. I have been a loyal customer for over a year and think I deserve better.

Ticket: # 3906392 - Billing for unreturned equipment

Date: 3/31/2020 2:21:54 AM

City/State/Zip: Tillson, New York 12486

Company Complaining About: Verizon

Description

I had a problem with my internet modem at my second home where I was not getting the advertised speed. Verizon exchanged it with another and is now asking for the return of the original one. They have stated in the online account, "Take action

If you have not already returned the Verizon-owned equipment, please do so to avoid charges of up to \$375 per unit. Find out more in Important messages at the end of this bill."

As a senior, I am self quarantining upstate at my first home and cannot get the the second home in due time because of the Pandemic. I will return the equipment, once it is safe for me to travel to my other home where the modem currently is.

I do not want to be billed for this equipment.

Ticket: # 3906396 - Packet Loss and Inconsistent Speeds**Date:** 3/31/2020 3:51:14 AM**City/State/Zip:** Las Vegas, Nevada 89130**Company Complaining About:** Cox

Description

Since 2019, I've been struggling with intermittent packet loss. Before the corona virus, it only happened around 5PM-10PM and now it's almost all day long. I call and it's either "a temporary outage," or it's "my modem." It is 100% not anything to do with my modem or cabling in my house. My signal levels are within spec. I do not have any uncorrectables. I even bought a new modem just to try it. They have an over-saturation in the area with their infrastructure. I have grown tired of this lack of consistency. Read their forums, you will find tons of complaints from people in vegas with the same problems. https://forums.cox.com/forum_home/internet_forum/f/internet-forum My theory, the cord cutters are killing their business and they prematurely upgraded people to gigablast even though their network wasn't ready.

Century link is across the street with fiber optics and will switch as soon as i can if this doesn't get fixed.

Ticket: # 3906401 - Anauthorized termination of a "Legacy" Plan with Charter Spectrum

Date: 3/31/2020 4:24:07 AM

City/State/Zip: New York, New York 10034

Company Complaining About: Spectrum

Description

Spectrum advertised for a two month free wiifii for students during the Corona virus out break in order to

facilitate the completion of required tasks given to students by educators. I agreed to this trial on March 23,2020.

After installing the wireless router with Wi Fi I noticed that I was not receiving my regular channels that Were in

my " LEGACY" package that I have had over 20 years. After spending over 12 hours back and forth with

Spectrum the customer service reps told me that they could not let me have my prior "LEGACY" package. They

claimed that I had to now choose a different package that conveniently was more expensive with less channels!!!

Spectrum is taking advantage of the students and especially the customers who have the less expensive Legacy

package. PLEASE HELP I clearly only agreed to this 2 month free trial period and clearly told them I DID NOT want any changes to my cable t.v. agreement in place.

Ticket: # 3906424 - CNN Complaint

Date: 3/31/2020 8:07:32 AM

City/State/Zip: Beaver Falls, Pennsylvania 15010

Description

This complaint against is being filed on the grounds of content made for the principal purpose of creating panic by spreading deliberate mis-information about the COVID-19 outbreak. My main concern being that there is hardly any content being produced on any progress in stopping the virus (which there is) also, there is no hard statistical data produced by to show that this outbreak is any worse than H1N1 or SARS yet continues to portray this current outbreak like it is worse than either combined. The last point I feel is particularly pertinent for while I recognize the broadcaster's first amendment rights by not showing any hard evidence this outbreak is any worse than previous outbreak I feel this is causing mass hysteria on no justifiable grounds. I gave the broadcaster until 03-30-2020 6:00 p.m. Est to respond and defend themselves and as of the writing of this they have not responded.

Ticket: # 3906432 - Cablevision Altice Availability Complaint**Date:** 3/31/2020 8:24:00 AM**Company Complaining About:** Optimum

Description

Cablevision Altice has disconnected my service and has no way of contact that is sufficient they offer a chat that goes no where after waiting on hold all day via the web service and the telephone number to contact altice is not accepting calls. I am located in suffolk county new york. i have experienced a loss of hours due to cover-19 and the program keep americans connected is not being applied as they state dthey would be in the fcc for immediate release of companies helping the americans who are struggling with hard times during this pandemic.

why are they allowed to say they are participating and turning around and doing the exact opposite and disconnecting service march 13 the notice was made public it is no where near 60 days and hey have backed out on this statement

Ticket: # 3906441 - AT&T/Direct TV

Date: 3/31/2020 8:36:07 AM

City/State/Zip: Biloxi, Mississippi 39532

Company Complaining About: AT&T

Description

My television through Direct TV was installed in 2009. As a result of COVID 19, I am at home watching it for the first time in a while. A variety of channels show a 771, 775, 721 code. On March 28, 2020, no stations are visible due to the a fore mentioned codes. When I contact Direct TV, I am told I must get an upgrade in order for the television to work properly. I am forced to accept a new two year agreement with Direct TV to maintain what I am watching. Direct TV agrees to upgrade the equipment for the first time since 2009. When the technician arrives at my home, I am told there is no upgrade possible and no new updated equipment is installed because I need to have trees cut in the backyard. The technician was present five minutes and wants me to cancel the upgrade. When I contacted ATT about the issue. I explained to the agent trees are protected by a city tree ordinance. I am told I need to pay over \$200.00 dollars if I want new equipment installed because I had already had an upgrade. Furthermore I was told if I break the agreement with Direct TV I will need to pay a fine of over \$200.00 to change the service. It seems strange to me that this issue occurred during a time of national emergency. ATT clearly demonstrated it does not care about providing satisfactory service for what I am paying for Direct TV. In addition, this company is so outsourced it is impossible to speak to the same representative that might be able to help resolve the issue with the service. Try calling 1-800-531-5000 and experience a typical phone conversation. Between the three calls, I spent a total of about four hours on a cell phone to have no resolution to the Direct TV. situation

Ticket: # 3906460 - Services from Suddenlink

Date: 3/31/2020 8:49:20 AM

City/State/Zip: Lubbock, Texas 79423

Company Complaining About: Sudden Link

Description

Suddenlink disrupted our wireless internet service suddenly, we woke up having no access to this service after making a partial payment. During this COVID-19 crisis my wife who is a teacher working from home has to have multiple meeting throughout the entirety of her day, our son who now is being homeschooled has to learn via the internet, and I am a online student. We all rely on our wireless network and Suddenlink did not provide any kind of communication or notification that our services would be disrupted, this is an especially trying time across the world and you would think that this company would at least try to accommodate those who need it the most.

Ticket: # 3906464 - Spectrum Availability Comaplint

Date: 3/31/2020 8:50:59 AM

Company Complaining About: Spectrum

Description

Hello I'm from clarksburg West Virginia and I just wanted to know if my cable company witch is spectrum is allowed to disconnect my service during this pandemic I can't call and check on family and can't watch news breaks about what's going on and what were supposed to do when the government gives us guidelines Please let me know if and what I can do about this Ty very much

(b) (6)

Ticket: # 3906495 - Billing/Service Issues

Date: 3/31/2020 9:26:10 AM

City/State/Zip: Grand Rapids, Michigan 49504

Company Complaining About: Straight Talk

Description

- The consumer is calling about Straight Talk as his carrier
- He states they are not adhering to Keeping America Connected
- He states they would not let him use his rewards points to pay his bill
- He states they disconnected his service
- He states he had to pay to get his service back on
- The consumer feels they need to give extensions due to the COVID-19

CTR405-phone

Ticket: # 3906513 - Suddenlink Disconnection

Date: 3/31/2020 9:44:25 AM

City/State/Zip: St. Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

Suddenlink has stated that they signed an agreement with the FCC to not disconnect service during the pandemic. Today I woke up without internet and an 8 year old that has to do online school. My husband has lost a lot of work and we had to buy extras groceries during this time and cannot afford. Suddenlink has lied about their stance on disconnecting during this time and I have noticed other people with similar complaints.

Ticket: # 3906537 - Fox News, Friends, Hosts, and Donald Trump knowingly spread false information regarding Covid-19

Date: 3/31/2020 9:55:36 AM

City/State/Zip: Mattoon, Illinois 61938

Company Complaining About: Fox News, Friends, Guests, Hosts, Donald Trump, All Who Are Non-experts On Covid19 Knowingly Spreading False Deadly Information

Description

I IMPLORE you to IMMEDIATELY REQUIRE FOX NEWS and friends, including hosts, and Donald Trump to IMMEDIATELY RETRACT ALL PREVIOUS FALSE ARTICLES, NEWS REPORTS, AND ANY OTHER INFORMATION that they have KNOWINGLY spread Regarding Covid-19. They have all REPEATEDLY IGNORED Health experts, WHO, CDC, and other experts real information, putting every single American Citizen at serious risk of infection and DEATH. They have done this to sway public opinion using blatantly misleading statements, allowed opinions of guests and hosts who have NO EXPERTISE on Covid-19 or any other medical inclination, to become fact, using misleading tactics, wording, outright LYING, to minimized this Pandemic. All false information must be publicly retracted, All guilty parties should publicly apologize and set the record straight, and FURTHER legal action should take place, leading up to and including fines, loss of position, and jail time. This isn't about politics. It is a matter of public health, and all above parties have potentially KILLED American Citizens with their negligence. The American People DEMAND that the FCC take IMMEDIATE Action. Also. They have repeatedly SHUT DOWN public health officials, claiming Democratic interference. The CRIMINAL NEGLIGENCE OF FOX NEWS, GUESTS, HOSTS, INCLUDING DONALDTRUMP could ultimately cause the death of one of YOUR immediate loved ones... Remember that before you decide to stay quiet, and refuse to stand up for yourselves, your families, and The rest of the American People. We want REAL NEWS, ANYTHING ELSE IS DEADLY AT THIS POINT. Thank You. Bless the USA

Ticket: # 3906548 - Metro pcs by T-Mobile

Date: 3/31/2020 10:02:44 AM

City/State/Zip: Brunswick, Georgia 31520

Company Complaining About: Metropcs

Description

T mobile cut my service during coronavirus epidemic and my payment was due the 23. After I called them they immediately cut my husband phone as soon as I hung up. I have also reached out to them for allowing someone to clone phones that are in my name and had no help from the company.

Ticket: # 3906565 - televised briefings of President Trump's coronavirus updates

Date: 3/31/2020 10:09:56 AM

City/State/Zip: Pitcairn, Pennsylvania 15140

Company Complaining About: Abc, Cbs, Nbc

Description

Over the air broadcast stations, ABC, CBS, and NBC need to air POTUS's briefings on Covid so citizens can get firsthand information. Citizens should get unedited and uncensored information.

Ticket: # 3906593 - moving and consolidated refusing service 2 houses down

Date: 3/31/2020 10:23:46 AM

City/State/Zip: Springfield, New Hampshire 03284

Company Complaining About: Consolidated Communications

Description

We are currently moving 2 houses away to (b) (6) and Consolidated Communications has refused to give us internet service at the new home. We are home schooling due to Corona virus and we have to have internet. There is also no cell service at the new home so we are in a bad spot. What can we do? We are canceling service at current home it makes no sense they won't turn on a house 2 down.

Ticket: # 3906628 - Viaero Wireless Availability Complain

Date: 3/31/2020 10:49:03 AM

Company Complaining About: Viaero Wireless

Description

My name is (b) (6) I have phone service thru viaero wireless they signed on to the keep Americans connected movement to keep phone service connected during this pandemic yet I'm being disconnected at noon today I live in grand island Nebraska. I tried talking to them but they stated that it doesn't apply to prepaid service members. My stepmom who has the service in her name is on disability. She gets paid on the 1st of every month so she will receive her money tonight at midnight. I told them this but they still won't listen. This keep Americans connected should include all customers. It is heartless to tell people they will still be disconnected just because we are prepaid.

Ticket: # 3906655 - Spectrum Availability Complaint

Date: 3/31/2020 11:03:58 AM

Company Complaining About: Spectrum

Description

I just woke up this morning with my primary source of news from the outside world off and last night I was reading an article about the internet provider I have signing a pledge not to shut off internet services, for those hit by covid-19.

I worked at Dream Moore resort and spa and I live just outside of pidgeon forge and within 5 miles of work, right now I don't have any work and most everything is shut down, they know this, my providers are spectrum and thankfully Verizon, Spectrum was my internet provider but now my phone (Verizon) is my only source of news, I'm just saying spectrum needs to be moved off that list of providers who took that pledge, because only thing that they sent me was a bill that I couldn't get all the money raised up to pay, now luckily I have Verizon phones and they are still working, to my shock they even have me extra data that I don't need because I have unlimited plan, and don't use it often.

But as for spectrum they lied and need to be removed from the list, and if I can I will be going to any other providers after this covid-19 is over.

Ticket: # 3906656 - Boost mobile

Date: 3/31/2020 11:04:05 AM

City/State/Zip: Manchester, Pennsylvania 17345

Company Complaining About: Boost Mobile

Description

I am a customer of boost mobile and was informed they are still forcing customers to pay their bill to continue services during this pandemic. I know other companies are giving extensions or waiving fees due to lack of employment and wanted to know what steps I could take to relieve this issue.

Ticket: # 3906677 - Internet Access

Date: 3/31/2020 11:13:54 AM

City/State/Zip: Batesville, Arkansas 72501

Company Complaining About: Sudden Link

Description

Our family had it's internet service turned off today. My wife works for the State of Arkansas DHS office and has been working from home per COVID 19 standards for their essential personal. My 12 y/o daughter is home bound because of schools closing for COVID 19 and students are required to do schoolwork from home. My two son's; who both attend Arkansas State University full time, have been forced to return home and finish their courses online. I do event management and currently have no active contracts for events because of cancellations due to COVID 19.

We asked Altice/Suddenlink; our internet provider, to give us to April 9th to make our minimum payment and get our internet access restored urgently because of the previously stated situations, but they said they could not do that currently and we would have to wait a day or so to talk with anyone else about an extension.

Is there any help or advice you can provide?

Thank you, in advance, for any help or advice that you can provide.

(b) (6)




Ticket: # 3906695 - Internet Help-PLEASE READ

Date: 3/31/2020 11:20:37 AM

City/State/Zip: Coats, North Carolina 27521

Company Complaining About: N/a- I Am Not Complaining On A Specific Company

Description

I have tried for 12yrs to get reliable internet on my rd. All roads surrounding my road have Charter & Century Link etc.. now in this COVID-19 crisis I have a middle school child & college junior home and trying to use our only very expensive source of internet which is a Verizon mifi hotspot that goes in & out of buffering and is not reliable. It is impossible for them & I have contacted Charter and other providers once again this week & I was told not at this time and it was a \$12,000 gap in the amount it would take for Charter to provide the service, however I can walk to the road they would need to run it from. I am 7 mins from a town also. I know you have many important issues to deal with now but please I am contacting you as my last resort for any possible information you may give me. I am also a County employee for 18 yrs & have reached out to my county throughout the years for help and internet grant funding projects they are working on, however nothing ever happens. I am not looking free internet services like what is being offered for school age kids during this crisis, just a chance to have it & be a reliable paying customer like the other 14 plus houses on my road. I am very confident that the other homes on my road would sign up with a company and would be permanent lifelong customers if given the chance to have reliable internet service (also we would bundle tv/phone). Please help us!!! It is needed now more than ever! My son is a Computer Science major at East Carolina University and is home doing online classes the remainder of the semester & has to have reliable internet to complete his online classes. This really makes a parent feel helpless; I have tried all aspects I know of, contacting the governor, county leaders, internet providers and NC Broadband. Please we are desperate. Please take a look for us, our address is (b) (6)

Thank you for your time!

Ticket: # 3906711 - cramming

Date: 3/31/2020 11:26:08 AM

City/State/Zip: Monsey, New York 10952

Company Complaining About: Verizon

Description

my auto payments stopped without my knowledge and they added charges to my account for a return fee and then additionally to each phone line, which is unwarranted. they sent me a confirmation text for the payments and not for the return. my spouse and i are both sick with COVID19 and the rep for verizon says that is their policy and fees are correct are refuse to accomodate.

Ticket: # 3906844 - CenturyLink Internet Service

Date: 3/31/2020 12:12:16 PM

City/State/Zip: Greenwood, Florida 32443

Company Complaining About: Centurylink

Description

The consumer has CenturyLink internet and Home phone service.

The consumer lives in rural north Florida Area and always has issues with her internet speed.

For 4 years she has homeschooled her kids paying 8meg for internet but never receives the full speed.

The consumer states that because of the COVID-19 going on, there are more kids at home and she is unable to use the internet at the 8 meg speed.

What should take 6 hours is taking 10-12 hours because the internet is not having the speeds it should and its timing out.

Centurylink has told the consumer for 4 years that they will be upgrading the internet and yet she only gets 3 meg.

CenturyLink told her this morning 3/31/20 that she must pay for another line coming in to her home in order to get good internet speeds.

The consumer wants her 8 meg that she has been paying for to actually work properly.

The consumer needs the internet for her childrens education.

The consumer should receive some sort of credit for the times she's been paying for 8 meg's but gets about 3 meg's instead.

The account is under the phone number (b) (6)

CTR-415

Ticket: # 3906869 - Privacy and Interference on phone and iCloud

Date: 3/31/2020 12:22:05 PM

City/State/Zip: Boston, Massachusetts 02118

Company Complaining About: AT&T

Description

Yesterday I experienced severe interference with a phone call with a Doctor. The Doctor called me, then during the call the phone went silent. After a minute, someone else spoke...and called me an inappropriate name. Then the phone was dropped. Then my phone rang again, then dropped the call. This happened six times. Then the Doctor called again, it was clear someone else was listening because I could hear them breathing and moving about. This is a serious privacy violation of HIPPA, then while on the phone, I received an alert that someone was using my iCloud account from another device. While on the phone, I changed my password immediately. This has happened before.

Yesterday, however was the worse. I have experience this interference and privacy issue before and called my carrier ATT, they have done nothing to stop it. I am filing a report because I believe my identity is potentially at jeopardy. Private medical information was shared during the call, and I had no choice to discuss with the provider my current issues, because of COVID-19. However, again this is not the first time. I would like an investigation. I understand help is limited, however, I am disabled and I have been spoofed twice. In addition, to losing accessing to two of my credit cards and late charges being made because the scammer turned off my autopay. This was before COVID-19. I need help and I believe I know the person who is doing this. There was investigation with a man in a Gloucester, who had experienced similar if not identical experiences while also in a long lawsuit. As I am. It turned out that indeed, the opposing party had tapped into his phone and was monitoring all of his conversations. I have a restraining order and the attacker who tried to kill numerous times, admitted to deleting emails in my account. How he got into my account is because he is an IT Tech and does this kind of thing. He was monitoring his mother's computer remotely while living with me, for no reason. However, with me, there is good reason. Please contact me immediately. We need to start this investigation for the sake of myself and my daughter. I believe my computer is being monitored as well. There is much more information, but justice needs to happen here, and I can no longer be a victim of his illegal activity. In addition, I have a blog that has been hacked into numerous times. I was devastated in 2016, when my abuser posted over four hundred posts within an hour time that portrayed me as every horrible thing possible. I choose not share the names. I restated my blog, to show the 10,000 viewers at one time that I had been falsely portrayed and my reputation destroyed. I have had little success, because the damage has been done. Nonetheless, the hacking continues. I have evidence of multiple logins at one time. There were 100 logins at one time. I contacted support and they couldn't help, because it was over their heads, essentially. This mass destruction of violating FCC rules is across the board. Phone and computer and blog. Again, this hacker and abuser has posted things I did not write, to make me look crazy and foolish. Please help, with this investigation, which is destroying me and my innocent daughter. My daughter's safety is at risk with an individual like this running free, doing whatever he wants because no one can catch him. Fearless and lawless. I can only pray for Justice.

I have attached pictures of these multiple logins and I have much more to share and assist in this investigation. Each times this occurs, I take a screen shot and store it in a folder. The folder has the most files than other folder in my computer. Truly, this has gone on too long and I can not isolate myself in fear. I should be able to talk on the phone in privacy. I appreciate your time and assistance. Sincerely yours, (b) (6)

Ticket: # 3906955 - Charter Availability Complaint**Date:** 3/31/2020 12:45:09 PM**Company Complaining About:** Charter

Description

Note Charter only KEEP AMERICANS CONNECTED IF NEW CUSTOMERS BY TIME U READ MY ONLY SOURCE OF CONTACT W INFO ON VIRUS AND CONNECTION TO MD CUT OFF CHAIRMAN THOM RUTLEDGE ONLY SIGN PLEDGE GET NEW CUSTOMERS EXISTING CONTINUOUSLY PAY 2- 7X MORE OFFERS NOT APPLY DISABLED ELDER LUNG HEART CONDITION LEVALBUTEROL RX O-\$45@ NEBULIZER ANTIBIOTICS HEART RX UP \$75 HUSBAND 69 YR OLD PLUMBER HEART CONDITION QUARTINED SERVICE OFF TOMORROW. CHARTER STRATEGY W FCC LOOP HOLES GREAT LAWYER TOP NOTCH PLUS FCC TURN OVER COMPLAINTS ABOUT THEM TO CHARTER TO RESOLVE ONLY NEW YORK TRY TO KEEP HONEST THEY TOO SICK ME OTHER ELDERS DISABLED CUSTOMERS YEARS YEARS NO BREAKS WE TARGETED BY VIRUS NO PHONE NO HELP LAND LINE CHARTER CELL NO SOUND BUT USE CHARTER WIFI(I PAY 2+ TIMES BUSINESS CUSTOMER 2+ TIMES PHONE ONE LINE 2+ TIMES CABLE 3RD PARTY CONTRACTOR BILLING NO PROPER INSTRUCTIONS STOP PAYMENT FAILURE OF SERVICES CONTRACTOR NO IDEA LOOP HOLE BIGGEST TRAP PRESSURE CONSUMERS GO 1.PAPER LESS BILLING SAVE TREES CATCH NEVER TRACK CHANGES POLICY SERVICES PRICES END OF PROMO PERIODS RATES TRIPLE + 2. AUTO PAY CONSUMER THINGS PROMO RATES AUTO PAY NOT CHECK TILL CRISES FINDS THEY PAYING DOUBLE TRIPLE CHARTER HAS UPGRADE NOTICES MULTIPLE AREAS GUIDE HIT CHANNEL UPGRADE NOW 8 YR UPGRADE INCREASE BILL NOTE PAPER BILL STATES SEE PROGRAM REVISIONS IN LOCAL NEWSPAPER PUBLIC NOTICES SEND TXT EMAIL AND NOTE WEB SITE NOTICE "CONFIRMATION OF PROGRAM CHANGES" LEGALLY MUTE WHO IS CONFIRMING WHAT NO DETAILS OF CHANGE SPECIFIES SEE NEXT BILLING STATEMENT. NOT ON LINE WRITTEN STATEMENT STATES SEE LOCAL NEWSPAPER QUESTION STATEMENT SAY YOU HAVE TO CHALLENGE WITHIN 30-60 DAYS. IF U LUCKY GET PAPER STATEMENT. BUT THEN DOES NOT SAY IN WRITING DOES NOT GIVE ADDRRESS OR CONTACT AND BILLING CONTRACTOR DOES NOT RECORD CHANGES ARE CORRECT! IF QUESTION CLOSED CAPTIONDETAILS SPECTACULAR Coronavirus | Federal Communications Commission <https://www.fcc.gov/coronavirus>

Ticket: # 3906977 - At&t over charging for international calls

Date: 3/31/2020 12:53:08 PM

City/State/Zip: Burton, Michigan 48509

Company Complaining About: AT&T

Description

At&t charged my phone account 24.00 for 2 international calls that never went through. On 3/3/2020 at 9:25am my mom made a call to my aunt from Austria which was never answered. I was charged 12.00 for 4 minutes. On 3/3/2020 at 9:26am the same call was placed again and was not answered. Again they charged me 12.00 for 4 minutes. On 1/31/2020 the same call was placed and I was charged 3.00 for 2 minutes.

At&t is price gouging due to covid-19 pandemic.

Ticket: # 3907034 - Altice/Suddenlink Availability Complaint

Date: 3/31/2020 1:12:01 PM

City/State/Zip: Batesville, Arkansas 72501

Company Complaining About: Sudden Link

Description

Altice/Suddenlink has turned off our internet access and we are having difficulty working with them to extend our minimum payment due date to April 9th when my wife is paid next.

My wife is currently working remotely from home for Arkansas DHS because of new COVID 19 Essential Personnel Policies. Our 12 y/o daughter is home bound because of COVID 19 school closures and needs access to her AMI materials online. Our two son's; who are both full-time students at Arkansas State University, have been forced to return home because of COVID 19 closures and need to complete their courses online. I do event management and currently have no active contracts because of COVID 19 cancellations; which has caused a significant financial impact on our income and family finances.

We are surprisingly unsuccessful in our attempts to work with Altice/Suddenlink, considering their recent agreement with your agency to not suspend access to customers effected by COVID 19, and hope that your office can guide and/or help our family with this situation.

We thank you and your team, in advance, for any help/guidance that you might provide.

Thank You,

(b)

(6)

Ticket: # 3907040 - Cox Communications Inc

Date: 3/31/2020 1:12:53 PM

City/State/Zip: Oceanside, California 92057

Company Complaining About: Cox

Description

Due to the coronavirus my wife and I have been instructed by our employers to work from home. The internet is an absolute necessity for us to continue working. Our internet has been down 4 days I'm getting the runaround from Cox. I need this to be escalated to emergency status. Our jobs are threatened if we cannot complete our work due to the internet being down. I've been told by Cox the issue is several servers are down I'm not a technician however they merely need to pigtail us onto a server that is working regardless of the slower speed. Additionally we have bundled service I am without a telephone other than cell. I have a heart condition and need a lifeline. Your prompt resolution to this Fiasco is greatly appreciated.

Ticket: # 3907063 - Harassment

Date: 3/31/2020 1:18:28 PM

City/State/Zip: ljamsville, Maryland 21754

Company Complaining About: Comcast

Description

When covid-19 began its crisis. Comcast terminated our service without a notice, force me to pay balance. I stated that Comcast already pledged that it won't interrupt service due to Covid-19 They turned my service on but charged me for reactive service. they also charged me for late fee, then turn my service off next day. I had to call back and they demand payment. I explained situation then they turned my service again... Few days, they harass me with text message and email to pay service. they threat to suspend my service before april 6th again.

Ticket: # 3907095 - Billing and Service Availability

Date: 3/31/2020 1:31:39 PM

City/State/Zip: Chicago, Illinois 60624

Company Complaining About: Cricket

Description

Consumer said Cricket shut off his service for nonpayment on 3/28/2020

Consumer states all the Stores are closed, due to the Covid-19

Consumer said he does not have internet or a debit card to pay his bill

Consumer just wants his service to be turned back on since the services were not supposed to be shut off due to the Covid-19 pandemic

CTR402

Ticket: # 3907120 - Re: Request received: Unwanted phone calls

Date: 3/31/2020 1:39:08 PM

City/State/Zip: Paramus, New Jersey 07652

Company Complaining About: Healthcare Solutions

Description

This is a follow-up to your previous request (b) (6) "Unwanted phone calls"

Hi FCC People,

I don't know what you did, but I got a relief from those idiots at Healthcare Solutions for about a month. I received 2 calls on Mar. 10 and 1 on Mar. 11. No calls from then till Mar. 27. The calls have started again. I have received 2 calls Mar. 27, 1 call on Mar. 28, 2 calls on Mar. 30, and 2 calls so far today. The last caller had the misfortune of having to listen to my ranting at his company. TOO BAD!!! In this time of dealing with the pandemic, I really don't need any more stress. I just want to be left alone. Please make these people go away.

Thanks, (b) (6)

-----Original Message-----

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Mon, Feb 10, 2020 3:24 pm

Subject: Request received: Unwanted phone calls

#yiv9182613550 table td {border-collapse:collapse;}#yiv9182613550 body .filtered99999
.yiv9182613550directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 3907145 - Service Expectations**Date:** 3/31/2020 1:48:34 PM**City/State/Zip:** Morgantown, Kentucky 42261**Company Complaining About:** AT&T

Description

Multiple issues. Att cannot repair their lines and keep them actively working. Most of the phone lines are hanging out of the boxes exposed to the elements which causes interference in the signal. They offer services they are not able to provide and argue that your are eligible for things such as tv and internet, but then when set them up to be installed, the engineers and technicians say those services are not only not available, they do not exist in that area. I have had my services disconnected multiple times due to these issue but always have to come back because there is no other phone service available. The county offers services, but Att will not release the rights for us to have service through through the county. It is a monopoly the Att is taking advantage of the people that live in this rural area because we have no other options. We are forced to pay long distance charges or to have long distance service, because the long distance grids have no been updated to show the new local numbers. We are a very rural town and all wireless comes out of Bowling Green Ky with is the closest town. We have to pay long distance to call these numbers which should be considered our local numbers. It is long distance for me to call myself on my cell. Lastly, after this last ordeal with ATT I disconnected my services but due to the lack of services I had no choice but to reinstate the service so that my children would have access to a phone while out of school. We still cannot get the internet which now due to the Covid 19 is required to be able to keep up with school work. Even after paying all charges to have the phone reinstated, it still has not been turned on. Att charges for services they cannot provide as well as charges for services that didnt take place

Ticket: # 3907169 - Re: Request received: COVID-19

Date: 3/31/2020 1:58:27 PM

City/State/Zip: Girard, Ohio 44420

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request (b) (6) "COVID-19"

To whom it may concern.

I am very disappointed in your lack of response from my inquiry.

(b) (6)

Ticket: # 3907207 - Spectrum Availability Complaint

Date: 3/31/2020 2:10:43 PM

Company Complaining About: Spectrum

Description

My name is (b) (6)

This email is in regards to spectrum shutting off my internet yesterday even though they pledged not to shut off anyone's service during this Coronavirus pandemic. I cannot pay the bill since I haven't worked in over a week and I tried to contact them but got a cold response. I'm just a college student trying to finish classes and talk to my mother and I need help. Anybody, please help

(b) (6)

Ticket: # 3907209 - Scan telemarketer

Date: 3/31/2020 2:11:03 PM

City/State/Zip: Norton, Ohio 44203

Company Complaining About: Marriott Hotels

Description

I told the caller that this was ridiculous scam to run during a pandemic and requested to be put on the do not call list. He called me a stupid bitch and hung up

Ticket: # 3907213 - Payment Arrangements due to Coronavirus

Date: 3/31/2020 2:11:35 PM

City/State/Zip: Danville, Virginia 24541

Company Complaining About: Boost Mobile

Description

She called Boost Mobile about making payment arrangements due to Coronavirus issues. She waited on hold for long time. She was told she did not qualify and they could not tell her why. She works for home improvement company and uses her phone to make contacts with customers. She has contacted Social Services for help with food and housing. They said they will cut off her phone tonight. She needs her phone for work and emergencies. ***CTR 381-Phone***

Ticket: # 3907278 - UNNECESSARY CELL PHONE SHUTOFF

Date: 3/31/2020 2:27:41 PM

City/State/Zip: Howard, Ohio 43028

Company Complaining About: Verizon Wireless

Description

VERIZON shut off my cell phone before receiving my new phone tomorrow, 04/01/2020 thus me unable to contact anyone in case of an EMERGENCY, SINCE SHUTOFF 03/30/2020. My son-in-law has contacted VERIZON many times and they suggest I wait until tomorrow.....I'm experiencing panic attacks, fear, etc.

VERIZON promised my phone WOULD NOT be shutoff - with COVID-19 increasing and I'm in the "vulnerable" class. VERIZON should have turned my cell phone back on yesterday, as requested by my son-in-law. My mental has become extremely compromised!!

Ticket: # 3907285 - Comcast - Internet not functional

Date: 3/31/2020 2:29:54 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

I have this problem with Comcast from time to time, but it's become more frequent and this is definitely not the time for this to be a problem. I work from home due to the Coronavirus and I need my internet to work which is why I selected one of the fastest internet plans (200mbps). Yet I'm getting only 1, 2, or 3mpbs per second down. This is completely ridiculous. My job involves moving files back and forth from the cloud, I can't afford to wait this long. This problem is impacting my job.

Ticket: # 3907288 - Comcast - Internet not functional

Date: 3/31/2020 2:30:21 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

I have this problem with Comcast from time to time, but it's become more frequent and this is definitely not the time for this to be a problem. I work from home due to the Coronavirus and I need my internet to work which is why I selected one of the fastest internet plans (200mbps). Yet I'm getting only 1, 2, or 3mpbs per second down. This is completely ridiculous. My job involves moving files back and forth from the cloud, I can't afford to wait this long. This problem is impacting my job.

Ticket: # 3907295 - False advertisement -fraudulant billing from door to door sales with AT&T

Date: 3/31/2020 2:32:10 PM

City/State/Zip: Fleming Island, Florida 32003

Company Complaining About: AT&T

Description

Let me start by saying BRAVO on the reliability of cell and internet service in the Jacksonville Florida area during our quarantine !

On Feb 22,2019 Nichole with and unknown company selling AT&T tv/internet plans in Fleming Island Florida sat at my kitchen table discussing AT&T TV/Internet services, I wrote down and txt messaged my wife with information presented to me on price and equipment (equipment fees as well). We scheduled install appointment for 2/26/19 Internet tech showed up on 26th, he had to run a new internet line , showed me on his device 500mps data speed (which is supposed to be 1000mps (what I am being charged for), then noticed my last name was spelt wrong on account (due to the sales lady Nichole who fed me all the wrong information). Internet Tech told me he could not fix my name nor could the AT&T staff on phone I would have to go to local store).Next we have the Tv tech showed up (no equipment in hand) I had to reschedule for following week because the equipment was out of stock). I didn't complain about the 100mps internet speed on my devices at this time because another internet tech had to bury the new AT&T line before I could get actual speed test numbers.

On 3/3 a different TV tech shows up unannounced to install TV equipment. AT&T had the incorrect information on equipment for tech to install. Tech calls his boss, corrects and installs proper equipment. On 3/31 in my email, arrives \$537.45 TV & Internet Bill. 2- \$49.00 equipment charges that I was not told would not be part of the free equipment (only allowed 4 boxes, which I was even over billed because I have 5 boxes total, obviously blatant theft there for no-one paying attention), also there is 3- \$7.00 per month charges on wireless TV boxes that the sales person stated over and over there was no monthly charge only a one time \$99.00 fee for processing (fee covered all wireless TV equipment), and we get to the final part of the ordeal, a reoccurring \$154.99 +tax per month bill. Sales person Nichole stated (which I texted to my wife at that time) \$133.00 + tax per month.. Internet speed is lucky to reach 200mps speed (paying for 1000mps), I'm paying \$21.00 + tax more per month than I agreed to (\$7.00 reoccurring per box (3) per month). I called AT&T 3/31 had a great conversation with (ARAH ?) in the Philippines, she could not fix any of my issues, but she was appalled that I was billed so much for fees that I did not agree to.

I have been an AT&T customer since 2002 maybe even 1999, and have communicated directly with the executive assistant to the VP of AT&T over billing issues in the past with my cell phone. I am once again not please with the fraudulent billing practices, and poor education of 3rd party AT&T sales agents.

I look forward to speaking with someone who will correct these fraudulent charges, and investigate these poor practices. By the way this has nothing to do with the COVID 19. just so happens I now have the time to get this issue resolved.

Thank you. (b) (6)

Ticket: # 3907320 - Lack of high speed internet

Date: 3/31/2020 2:37:49 PM

City/State/Zip: Elmira, Michigan 49730

Company Complaining About: AT&T

Description

Hello, with the current coronavirus concerns the lack of reliable high speed internet in my area to allow me to work from home has bubbled up some frustrations. Broadband maps show 25mbps service is available in my area. That could not be further from the truth. We can get 1.5mb DSL. Satellite companies will not install due to being overloaded. This has been years, builds have happened around my area, companies have taken government funding yet the service does not get better. We need a big NO BROADBAND AVAILABLE hole marked on the map so it gets attention, or any other method. Thank you.

Ticket: # 3907341 - Cox Communications Disconnecting During COVID-19**Date:** 3/31/2020 2:44:32 PM**City/State/Zip:** Henderson, Nevada 89014**Company Complaining About:** Cox

Description

I read that Cox had signed a pledge not to disconnect people during the pandemic, however I have been sent disconnection notices several times. I attempted to reach out to them and when I did, they disconnected the chat to avoid having to make accommodations. I'm focused on making sure my family has food to eat - I have to shop whenever I can because the stores are so unpredictable. We need internet for school and I can't be worried about being disconnected just so they can continue trying to charge more fees. Please investigate. I need service continued and I will make payments as I can (my bill is always higher than what it should be and they can't ever tell me why).

Ticket: # 3907357 - Being charged additional money

Date: 3/31/2020 2:49:57 PM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Cox

Description

I did a self installation by myself and the outlet was active per the apartment manager. The outlet was working due to previous tenant.

The modem was defective and the sent out a technician to swap.

I was told by Representative that no fee would be applied due to not my fault.

The Representative put me on a package to waive any fees if any.

My son is a witness to both the Representative and the technician saying no charges. I called in today to ask why my bill was \$216 and I have only been a customer since March 1st. My first bill was \$88 with a \$10 credit.

Past due since March 26th due to loss of job from COVID-19

IM SO TIRED OF COX OVERCHARHING ME AND CONSTANTLY MESSING UP BILL.

THEY DID THE SAME THING TO MY BUSINESS ACCOUNT.

Ticket: # 3907382 - Outage lasting near 2 weeks while work from home

Date: 3/31/2020 2:54:28 PM

City/State/Zip: Mesa, Arizona 85203

Company Complaining About: Cox

Description

I have Cox Gigablast internet and after series of incidents including having to threaten a fraud investigation over a sales rep adding items to my cart and a double charge system glitch that caused my overdraft fees. Now we are during a lockdown, pandemic, which has pushed my girlfriend and I to work at home. They have had an outage in my area for going on 2 weeks with no answers time frames or fixes. They have changed the story 4 times on the cause but are hurting my employment and I have to my work station off a phone hotspot. If they didn't have a high speed monopoly here I would find someone else. But this hits my ability to work and my hours have already been halved.

Ticket: # 3907397 - False Advertisement

Date: 3/31/2020 2:59:17 PM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Tracfone

Description

Simple Mobile said they were giving me unlimited data and 3gb of hotspot data for help during Covid-19 I'm mentally disabled and ill not to mention theyve lied before and I am still with them have been for 10+years so needless to say I want what they said they would give me on the grounds that they yet again broke the law.

Ticket: # 3907400 - No Internet Access for Three Grand Children to Complete School Work Due to Pandemic/Covid-19

Date: 3/31/2020 2:59:27 PM

City/State/Zip: Arcadia, Florida 34266

Company Complaining About: T Mobile

Description

The consumer stated that she is retired and raising her three grandchildren. At the present time and due to the Covid 19 Pandemic, they are required to complete school work at home. Their family was issued ONE Chromebook, by the school because it is one per family. This requires constant access, to the internet so all three children can complete their school work. One grandchild is a Senior in high school and will be graduating at the end of the school year, the second grandchild is 15 years old, and the third is 13 years old. This means that they all receive a significant amount of work/instruction via the internet while school is closed.

The consumer stated that they can only subscribe to a speed, that is UP TO 4 Mbps. However, they get, maybe 1 Mbps. The consumer stated that after she had retired, she had attempted to telecommute from home as a paralegal to supplement her income and CenturyLink did respond several times. The consumer was told that this was not possible at her location due to the fact that they have old copper lines that are decaying and the service is limited as it is DSL service. She was told that the speed is not sufficient.

The school is closed, at the very minimum, until April. Therefore, the children cannot even pick up their school work, at this time.

Because the children have not been able to perform their school work at home, she contacted the County Commission and was advised to visit a local McDonalds and sit in her vehicle to use the Wi-Fi service or go to the local Library and use the services there. She stated that she cannot continue to sit in a hot car (They are in Florida), with three children to this. They have the one Chromebook and by the time that they all get their work completedyou are talking several hours8-10 hours or more! They have tried the Library but it is the same issue - long waits and difficult to get done with three children needing access! She wants the service for which she pays - unlimited 4Mbps so that her grandchildren can complete this year of school. CenturyLink has responded there are no plans to upgrade this area. She stated that Fiber stops just before their side of town and it has not been brought out to their location. CenturyLink told her to call the FCC!

She stated that years ago Comcast serviced this neighborhood but no longer do they do so.

She also stated that she has checked into Satellite internet service. However, is is extremely limited in bandwidth.

The consumer has a Hot Spot, from T-Mobile. However, data is capped and she has connection problems and service constantly drops. She was going to try to obtain an extender. However, the location closest to her is now closed and this is no longer possible.

She does not want these challenges/hurdles to prevent her grandchildren from competing their respective grades or her oldest grandchild to be prevented from graduating this year.

She stated that the techs and customer service reps have been very kind, professional, and very nice. This is not the problem. She simply needs more bandwidth so that they can attain higher speeds so the children can have access during this pandemic/the time that the school is closed.

The consumer asked if there is anything that T-Mobile can possibly do in order to provide access to her grandchildren for school purposes by providing the extender and waiving the datacaps ?

She asks that the FCC assist her because of the pledge taken by the telecom companies and the importance of keeping student/families connected during the pandemic.

She also asked that T-Mobile be contacted so that she can determine if they will assist her in obtaining access through the Hot Spot that she has in her possession. She also requested to know if an extender would assist her in doing so ...OR is the speed just too slow, on CenturyLink's system, to even run the extender?

Either way, she needs one of her service providers to step up and assist in getting her grandchildren connected for the purpose of completing their school work.

Ticket: # 3907402 - False Advertisement

Date: 3/31/2020 3:00:38 PM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Tracfone

Description

Simple Mobile said they were giving me unlimited data and 3gb of hotspot data for help during Covid-19 I'm mentally disabled and ill not to mention theyve lied before and I am still with them have been for 10+years so needless to say I want what they said they would give me on the grounds that they yet again broke the law.

Ticket: # 3907450 - Dish Network Issues

Date: 3/31/2020 3:09:31 PM

City/State/Zip: Chase City, Virginia 23924

Company Complaining About: Dish Network

Description

He is calling about his Dish Network service.

He has called Dish Network about this issue.

Dish Network told him it was FCC that is doing this.

Another time Dish Network said (b) (6) had something to do with getting channels.

He said, he cannot get local channels in his area.

He is getting North Carolina channels; he wants local channels for Virginia.

He would like to get local channels.

He wants to know what going around him since COVID-19.

CTR414-phone

Ticket: # 3907453 - AlticeUSA not keeping pledge during COVID-19

Date: 3/31/2020 3:10:05 PM

City/State/Zip: Parkersburg, West Virginia 26101

Company Complaining About: Sudden Link

Description

I was disconnected from internet and phone service after I called over a week ago and was assured I wouldn't be, after they signed a pledge to FCC to Keep Americans connected stating they would not disconnect service. And they did it night at night when they're office is closed, now I can't use my phone to call them because it's disconnected, I borrowed a phone to call this morning and they said they would fix it and call back in 20 min, 6 hours later no call and was on hold for an hour and a half over and never reached anyone. I can't go into the local store. I am not connected and I'm an American!!!

Ticket: # 3907469 - Boost Keep America Connected

Date: 3/31/2020 3:16:55 PM

City/State/Zip: Houston, Texas 77055

Company Complaining About: Boost Mobile

Description

Caller has Boost Mobile; she has phone and internet. They are going to cut her service off on April 1. Her service was paid in full on the 13th of March. She is out of work due to Corona Virus. Resolution the caller is seeking is for Boost Mobile to extend her time without payment. ***CTR386-phone***

Ticket: # 3907481 - EMERGENCY - CELL PHONE TURNED OFF - I'M TOTALLY DISABLED, LIVE ALONE

Date: 3/31/2020 3:19:45 PM

City/State/Zip: Howard, Ohio 43028

Company Complaining About: Verizon

Description

VERIZON shut off my cell phone before receiving my new phone tomorrow, 04/01/2020 thus I'm unable to contact anyone in case of an EMERGENCY, SINCE SHUTOFF 03/30/2020. My son-in-law has contacted VERIZON many times and they suggest I wait until tomorrow to have access to any emergency number.....I'm experiencing panic attacks, fear, etc.

VERIZON promised my phone WOULD NOT be shutoff before getting my new phone - especially with COVID-19 increasing and I'm in the "vulnerable" class . VERIZON should have turned my cell phone back on yesterday, as requested by my son-in-law.

Ticket: # 3907530 - RCN internet disconnection

Date: 3/31/2020 3:32:23 PM

City/State/Zip: Slatington, Pennsylvania 18080

Company Complaining About: Rcn

Description

Consumer stated her internet was disconnected

Consumer thought due to the "Keep America Connected" pledge her service would not be disconnected

Consumer stated her and her husband have both lost their jobs due to COVID 19

Consumer would like for her service to continue until the Pandemic is over

Ticket: # 3907552 - Covid-19 Price Gauging

Date: 3/31/2020 3:39:17 PM

City/State/Zip: Wadsworth, Illinois 60083

Company Complaining About: Comcast

Description

Due to the request to add a phone line (required by Employer), Compass stated that the current services would not change, just adding a phone line. Now Comcast has reduced my services as follows, Internet Speed 200mps reduced to 100mps, Channels from 431 to 376, also removed the Spanish Channel line up. After several discussing with 2 different Supervisor's and 3 CSR's, my Monthly Bill will be approximately \$205 a Month, a significantly amount per month just to restore my services, while yet not receiving the same amount is services. At this time, I have yet to receive any viewing equipment for my television as promised on March 19, 2020.

Ticket: # 3907582 - Sirius makes it impossible to cancel account

Date: 3/31/2020 3:46:38 PM

City/State/Zip: Harpers Ferry, West Virginia 25425

Company Complaining About: Sirius Xm

Description

On several occasions I have attempted to cancel my Sirium XM account. The last time I tried they gave me a trial subscption at a lowered rate, but it is set to go up again next week. When calling their customer service line, they give us a URL saying we can cancel the service, but when you choose "cancel"--they do not allow that, but instead take you to a chat which is disabled due to the COVID-19 crisis. They are using this crisis to force people to continue their services.

Ticket: # 3907588 - Suddenlink cable company price increas after corona virus

Date: 3/31/2020 3:48:17 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

Suddenlink cable company increased our invoice around 20% from last month and after called them last week, their answer from their customer service was take it or find another provider, they said it is not just me and this applying to everyone using Suddenlink, my bill went from \$125 to \$148 per month.

Ticket: # 3907637 - Harrassing phone calls

Date: 3/31/2020 4:08:36 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Card Services

Description

Card Services called saying that any debt I have on any of my credit cards would be pit off due to the corona virus.

Man on the phone had STRONG Indian accent.

Ticket: # 3907644 - Phone Cancellation in time of Crises

Date: 3/31/2020 4:10:31 PM

City/State/Zip: Bridgeport, Connecticut 06610

Company Complaining About: Voiply

Description

I have hired Voiply as my landline phone company.

According to my contract, it was unlimited local and international calls.

But because of corona virus, I was stucked overseas trying desperately to get a flight back to U.S. for me, my pregnant wife, my 82 years old mother and my 4 years old son.

So, I used the phone trying to get a flight, and then, they canceled my line, saying they've paid around \$196.00 to other companies for me to use the line 86 hours in a day.

The day has 24 hours.

I asked them to send a transcript of calls, and time of each call, and the names of the phone companies they paid on my behalf.

I offer to pay that amount, to keep my line working.

After solving that issue, and my flight, they threatened to cancel my line again in 7 days.

So, I switched to other company, because they are a company we can not trust.

When we need them, they are not reliable.

I'm looking for to get a reimbursement and compensation for the time and the hard time, my my family safety.

So, in time of crises,

Ticket: # 3907675 - Physical Store Visit Request Despite Covid-19 Isolation Orders

Date: 3/31/2020 4:21:32 PM

City/State/Zip: Far Rockaway, New York 11691

Company Complaining About: Charter

Description

I am the current Charter Communications, Inc. customer located in New York. I would like to bring to your attention recent advice of "Spectrum" employees. Supervisor "Joaquin" Badge ID 4142372 and another employee Cherish, having partial badge number 2967.

Today, I attempted to replace service from old account (Acct # (b) (6)) to new account (Acct # (b) (6)), while keeping the same equipment (Modem TWC Model DVW32CB). The representatives (both) advised that I must surrender my current modem by physically going to the store, and obtain the replacement with a new modem.

I objected to the proposal above stating that due to current isolation orders in New York (both State and City) it is dangerous and unreasonable risk. Technologically, the company can provide for switch without requiring my physical travel to your office for equipment surrender and exchange. Representatives stated that they must stick to the policy even though the policy contradicts current isolation orders.

Ticket: # 3907729 - Only one ISP available, awful speeds.

Date: 3/31/2020 4:35:41 PM

City/State/Zip: Ocala, Florida 34482

Company Complaining About: Centurylink

Description

For at least the last 3 years, and for sure more than that there has been only one wired internet service provider in my area. Despite there being a government fund to expand broadband services to rural area, there has been 0 improvement. Three streets down, there is availability from multiple providers, none of them are willing to do anything to expand into my area. As of right now I'm paying \$50/month with CenturyLink for a DSL line that provides 8Mbps down, and 0.7Mbps up. Based on FCC numbers this is under what is considered "broadband" but CenturyLink sure wants to sell it to me as if it was. This speed for a family of 4 is abysmal. I am unable to work from home, and now with COVID-19 keeping my children home, they are unable to do video classes with their teachers. My children are losing opportunity because of this incompetence and I am unable to find suitable from-home work during this time because of my inability to access quality internet.

Ticket: # 3907746 - Coronavirus Billing Issues

Date: 3/31/2020 4:39:17 PM

City/State/Zip: North Tazewell, Virginia 24630

Company Complaining About: Straight Talk

Description

He has Straight Talk for cell phone service. Straight Talk will not provide any assistance during the coronavirus crisis. He tried to get free minutes since he and his wife were laid off due to the crisis. He is not allowed to leave his house. He is not able to get in touch with his children. Straight Talk does not care about their customers. he wants to know why they are not more flexible during this crisis.

CTR 381-Phone

Ticket: # 3907784 - internet issues and lack of customer support

Date: 3/31/2020 4:49:11 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

Horrible internet service and worse customer support. Prior to the pandemic we were having issues with spotty service and now its even worse. When asked for a credit, they refuse saying they can't offer any until the situation has been resolved.

Ticket: # 3907811 - AT&T Internet

Date: 3/31/2020 4:59:23 PM

City/State/Zip: Panama City, Florida 32409

Company Complaining About: AT&T

Description

We own a rental house at (b) (6). When we lived there, we had AT&T DSL services as that is the only provider that covers that area. Our last renters had to file a complaint with the FCC because AT&T continually told them they did not have any available service for that area which was completely false. Once our last renters filed a complaint with FCC, AT&T promptly called them and set up AT&T service. We now have new renters (3 military service members) that must have internet for work and school purposes and they are also being told the same thing by AT&T, that they can't provide them service. This is a disgrace by their company. With this pandemic going on and these service members having to deploy, internet is of the utmost importance to them. As the owners of the home, we would like to have AT&T DSL set up in our names again so that we can keep these services for as long as we own the home, so that our military renters don't have to deal with this. Please have somebody contact me ASAP. (b) (6)

Ticket: # 3907820 - Billing Issues/Keep America Connected Pledge

Date: 3/31/2020 5:04:31 PM

City/State/Zip: Newport, Tennessee 37821

Company Complaining About: Straight Talk

Description

Consumer states Straight talk is not honoring the Keep America Connected pledge

Consumer states his service is going to be shut off at midnight, because he can't pay

Consumer said he can pay once his unemployment kicks in

Consumer said he just wants Straight Talk to not shut his service off, because he is out of work because of the Covid-19 Pandemic, he can pay once his unemployment starts coming in

CTR402

Ticket: # 3907887 - Phone service with metropcs

Date: 3/31/2020 5:34:07 PM

City/State/Zip: Marion, North Carolina 28752

Company Complaining About: Metropcs

Description

I have had a family plan with metropcs for over a year now. Our company has been temporarily out of business due to the coronavirus and we are currently waiting on unemployment and stimulus check in the mail but when we called to get an extension we were told they are no longer offering any. Every other company that we use for our bills have graciously given us extensions due to the current worldwide situation. I don't feel it is right for metropcs to not offer anything to help our situation.

Ticket: # 3907892 - Scam calls

Date: 3/31/2020 5:36:09 PM

City/State/Zip: Eureka, California 95501

Description

Repetitive robo calls saying they are with a "financial institution" and want the company's bank account number. They are taking advantage of this corona virus situation to phish sensitive info

Ticket: # 3907904 - I have been trying to get internet for 2 years

Date: 3/31/2020 5:42:31 PM

City/State/Zip: Port Charlotte, Florida 33948

Company Complaining About: Viasat

Description

(b) (6) for two years they had provided internet to the street behind me and they want to charge me 10,000 dollars to reach my street. The first we moved in I was promised to be able to get in within 3 months. Two years later nothing has been done and at this time my children is supposed to attend school on line because of the pandemic (covid-19). We have been without any service at all since the house was build June 2018. The only option we had been offered was with Viasat for 160.00 dollars a month but we are a low income based household. Please help us refer this issue to the corresponding authority if not you. Thank you.

Ticket: # 3907925 - Direct tv shut off

Date: 3/31/2020 5:50:53 PM

City/State/Zip: Lewes, Delaware 19958

Company Complaining About: Directv

Description

I woke up today, my direct tv would not work I unplugged it only to see I was disconnected...

I called all day was on hold after I paid 228\$ I called to try to get to the bottom of my billing issues...

I am supposed to be billed 37.50\$ a month since 10-19... never receive a bill from them even though I have talked to them 11-19, 2-2020, and another time... they still shut off my service. During this

Coronavirus pandemic..

Let's punish them..

They also state I owe 75\$. Reconnect charge,,,,,,.

Please keep me informed.. I don't have 228\$.....

Ticket: # 3907935 - American Senior Benefits Scam

Date: 3/31/2020 5:53:59 PM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: American Senior Benefits

Description

Told Dustin that I was not interested if he was selling, because of Covid 19 stay at home order, our age, and safety. He gave me the impression of acting in an official capacity and said it was important to explain Medicare and insurance changes. Had a lot of info on me to verify. Insisted on coming to the house. Checked with DHS, etc. who said it was probably a scam. Called him back and told him not to come. He said he was an "essential service". At first he offered his full name and license number, but then did not give them. He is probably a scammer and is putting senior's lives at risk by making home appointments during the Covid 19 stay at home order.

Ticket: # 3907940 - Retract access to PUBLIC airwaves of ANY TV station that fails to present LIVE daily Corona Virus Task Force reports in this national emergency

Date: 3/31/2020 5:56:45 PM

City/State/Zip: Sarasota, Florida 34230

Company Complaining About: Comcast

Description

Suspend PUBLIC air wave access to any TV station or conglomerate that fails to present LIVE daily Corona Virus Task Force public reports

Ticket: # 3907942 - RE: [FCC Complaints] Re: Coverage

Date: 3/31/2020 5:57:22 PM

City/State/Zip: Cocksackie, New York 12051

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3 (b) (6) "Coverage"

My response was delayed by COVID-19 related activities.

This issue has not been resolved. My community continues to be underserved by wireless carriers; whom seem to be all-to-willing to request FCC's funds to improve high-speed access to services for rural communities.... Yet they remain unable to articulate a project plan to address this (or many) underserved, rural populations.

I would like to be referred to the Commissioners in charge of rural service development and funding, please.

Many thanks,

(b) (6)

(b) (6)

From: FCC <consumercomplaints@fcc.gov>
Sent: Thursday, February 27, 2020 11:41 AM
To: (b) (6)
Subject: [FCC Complaints] Re: Coverage

Ticket: # 3907962 - AT&T promised no throttling of internet speeds, still is doing so

Date: 3/31/2020 6:07:18 PM

City/State/Zip: Arecibo, Puerto Rico 00613

Company Complaining About: AT&T

Description

AT&T Puerto Rico promised it would not throttle internet speeds after exceeding data caps. I personally spoke to their representatives and they assured me they wouldn't because of the Covid-19 pandemic so we could work from home and still generate an income for our families (I have evidence of this conversation) They still did and now I have no way of making an income for my family during this time of quarantine, since their reduced speeds are unusable for the data I need to transfer from and to work. They promised they would call me and never have. Not only that, but now they are not answering my requests for assistance anymore. During this difficult time, the least a company I pay over \$300 a month for service is extend me the courtesy of having access to what is now considered a basic human right. All we need is for them to lift the throttle of internet speeds at least during this emergency.

Ticket: # 3907967 - Local Channels

Date: 3/31/2020 6:07:45 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Dish Network

Description

I am writing because I'm upset That I can't view news for my state on Dish Network. Dish says I have to have Salt Lake City as my local channels. They said the FCC controls this. I would like to see and hear what my state governor has to say. I want so see and hear about Nevada laws that change. I want to hear about how my state is handling covid 19. I feel Elko County Nevada has the right to have local channels that come from within our state. Please let Dish and Direct tv give us NV local channels so we can be informed by television of what's going on in our state.

Thank you.

Ticket: # 3907981 - No cc or interpreter on social media only airs for news

Date: 3/31/2020 6:14:15 PM

City/State/Zip: Redding, California 96003

Description

Social media is the primary source of news regarding COVID-19 as tv is not interested in interrupting regular programming. Most notably on facebook is where news is streaming updates with COVID-19 but it is not accessible without cc or asl interpreter

Ticket: # 3908007 - service disconnected

Date: 3/31/2020 6:31:13 PM

City/State/Zip: Riverside, Ohio 45404

Company Complaining About: Cricket

Description

Cricket wireless owned by AT&T has disconnected my service during this covid-19 pandemic I tried to call and they said it was a 40 mins wait I am on the phone for 4 hours with them and they still haven't answered I need my phone for employment and emergencies

Ticket: # 3908021 - Harassing texts

Date: 3/31/2020 6:40:13 PM

City/State/Zip: Paris, Arkansas 72855

Company Complaining About: None Given, Not Applicable

Description

Many texts, each from a different number, that call me by the same, incorrect name, and say varying things like auto insurance offers, free netflix subscription, and so forth. Find out who it is, and why it's happening, and go from there.

Ticket: # 3908039 - Network Television Affiliates Censorship.

Date: 3/31/2020 6:47:40 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: Comcast

Description

I would like to file a consumer complaint against these 3 Network Television Affiliates in the Seattle, WA broadcasting area.

These 3 local affiliates are not showing the Presidents Coronavirus Task Force Updates. If there has not been a Coronavirus, National Emergency Declaration by President Trump, then I would like the FCC to confirm that, otherwise I would like to know why these 3 stations continue to have the 'privilege' of an FCC licence to broadcast on the United States public airways, because they are NOT carrying any of the information needed by the public during these important updates.

NBC Affiliate KING 5

Facility Id: 34847

ABC Affiliate KOMO 4

Facility Id: 21656

CBS Affiliate KIRO 7

Facility Id: 66781

Ticket: # 3908073 - Rate increases & Interruption of service

Date: 3/31/2020 7:12:20 PM

City/State/Zip: Van Nuys, California 91406

Company Complaining About: Spectrum

Description

Spectrum increased my monthly rate from \$49.99 to \$59.99 WITHOUT making ANY changes to the services or speeds to my internet. My internet speed is HALF of what Spectrum's lowest speed offer is (account from Time Warner), and as of late my internet has been choppy, slow and there have been constant/daily interruptions. I've had a difficult time reaching customer service for days, and after finally reaching them I was told my bill was increased to be in accordance with Spectrum's pricing. If my internet service is NOT in accordance with Spectrum's lowest offered speed (slower by 50%), why should my bill be? Spectrum is taking cruel advantage of the pandemic to price gouge and their customer service reps are giving robotic answers without any attempts to understand or work with their customers just to end the call.

I would like my price to remain as it was.

Ticket: # 3908109 - Unwanted call

Date: 3/31/2020 7:34:58 PM

City/State/Zip: Rochester Hills, Michigan 48309

Company Complaining About: Michigan Republican Party

Description

Political ad about coronavirus from the Michigan Republican Party

Ticket: # 3908130 - Pandemic Response and Connectivity

Date: 3/31/2020 8:03:31 PM

City/State/Zip: Shelby, North Carolina 28152

Company Complaining About: Metropcs

Description

Metro by T-Mobile (the only carrier doing this) is requiring customers validate an SMS message on their phone to swap devices. I get it is for security, but this is an emergency. I am on the front lines of Covid-19, as a retail worker for Walmart. I need to have my phone working, because I'm a parent. They refuse to help me, even though I can validate my name, account security pin, etc. This is extremely irresponsible, especially while we are going through a national medical crisis. Most normal carriers would have already helped me after validating said information above. I was told to go to my local store. Problem is any store within a reasonable driving distance is closed. This is wrong and it is dangerous. They refuse to give me my account number to switch to another carrier. My phone number is extremely vital. I have tried to reason with them and they refuse. This is wrong.

Ticket: # 3908204 - Refusal of service

Date: 3/31/2020 9:16:44 PM

City/State/Zip: Newport, Tennessee 37821

Company Complaining About: Newport Utilities

Description

I am being refused service due to COVID-19. I can only set services such as internet, television, and telephone services from one provider. I want to as head to the safety measures but how can I if I'm not informed. Please help!

Ticket: # 3908206 - Intermittent Packet Loss and 500ms ping spikes / jitter

Date: 3/31/2020 9:19:07 PM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Cox

Description

Insanely high ping spikes to the CMTS and the entire cox network. Spikes as high as 500ms during 6-11pm. Intermittent packet loss and slow upload speeds. Voip, and the ability to work from home is impossible at the moment. My area has needed a node split for over a year, the Covid-19 outbreak has only highlighted the severe need for it.

Ticket: # 3908216 - I am REQUIRED to work from home but can't function w/ these speeds

Date: 3/31/2020 9:33:54 PM

City/State/Zip: Spotsylvania, Virginia 22551

Company Complaining About: Viasat

Description

I very CLEARLY discussed in depth with Viasat my reasoning for needing Internet so i could retain my job b/c i need to work from home. Base on my location i am very limited in providers i can access, and Viasat was the only one offering the speeds my job REQUIRES for me to operate appropriately. That being said i am ONLY about 10 days into service and NOT ONLY did my service drop from averaging about 16mbps download speeds to now, as of this morning running 0.9 not even 1mbps, i understand "up to 25" but there was no expectation set that despite being deprioritized After hitting 100 GB of what is SUPPOSED to be unlimited data.... am now being "prioritized behind other customers possibly"... this is absolutely unacceptable. I realize we are going thru COVID-19 but that is why it is CRITICAL to me being able to work so my FAMILY IS NOT HOMELESS after all of this is said and done. Not to mention i am paying \$150/mo to get get this "highspeed" internet as it was described.

Ticket: # 3908272 - CNN Not Airing White House CoronaVirus Briefings

Date: 3/31/2020 10:33:31 PM

City/State/Zip: Fort Worth, Texas 76107

Company Complaining About: Cnn Network

Description

As a broadcast news station, CNN has a responsibility to air official government content, within reasonable parameters to fulfill the obligation to serve to public interest. CNN is currently declining to air the daily White House Coronavirus briefings. Their license should be suspended until they comply with this responsibility to provide the most up-to-date information to the public.

Ticket: # 3908322 - Internet Disconnect

Date: 4/1/2020 12:23:46 AM

City/State/Zip: Las Vegas, Nevada 89120

Company Complaining About: Cox

Description

Cox Communication has disconnected my service due to non payment and I have read that they had pledged not to disconnect service during the Coronavirus Pandemic for 60 days.

Ticket: # 3908336 - Coronavirus - Cox cable surcharge for regional sports fees

Date: 4/1/2020 12:46:41 AM

City/State/Zip: Newport Coast, California 92657

Company Complaining About: Cox

Description

Dear FCC,

I would like to file a complaint against my cable company (Cox) because they are continuing to charge me and millions of subscribers a surcharge known as regional sports fee despite the cancelation of all sporting events due to Coronavirus. The surcharge should not be charged because all sporting events have been canceled due to coronavirus. The company is refusing to stop charging me despite the cancelation of all sporting events and it makes no sense that consumers should be paying to subsidize the increasing costs of obtaining content from regional sports networks that do not have any sports due to Coronavirus.

Why should I pay athletes who are not playing? Why should I pay sports networks that are not broadcasting any sports?

It's both a violation of contract and an unethical business practice. Any cable provider that charges this fee should be required to remove it because there are no sports being offered. I urge the FCC to take administrative action to stop this.

Thank You,

(b) (6)

Ticket: # 3908349 - xfinity low speed and unwillingness to help

Date: 4/1/2020 1:10:33 AM

City/State/Zip: Fresno, California 93723

Company Complaining About: Comcast

Description

I contacted xfinity customer support about low speeds. I followed the steps to troubleshoot equipment. speed did not improved. told me that because of coronavirus they can not send a tech out. I agreed and asked to be upgraded on the speed for the month of April free of charged. They refused and told me that they could upgrade me and that my speed will improve but that I will be charged.

Ticket: # 3908382 - After filing complaint

Date: 4/1/2020 2:35:55 AM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: AT&T

Description

I filed a complaint about my AT&T service. Now that the coronavirus has shut down the stores and they shut off my online prepaid access, and because my esim was one time activation that has been deactivated, the office of the president is being extremely unhelpful. I also cannot get a refund for my \$105 of prepaid service. Their exact words are "we could but we can't authenticate your account" - dealing with the same exact person that told me my pin was the last four of my number which is incorrect. I need help getting my refund for the poor service they claim is at 100%

Ticket: # 3908400 - Billing Fees

Date: 4/1/2020 4:57:40 AM

City/State/Zip: West Chicago, Illinois 60185

Company Complaining About: 53 Bank

Description

I am currently being fined for a negative bank balance, that my bank keeps acquiring more fees to. Originally I was negative around \$100 in which I was planning on resolving, but late fees acquire after the first day of a negative balance which was more than my negative balance was. Now the bank is adding negative late fees because I cannot resolve it since they added more fees. I feel the bank is not being understanding in any way especially in the wake of covid-19, I am currently out of work and now this balance is just adding up with 53 bank acting as if they can't help. I feel they are taking from poor people who barely have anything to give in the first place. I also believe the company keeps adding fees because of the stimulus package going into effect, they are taking away from bill payments, food, lights cable etc... I know banks get bailed out, why are they not helping one of there customers ?

Ticket: # 3908424 - Emergency Alert abuse

Date: 4/1/2020 7:35:07 AM

City/State/Zip: Rockford, Illinois 61103

Description

Yesterday afternoon, around 4 PM CDT, I received an emergency alert to my cell (others in the Rockford, IL area did as well) regarding Illinois needing additional licensed healthcare workers for the COVID crisis.

NOT what that service is intended for.

This is just after having received an alert Saturday night about a tornado warning, which IS the proper usage.

While COVID is serious... use of the alert system for that announcement was inappropriate.

Ticket: # 3908430 - Altice/Suddenlink

Date: 4/1/2020 7:49:25 AM

City/State/Zip: Cross Lanes, West Virginia 25313

Company Complaining About: Sudden Link

Description

This company said they wouldn't disconnect anyone during the civic-19 pandemic but yet I was disconnected and when I went to pay my bill also went up \$20. This company needs shut down, they are criminals of the worst kind.

Ticket: # 3908448 - Metro PCS Availability Complaint

Date: 4/1/2020 8:24:09 AM

Company Complaining About: Metropcs

Description

I was informed that no companys are allowed to turn consumers phone connections off. Well unfortunately my phone was turned off on March 30,2020 even though I made an agreement to pay the other have of the bill on April 28, 2020. I was forced to pay the remaining of the bill immediately because my services was shut off.

I am no longer working because of the COVID-19 Virus and they are well aware of my situation.

Therefore I forced to use income that was for food at that time.

This was so troubling to me as I have to ration out the little money

I have left.

I hope you get this email to prevent this from happening to anyone else.

Thank You,

(b) (6)

Ticket: # 3908459 - Spectrum mobile is turning off my service even though I told them I am having hard times due to the covid-19 crisis we are

Date: 4/1/2020 8:34:09 AM

City/State/Zip: Smithfield, North Carolina 27577

Company Complaining About: Spectrum

Description

My mobile provider has said they will turn off my service 4/2/2020 even though I told them I can't pay right now because I don't have the money. I am struggling trying to provide for my family during this covid-19 outbreak and I feel they should be sympathetic to all clients who are having a hard time.

Ticket: # 3908466 - spreading false information about the pandemic

Date: 4/1/2020 8:40:59 AM

City/State/Zip: Walkerton, Indiana 46574

Description

Fox news has helped spread the virus by spreading untruths and not following what the CDC and Doctors have been telling us. They should lose their licence for aiding in the spread of this deadly virus. They are directly responsible for part of the deaths due to lying in their broadcasts.

Ticket: # 3908487 - Suddenlink

Date: 4/1/2020 8:56:47 AM

City/State/Zip: Buckhannon, West Virginia 26201

Company Complaining About: Sudden Link

Description

Suddenlink promised not to shut off services due to nonpayment during the pandemic. I paid half my bill 2 weeks ago and my services were shut off today literally over \$41.. I called the company and was very sarcastically told that their pledge did not pertain to me and my children.

Ticket: # 3908511 - Spectrum Cancellation of Internet

Date: 4/1/2020 9:15:56 AM

City/State/Zip: Myrtle Beach, South Carolina 29577

Company Complaining About: Spectrum

Description

The billing cycle from March 14-April 13, 2020. The service was canceled on March 27, 2020, due to COVID-19. The modem was returned to the Spectrum Store (in Myrtle Beach) on the 27th. Spectrum sent a bill for March 4-April 13th. Not Pro-Rated. I am requesting a refund of the entire amount or a Pro-Rated portion.

Ticket: # 3908523 - Poor connection/speed form sole provider for sub-division

Date: 4/1/2020 9:27:07 AM

City/State/Zip: Micanopy, Florida 32667

Company Complaining About: AT&T

Description

My wife could be working form home due to the Corona Virus (like all her co-workers) but our internet connection/speed is too poor. Our internet connection is via "Hot Spot" from AT&T, the only provider available for our sub-division. We pay twice as much as our neighbor who has DSL (which is not available to us because AT&T is phasing it out) and have about the same quality of connection/speed. We have talked to AT&T multiple times and their only solution is to upgrade our plan with a proposed cost of \$1,200.00 per month (yes, \$1,200 per month). AT&T informed us they have no plans to upgrade the service in our sub-division because there are not enough homes to make it cost effective.

Ticket: # 3908551 - Service Disconnect during COVID-19

Date: 4/1/2020 9:49:22 AM

City/State/Zip: Orlando, Florida 32807

Company Complaining About: Metropcs

Description

Metro by T-mobile cut phone service due to non payment and offer little to no help for their customers who had been without work or laid off due to COVID19 pandemic. They should be fined for each act of disconnection starting March 20th, 2020 to the end of the mandated shelter at home. They should not have disconnected phones at all and they should have worked with customers requesting an extension for payments.

Ticket: # 3908651 - Breach of contract, possible covid upcharge to the community

Date: 4/1/2020 10:42:34 AM

City/State/Zip: Mineral, Virginia 23117

Company Complaining About: Lake Anna Security Systems Tony Barrett

Description

I entered into a 1 year contract with lake anna security systems for endless internet on 11/25/19 at \$130 a month.

Representative I have only ever had communication with is Tony Barrett

Internet was a blessing in this rural area.

Fast forward to the week of March 16th. I noticed internet was not working. I contact Tony on 3/21 who responds that the provider can no longer keep its terms of unlimited internet due to the all the ppl at home during this time. They can only offer 25g at half the cost..do I accept? I was not happy i am in a contract i asked questions and was not given answers..only do I accept? I wait 2 days to respond. On 3/23 I responded I would accept the 25g on a temporary basis please go ahead with refreshing but please allow me 30 days to see if I want to continue the contract. 3/24 tony responds with since u did not respond I have terminated your contract (see emails) I replied I called and left voice mails I texted him saying there was a mistake I did reach out to him to accept the 25g temporarily. He would not respond. On 3/25 I attempted email phone calls and texts yet again without a response. I located the business fb page and sent a message..he read the message and promptly blocked me. I sent another text message stating I knew he saw the messages how could he refuse to acknowledge me. The only reply I got was I was not a customer any longer look for sevice elsewhere. He also sent a follow up email stating the same thing. I went to the local community on fb to ask if anyone else was experiencing this...some were..he did the same to others but did offer them a no contract option. He did not offer that to me...he later came back out to the same customer and offered unlimited at a higher cost..see attached images for reference. I and other customers are in a contract how can he break his commitment to us? How can he not respond to customer concerns? How can he upcharge during covid to others? I would like my contract fulfilled with the option to renew when the time comes due to the limited businesses that offer internet in this area. Or I would like restitution for the months he cancelled without authorization or probable cause. I tried to attach all files but was unable too. I have emails, snap shots of text fb messengers, emails, etc...

Ticket: # 3908660 - spam call

Date: 4/1/2020 10:46:55 AM

City/State/Zip: Crownsville, Maryland 21032

Company Complaining About: Spam? Name Unvavailable

Description

This male person called my phone claiming to be my grandson. I don't have any grandson. asking for money due to coronavirus.

Ticket: # 3908663 - Cox Billing Complaint

Date: 4/1/2020 10:48:33 AM

Company Complaining About: Cox

Description

I am contacting you to ask for assistance in dealing with an issue involving my cable company (Cox Cable in California) and coronavirus related billing issues. The cable provider charges a surcharge to subscribers, known as a sports regional surcharge, which it uses to pay sports networks and athletes for content rights. However sporting events have all been canceled due to coronavirus and I asked the cable company to stop billing me for this line item surcharge. However, they refused and want to continue charging me and millions of others for sports content that isn't airing and I feel it is both unethical and violates contract with millions of subscribers who could use the extra money in these hard times. It simply doesn't make sense to pay a surcharge to athletes and networks that have no sports airing.

Is there anything you can do to please assist me? I would appreciate any recommendations.

Perhaps, you can send a memorandum to ask all cable providers to stop applying this surcharge. I feel it's common practice and they shouldn't be charging people for content that isn't showing due to coronavirus.

I appreciate your help in assisting me through these tough times.

Thank You,

(b) (6)

Ticket: # 3908703 - Faulty Internet Service for 10 Plus Years**Date:** 4/1/2020 11:06:40 AM**City/State/Zip:** Sayre, Pennsylvania 18840**Company Complaining About:** Frontier Communications

Description

Long term Frontier Customer. Low/no internet service despite many years of paying bill. Neighbors all suffer the same complaint. Frontier techs acknowledge the service was oversold by company but their hands are tied. Additional poles/service boxes need to be installed. Frontier claims it is due to high use. 10 years! Right now it is in extreme high use due to COVID19. It has been 10 plus years of begging for help from Frontier. They are our only option on this road due to geographical conditions so they have a monopoly with their service. They claim premium upgrade will improve it. Paid the premium for several years and many neighbors paying it now. No change at all!

Ticket: # 3908730 - Straight Talk Suspended My Service

Date: 4/1/2020 11:14:01 AM

City/State/Zip: Arab, Alabama 35016

Company Complaining About: Straight Talk

Description

My service with straight talk was suspended during the pandemic! Some of us people is out of work temporarily without pay because of the COVID-19 and need our phones to receive and make calls to & from our doctor!

Ticket: # 3908740 - COVID 19 - Keep America Connected

Date: 4/1/2020 11:19:29 AM

City/State/Zip: Grass Valley, California 95945

Company Complaining About: Smarter Broadband

Description

Smarter Broadband; Brack Valley, CA. Her Broadband Carrier shut her internet down.

She is a teacher and she is not able to do her job because they turned her off. She did everything that they asked her to do and they shut her off anyway. Resolution she is seeking is for them to turn her back on. ***CTR386-phone***

Ticket: # 3908745 - Telemedicine during COVID-19

Date: 4/1/2020 11:22:04 AM

City/State/Zip: Sunset, South Carolina 29685

Company Complaining About: AT&T

Description

Inability to engage in reliable telemedicine during COVID-19 while practicing social distancing.

Telemedicine during COVID-19

Poor wireless service (RSRP -119; SINR 1.5).

No wired internet access. Neighbors have ATT U-verse. ATT states "unable" to provide access.

I am a pediatric cardiologist with need for wide bandwidth for cardiovascular study review while minimizing patient and staff contact. Thanks

Ticket: # 3908746 - suddenlink increased bill during pandemic

Date: 4/1/2020 11:22:06 AM

City/State/Zip: Bossier City, Louisiana 71111-6303

Company Complaining About: Sudden Link

Description

Suddenlink increased the bill from \$93.12 to \$122.28 during pandemic. We are a longtime customer and there was no need for the increase. On 4/1/20 Contacted Suddenlink and Louis stated "forced yearly increase " although last year increase was only \$9. Louis states "I can lower your bill \$5 if you sign up for easy pay" we already sign up for easy pay. Price gouging for internet

Ticket: # 3908796 - ATT CELLULAR SERVICE DOWN IN THE GREATER DENVER AREA. UNABLE TO REPAIR UNTIL APRIL 8, 2020!!!

Date: 4/1/2020 11:41:15 AM

City/State/Zip: Warren, Ohio 44484

Company Complaining About: AT&T

Description

ATT cellular service has been interrupted (down) in the Denver/Boulder greater area since 3/31/2020. Today ATT advised me that they can not resolve the service issue until April 8, 2020!!! This is not acceptable in the midst of a pandemic where people are asked to shelter in place. Please contact ATT immediately.

Ticket: # 3908866 - Sudden Link Issues

Date: 4/1/2020 12:00:52 PM

City/State/Zip: Charleston, West Virginia 25304

Company Complaining About: Sudden Link

Description

She is calling about Sudden Link.

She only has Internet only.

Her service went out 03/31/2020.

She called Sudden Link, because her service went out.

She called around 1:45 pm, and she was on the phone on hold for 1 1/2 hours.

Sudden Link told her someone removed the modem off her account.

The modem that she has she gave the number from on back of modem, and it did not come up in their system.

Sudden Link explain to them that they would need to send a technician out for a service call.

She explains to Sudden Link that her husband works from home and he needs this service, he is required to work from home because of the COVID-19.

Since husband cannot work from home, now he lost 1/2-day Vacation Day of work.

Sudden Link said, will be there 04/02/2020.

She would like credit for the inconvenience.

CTR414-phone

Ticket: # 3908876 - AT&T shutoff

Date: 4/1/2020 12:04:32 PM

City/State/Zip: Machias, New York 14101

Company Complaining About: AT&T

Description

aT&T shut off my phone service despite promising not to do so due to the Covid-19 outbreak. They also have shut down their call center making it impossible to resolve this matter.

Ticket: # 3908881 - Phone bill

Date: 4/1/2020 12:06:41 PM

City/State/Zip: Milwaukee, Wisconsin 53221

Company Complaining About: Boost Mobile

Description

I'm currently a customer of boost mobile today my phone bill was due but due to the coronavirus I'm unable to work and pay my bill today I was supposed to get a free month but instead they still turned my phone service off

Ticket: # 3908885 - Directv

Date: 4/1/2020 12:08:53 PM

City/State/Zip: Meridian, Idaho 83642

Company Complaining About: AT&T

Description

I called and cancelled MLB baseball package a month ago, got billed for it this month, they are charging customers for service that is cancelled right now, shut down their call centers using Covid as reason, so they can overcharge with no way of fixing problem.

Ticket: # 3908895 - Slow Internet Speeds

Date: 4/1/2020 12:18:05 PM

City/State/Zip: Edinboro, Pennsylvania 16412

Company Complaining About: Verizon

Description

The consumer is not receiving the speeds to which he subscribes. His service provider is Verizon. He has DSL service.

A tech responded to his area, after he had called Verizon. He responded because he was advised that the consumer was experiencing problems with his phone service. The consumer advised the tech that he was actually experiencing issues with his internet speeds. At this immediate time, there is nothing that can be done to increase his speed. He stated that he would be happy with 1Mbps - at least he could access the internet!

The consumer stated that he subscribes to 1 - 3 Mbps speed. He stated that there must be something that Verizon could do to alleviate the congestion.

He stated that when he performed speed tests, over the past 2 weeks. He shows that he is receiving less than the 1 Mbps.... which is the lower end of the speeds to which he subscribes. He stated that the average speed is about .50 Mbps (He has received .30 Mbps, .60 Mbps, .50 Mbps...)

He stated that he is not able to get on the internet or use the service unless it is 2:00 am (in the morning). He stated that at this time, you can sometimes obtain 3Mbps.

He understands that many children are now out of school due to the Pandemic/Covid-19. However, he noticed issues in the evening when most people are home, prior to the Pandemic.

The consumer requested that Verizon provide additional bandwidth to supplement what they already have in place so that they can in fact obtain up to 3Mbps

Ticket: # 3909035 - Comcast / Xfinity Internet and Wifi Down

Date: 4/1/2020 1:06:21 PM

City/State/Zip: Stuart, Florida 34997

Company Complaining About: Comcast

Description

our entire neighborhood has been without phone, wifi or tv for over 5 hours. Comcast recognizes there is an issue and keeps pushing back restoration. There are no Comcast personnel on-site to fix the situation. They use the excuse of the virus. We are all trying to work from home due to the coronavirus but cannot because we have no internet/ phone. This is dangerous. They need to be forced to fix these things quickly - especially during these times.

Ticket: # 3909039 - Suddenlink Communications - ATLICE

Date: 4/1/2020 1:06:50 PM

City/State/Zip: Alexandria, Louisiana 71301

Company Complaining About: Sudden Link

Description

Hi, during this time of the COVID-19 Suddenlink Communications, also known as ATLICE, has cut our services off twice in one week. Our income has slowed down during this economic tragedy & they're website completely says they would keep their customers connected.

Ticket: # 3909085 - Billing Practices at Suddenlink Communications.

Date: 4/1/2020 1:20:01 PM

City/State/Zip: Kingwood, Texas 77345

Company Complaining About: Sudden Link

Description

My bill was messed up at suddenlink since I removed my TV services. I called several times to try and sort it out and have had no response from billing. They have been overcharging me and then told me my bill was messed up since April 2019 and want me to pay for services from that time. I paid only because I had to because I have kids who are in online school and we really need internet during the Coronavirus crisis.

Ticket: # 3909102 - Solicitor promoting COVID 19 protection

Date: 4/1/2020 1:24:02 PM

City/State/Zip: Tempe, Arizona 85284

Description

Received a phone call promoting COVID 19 protection by using their products

Ticket: # 3909106 - Comcast requiring 60 days notice after business closed

Date: 4/1/2020 1:26:34 PM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: Comcast

Description

I owned a small medical practice which I recently had to close in part due to COVID 19. I notified Comcast 3/30/20 and was informed I would be required to pay 60 more days of phone and internet even though I am not using their services and no longer have a business. This is \$800 I don't have to give. Please advise.

Ticket: # 3909168 - Internet Unusable**Date:** 4/1/2020 1:52:04 PM**City/State/Zip:** Tavares, Florida 32778**Company Complaining About:** Opticaltel

Description

We are filing this complaint to Inform the FCC about Opticaltel. Since Opticaltel bought FL Cable our Internet has been unusable for about 1 yr and a half or longer. We are paying for a service that is literally non-existent. We are paying around \$78 dollars for a 9 Mbps. The internet barely works at all times, it is intermittent as in completely down many times per day and then back up with speeds of 1 to 2 Mbps or less. We are living in medieval times with this Company. We have called them many times and they don't care and will do and have done nothing about it. I have asked for the highest contact available and after much working at it was told the only one we could talk to was We have been told there are over 133 people on a node that is supposed to have 30 maximum. Opticaltel is running a criminal illegal enterprise taking money from everyone with this 9 Mbps plan and providing practically zero services. I am in shock at how they have gotten away with this for so long. there has to be laws to enforce upon them to at least come close to providing usable internet. We are inquiring about what laws and actions can be taken to force them to provide the service they are charging for. They are not honoring any contract. They can not be allowed to charge for a service that they are not providing. All customers that have faced this for the last 1 and a half yrs or more are due credit for all down and unusable service time. Please let us know what the FCC can do to assist us to resolve this matter and get us usable internet to be able and conduct all personal and business-related matters. Without internet, we are cut off from the world costing all of us our time and money and causing a dangerous situation. Their service has nothing to do with COVID-19 this has been a permanent problem.

Please contact me with any questions.

We appreciate your hard work and time.

Sincerely.

Ticket: # 3909194 - Covid-19 misinformation

Date: 4/1/2020 2:04:18 PM

City/State/Zip: Roanoke, Virginia 24012

Description

Please issue a stern warning to media outlets to provide accurate and detailed information regarding Covid 19. As an American, I am tired of the misinformation being pushed out by some media outlets. We are at war and need unbiased and accurate information.

Ticket: # 3909210 - T-Moblie

Date: 4/1/2020 2:10:47 PM

City/State/Zip: Seymour, Connecticut 06483

Company Complaining About: T Mobile

Description

I had called T-mobile .. ask if the could help with my monthly payments due to the Corona virus .
The woman operator said
they can push my payments 2 to 3 months .But i lose all my discounts .. and when all is ended i have
to pay one lump some of all the months they pushed back .. And then i have to get another plan that
will probably be more expensive .. I have been with them almost 20 yrs .. I did not go thru with it ..
But feel i am getting shafted .. That is so wrong . Not sure if you can help . But it will be deeply
appreciated Thank you (b) (6)

Ticket: # 3909274 - Radio Station Encouraging Disobeying State Restrictions during Shut Down/Pandemic

Date: 4/1/2020 2:28:30 PM

City/State/Zip: Black Diamond, Washington 98010

Company Complaining About: Kiro Radio - Owned By Bonneville International

Description

Today, April 1, 2020, KIRO Radio 97.3FM in Seattle, WA had a host on a live show tell listeners he thought the WA State Dept of Fish and Wildlife shut down of fishing and shellfishing during our state quarantine was 'stupid' and he urged people to grab their adult beverages and 'do their thing' despite the restrictions by a state agency. This is irresponsible and dangerous behavior and should have consequences.

Ticket: # 3909283 - Can't get internet because last owner overdue bill

Date: 4/1/2020 2:32:08 PM

City/State/Zip: Cahokia, Illinois 62206

Company Complaining About: Spectrum

Description

So I called spectrum for free internet service for my kids online school because of COVID-19 and I can't get it because last person who had spectrum Here had and overdue bill and I don't know what do and I can't get internet no where else because of this. Can you guys get them to get me the free internet for my kids and cable????

Ticket: # 3909304 - Comcast Billing

Date: 4/1/2020 2:39:51 PM

City/State/Zip: Norfolk, Massachusetts 01906

Company Complaining About: Comcast

Description

The consumer is getting harassed by Comcast for hundreds of dollars.

The consumer is calling on behalf of her husband (b) (6)

She's his care giver at the moment.

The consumer stated they called the consumer stating they are going to shut off their services.

The consumer was contacted by Comcast saying they had to pay \$150 or their services would get shut off so they paid.

Now this week they are contacting them to pay \$230 or they will shut it off.

The consumer should not be paying so much money every week to get her services shut off, especially right now with having sick people at home.

The consumer wants them to stop treating them badly, stop lying about their plans, stop texting and emailing him, and not shut off her services because of the pandemic.

(b) (6)

CTR-415

Ticket: # 3909321 - program interruptions

Date: 4/1/2020 2:47:49 PM

City/State/Zip: Evansville, Indiana 47712

Company Complaining About: Spectrum

Description

We miss out on part of general hospital everyday for coronavirus updates. I WOULD LIKE TO SEE ALL OF GENERAL HOSPITAL! MAKE THE STATIONS AND NETWORKS SHOW THE SCHEDULED SHOWS COMPLETELY FROM START TO FINISH, EVEN IF IT MAKES THE NEXT SHOWS START LATER THAN THEY ARE SCHEDULED!

Ticket: # 3909348 - COVID-19 Spam calls

Date: 4/1/2020 2:56:28 PM

City/State/Zip: Woodridge, Illinois 60517

Description

have been receiving spam calls which are now focused on medical supplies

Ticket: # 3909381 - MetroPCS billing dispute

Date: 4/1/2020 3:09:15 PM

City/State/Zip: Sanford, Florida 32771

Company Complaining About: Metropcs

Description

Consumer stated carrier will shut her phone off

Consumer stated carrier stated she owes \$88.00

Consumer stated she does not have the \$88.00

Consumer stated she is on a fixed income

Consumer says because of the Pandemic in the US, carrier can't disconnected her service

Consumer would like her bill credited to the end of the Pandemic

Ticket: # 3909416 - Metro PCS Availability Complaint

Date: 4/1/2020 3:25:11 PM

Company Complaining About: Metropcs

Description

After reading the attached article saying t mobile and metro pcs where part of the commitment to keep people connected during this pandemic. After speaking with a customer service agent, which took three hours . They say there's nothing they can due to help me unless I pay my phone bill. I now am stuck out of state and can't get home because of restrictions andhave no job . And can't work. I was wondering how to get help.

Thank you for any help.

(b) (6)

Ticket: # 3909421 - Issue with TPx

Date: 4/1/2020 3:27:08 PM

City/State/Zip: Diamond Bar, California 91765

Company Complaining About: Tpx (frmr. Telepacific)

Description

We are a small business attempting to leave TPx due to better rates elsewhere. We initiated the process of changing providers last year, but TPx has delayed us from making the change deliberately or through their own faulty system. The Customer Service Record (CSR) that they provided to us was incorrect and when I asked them to update it since they are required to keep a correct record, they insisted that we find the corrections and submit to them. They ignored questions and requests during our good faith attempts to correct their faulty CSR and have delayed by passing us to different employees who also did not respond. Now they are further delaying the process and stating that since we are a departing customer they cannot help. This is problematic because the only thing delaying our move is their company's issues in the first place. Our costs of maintaining three providers, instead of one, are further damaging us during the COVID-19 crisis. Can you help?

Ticket: # 3909441 - locked Microsoft E search engine website page

Date: 4/1/2020 3:32:47 PM

City/State/Zip: Brecksville, Ohio 44141

Description

3/30/2020 - while trying to use Microsoft E search engine website page the screen locked up. One of the items on the page included the headline of 100,000 - 240,000 dead from Corona virus.

The text in the error message windows that popped-up is shown below:

Windows Security

Microsoft Edge

Server PSENTROL.INFO asking for User Name and PW

Contact Microsoft Support +1_(844)_284_0804_Toll free

Windows Defender Browser Protection

Stop Code! Microsoft Edge Detect Malware/Error Report

+1 (844) 284-8884

The error message windows that popped-up included the text shown below:

Windows Security

Microsoft Edge

Ticket: # 3909454 - Trying to obtain internet service for my son through the "connect to compete" program and Cox communication in Topeka, KS

Date: 4/1/2020 3:42:24 PM

City/State/Zip: Topeka, Kansas 66607

Company Complaining About: Cox

Description

A few years ago I tried to get internet service thru "connect to compete" and Cox communication in Topeka, KS. While making installation appt, I repeated many times that I wanted the \$10 connect to compete deal. When I hadn't received a bill, I called in expecting to make a \$20 pymt for almost 2 months of service. Instead I was told my bill was \$200+! Obviously they had not put me on the \$10 deal. So I called hoping to fix the problem. I would explain my issue and then id babe transferred to another rep. I repeated this over and over. Some of the reps would say they understood the problem but couldnt fix it. Then theyd transfer me again. I called repeatedly in hopes I'd be transferred to someone who could help. One day I spent over 2 1/2 hours on the phone, all to no avail. A couple of weeks later, my service was ended and my final bill was well over \$350, probably sent to collections, though I'm not sure. However now with the coronavirus, my son's school has been closed for the remainder of the year. They are now doing assignments via the internet. For now I have been using my "hotspot" on my phone to access this, but I do not have unlimited hotspot time. I dread my next phone bill, I can only hope I won't lose that service. I dont know how I can get internet service with this wrongful debt hanging over my head. Please help so my son doesn't fall behind. He's an excellent student and I'm sure having the service could help him, but in current times it is absolutely necessary.

Ticket: # 3909475 - Fixed wireless internet

Date: 4/1/2020 3:49:06 PM

City/State/Zip: Huron, Tennessee 38345

Company Complaining About: AT&T

Description

I have service through att as well as directv. I have contacted them via telephone and chat about getting internet. They tell me my address is not eligible for internet at this time yet I'm still paying for services I cannot receive on directv then. It is not working like it should since I can not get internet... i need them to provide fixed wireless or run fiber bc this is 2020 and my children have school work to do online due to this pandemic. It's a shame that att, as big as they are claims they can not provide my address with simple fixed wireless internet or fiber considering how much I pay for cable with it not even being able to work to its fullest potential WITHOUT the internet I can not get...

Ticket: # 3909537 - Rush Limbaugh

Date: 4/1/2020 4:05:16 PM

City/State/Zip: Westcliffe, Colorado 81252

Description

He is still to this day downplaying the corona virus. It's dangerous and irresponsible messaging. He needs to be taken off the air.

Ticket: # 3909546 - Issues with company

Date: 4/1/2020 4:07:30 PM

City/State/Zip: South Jamesport, New York 11970

Company Complaining About: Optimum

Description

Optimum turned off my internet during this pandemic, refused to answer the phone for 4 days, told me to pay 2 extra charges to my account that were not supposed to be there, for me to turn my services back on.

Ticket: # 3909591 - TMobile - Practices

Date: 4/1/2020 4:20:35 PM

City/State/Zip: Morristown, New Jersey 07960

Company Complaining About: T Mobile

Description

I was a long-standing customer of TMobile since 2011. In October, 2019 I ran into financial difficulty and had trouble paying my cell phone bill. The equipment had been paid in full prior to September, 2019; but they refused to release/unlock my equipment and numbers. They have since sent my account to a collection agency. I have made arrangements to pay the balance by April 29, 2020; however, they have reported it to the credit bureaus. I asked if it can be deleted after it is paid in full and their response was that TMobile cannot do that because of Federal Regulations....which I'm not inclined to believe at this time. So in the middle of a global health pandemic and our US economy teetering and I, one of millions, who has been without income for two months now is struggling to pay my bills. I am not asking for the bill to be paid; what I am asking for is that when the balance is paid that it deleted from credit report and not stay there for 7 years. TMobile should not be this arrogant in this economic climate - it's extremely unfair to all consumers to ding their credit for 7 years when the balance is paid and I do not believe "the government" is to blame for this decision. Can anything be done to help me address my concern?

While they are headquartered in Bellvue, WA (425) 378-4000 - they are not answering their phones and direct you to the Customer Service Number for current retail customer accounts.....this is not the way to conduct business. There is no way to speak with a corporate representative to escalate my concern and request.

Thanks,

████████████████████

Ticket: # 3909628 - Keep America Connected /Covid-19

Date: 4/1/2020 4:36:12 PM

City/State/Zip: Washington, District Of Columbia 20018

Company Complaining About: Verizon

Description

- The consumer is calling about the Keep America Connected
- She states her carrier is Verizon
- She only has Internet service
- She states they disconnected her service
- She states this was for non-payment
- She states her daughter needs this for school
- The consumer wants her service restored
- She states she made payment arrangements before they disconnected the service

CTR405-phone

Ticket: # 3909724 - CenturyLink refusal to repair damaged lines after Irma

Date: 4/1/2020 5:17:16 PM

City/State/Zip: Naples, Florida 34114

Company Complaining About: Centurylink

Description

(b) (6) Moved here with internet service offered and billed every month with connectivity problems. Refuse to repair the lines that were damaged after Hurricane Irma and I have a young child that cant attend school since all schools are closed due to Corona virus. I need service to be able to do online academic learning. Also have neighbors that have attempted to resolve with company.

Ticket: # 3909740 - Straight talk company

Date: 4/1/2020 5:25:43 PM

City/State/Zip: Vanceboro, North Carolina 29586

Company Complaining About: Straight Talk

Description

I've been with straight talk over a year! And due to the coronavirus they will not with you until they get their money. I know numerous of phone companies who will help their customers straight talk isn't one of them

Ticket: # 3909800 - Local State News Channels

Date: 4/1/2020 6:00:21 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Dish Network

Description

Elko and Spring Creek NV can not get ANY state information on TV. I am Forced to watch Salt Lake City UT local channels. I don't live in UT! I live in NV and I want to see and hear what my government is having to say about covid19 or any other legal issues. Please allow Dish Network and Direct tv offer us NV channels from Reno NV would be great. Thanks.

Ticket: # 3909815 - Service disconnected

Date: 4/1/2020 6:14:20 PM

City/State/Zip: Pittsburgh, Pennsylvania 15235

Company Complaining About: Verizon

Description

Why verizon disconnected my service with what I s going on with the coronavirus. I was told tht I didn't pay enough on my bill and needed to pay 58.00 more. I feel tht Verizon was wrong shutting

Ticket: # 3909885 - Interrupted my service

Date: 4/1/2020 7:13:24 PM

City/State/Zip: Miami, Florida 33161

Company Complaining About: Comcast

Description

I explained to Comcast that I had paid half of my bill and that I might be a little late for the other half of the past due balance. They explained to me that I didn't have to pay and that my service is guaranteed not to be interrupted due to the virus pandemic. I went and did a payment arrangement anyways. The following day my cable service got interrupted. I called them just for them to tell me my service was interrupted for nonpayment. I explained to them that i called them several times and that they guaranteed my service would not be interrupted and the supervisor said that he sorry the agents gave them misleading information, but i need to make a payment. I explained that I requested an extension and he explained to me that was denied due to the fact that I requested it after my service was supposed to interrupted and I told him that I called days ago and he said it was processed on the 30th. I want some credit on my account due to the misinformation and for them leading me wrong and having to have my kids endure the stress. I could have paid the next day but i decided to buy cleaning and disinfectant products for the virus.

Ticket: # 3909886 - Issue with AT&T prepaid

Date: 4/1/2020 7:14:24 PM

City/State/Zip: River Rouge, Michigan 48218

Company Complaining About: AT&T

Description

Hello, I have a issue with AT&T prepaid and I am currently unable to get any response from customer service. The issue I have is the current plan I was on which is their \$35 plan was still active till April 11th. AT&T started offering a promotional plan of \$15 for current customers as a way to offer relief from COVID-19. I wanted to make a change to that plan to go in effect for the next billing cycle which begins April 12th. Yesterday March 31st I received a text from AT&T stating payment for that plan change was due. As a result my service was suspended when the current plan was still active for another 11 days. I attempted to contact customer service on social media as I am not able to call them and received no response at all from them. I would like my service to be restored for the remainder of the 11 days on the current plan and have a credit issued for my inconvenience. My account is prepaid so to my knowledge there is no account number associated with it. My wireless number is (b) (6)

Ticket: # 3909944 - Suddenlink communications

Date: 4/1/2020 7:52:01 PM

City/State/Zip: Bossier City, Louisiana 71112

Company Complaining About: Sudden Link

Description

I moved into (b) (6) on January 1, 2020. I attempted to transfer my service and was told no pedestal was installed that enables connection. I scheduled several connections with the promise I would have service, the last one being March 23, 2020. The tech informed us the pedestal was not tied in to a power source. Satellite internet will not support our security system and all that I do for work. I am an essential employee for healthcare providers. I coordinate clinics with suppliers and send them federal, state and local information concerning COVID-19. My place of employment is Access2day Health located in Bossier, LA. We have clinics throughout Louisiana, Alabama, and Mississippi. Before the pandemic we were contracting to expand to other states. My work is very important especially during these times. Internet service is an absolute must for my work and the services I provide in the healthcare industry. I implore you to reach out to Suddenlink Communications to provide an essential service to my residence. I have set up another service installment for April 6, 2020. I can NOT assist our clinics with vital information if this service is not available. T

Ticket: # 3909951 - Change local channels

Date: 4/1/2020 7:59:50 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: AT&T

Description

I live in Nevada and want to get Nevada news on Covid-19. I currently only get Salt Lake City, Utah channels. I would like to change that.

Ticket: # 3909975 - Bad packetloss and ping spikes**Date:** 4/1/2020 8:23:43 PM**City/State/Zip:** Aliso Viejo, California 92656**Company Complaining About:** Cox

Description

For almost 3 months now I have experienced packet loss and ping spikes making this internet service unusable. I had residential service and I called many times, had techs out who said they didn't see anything with my house. They replaced my tap, my drop, the lines in my house, all the connectors in my house and the issue persisted. A tech supervisor came to my house and said that he saw an issue upstream and put my house on a ping plotter test. After a while, I got an email stating that they found an oversaturation problem and there was no ETA on the fix as it could take months. He also said I would be getting 2 free months of service. However, I did not see any credits appear on my bill. I attempted to call and email the supervisor multiple times about further updates and about the credit not appearing on my bill, all my attempts were not returned.

My service started to get unusable around 3/1/2020 during the beginning of the COVID-19 issues. My packetloss got astronomical (around 5-40% loss at any given time), my ping spikes were worse and my connection would not allow me to stream, game, or do work from home. My I was not able to join Zoom/Skype sessions or use my VOIP phone as no one could understand me due to all the packet loss.

I switched over to Cox Business to get some better support. After calling multiple times and opening multiple tickets, I was finally told that my node was scheduled to be split in July and that there was nothing else they could do. I am filing this complaint to get my node split expedited as I am sure the users in my neighborhood would like to be able to get work done and entertain themselves and I'm sure if they knew the problem would be solved in 4 months that they would not want to wait that long.

Ticket: # 3910024 - Cox Speed Instability, Packet Loss, Frequent Ping Spikes**Date:** 4/1/2020 9:25:03 PM**City/State/Zip:** Rancho Santa Margarita, California 92688**Company Complaining About:** Cox

Description

I upgraded to 1000 Mbps down a week and a half ago to try and counter the issues I've been having. But even with the upgrade, I have been getting less than 10% download speeds on a daily basis, sometimes as low as less than 1%. On top of that, my house also gets very frequent latency spikes (400+ ms) and packet dropping (5-25%). I work as a video game developer, as do my 2 housemates. We not only depend on consistent pings and undropped packets, but need higher bandwidth to work in an efficient manner and I shouldn't be charged for gigabit speeds when I'm only receiving a dozen megabits per second. I've attached some simple tests from testing the closest servers I could find, with packet loss and ping spikes still showing up on pinging my local Cox servers. To solve the problem, a node split to reduce the neighborhood's load is necessary especially during the current Corona pandemic, since many of us are required to work from home and this affects our work.

Ticket: # 3910027 - Inappropriate and dangerous broadcast material

Date: 4/1/2020 9:28:46 PM

City/State/Zip: Valencia, California 91355

Company Complaining About: One America News Network

Description

The TV station One America News Network from San Diego CA is repeatedly inciting its viewers to ignore social distancing and flout government and state mandates in the face of the SARS-CoV-2 pandemic

Free speech, Yes. But not the advocacy of the potential deaths of hundreds of thousands of Americans if they follow the advice given in 'The Daily Ledger' and 'Tipping Point' as the one mitigating measure so far proven to be effective.

Ticket: # 3910045 - Internet options in rural Madison county FL

Date: 4/1/2020 9:59:32 PM

City/State/Zip: Madison, Florida 32340

Company Complaining About: Centurylink

Description

I live in a rural part of Madison FL. One mile off a secondary road. For years we've been waiting for some type of internet service that would be comparable to the rest of country. Currently we have limited Satellite service. During this Coronavirus, our kids have not been able to complete some education courses due to slow and sometimes no service with limited data limits. Thru the years, people living in areas like mine, have been discriminated against by the big cable/phone companies and by having high prices and low data limits from satellite providers. I ask that someone look into this and respond to my complaint.

Ticket: # 3910057 - RE: T-Mobile threat of Collection for \$457.84 due immediately

Date: 4/1/2020 10:18:19 PM

City/State/Zip: Bakersfield, California 93312-8279

Company Complaining About: T Mobile

Description

(1) I contacted T-Mobile on 1/10/2020 about 8:22PM on cancellation of more than 20 years service, for AT&T,

(2) I dropped their equipment 4G Cellspot at UPS on 1/17/2020 at 5:08 with issued Tracking number 1Z6A202Y9034817294. (Which they denied were not received).

(3) I paid \$156.00 toward bill due in January on 1/6/2020, and paid \$60.00 toward bill due February 2020 (less \$67.79), There is balance on phone purchase of \$130.00 (no contract). My outstanding balance with T-mobile is \$197.79, and am ready to pay it though I lost my job due to Coronavirus. I contacted them 1/17/2020, 1/21/2020, 2/22/2020. T-Mobile sent my information for collection dated 2/26/2020 (Convergent Account (b) (6) of amount \$457.84). At this economical and medical disaster, that is the way T-Mobile ended more than 20 years service with them.

Ticket: # 3910074 - Disconnection of Service**Date:** 4/1/2020 10:43:04 PM**City/State/Zip:** Garland, Texas 75040**Company Complaining About:** Spectrum

Description

Spectrum disconnected my service in the middle of the COVID19 pandemic on 3/26/20. This company advertises Keeping America Connected and yet they left me without access to the news to help keep me safe. This is abhorrent behavior by this company. They reconnected my service that day after I had to go into the office and they demanded full payment and rudely stated that they did not accept partial payments.

Ticket: # 3910079 - T-Mobile Threat of Collection for \$457.84

Date: 4/1/2020 10:47:56 PM

City/State/Zip: Bakersfield, California 93312-8279

Company Complaining About: T Mobile

Description

(1) I contacted T-Mobile on 1/10/2020 about 8:22PM on cancellation of more than 20 years service, for AT&T,

(2) I dropped their equipment 4G Cellspot at UPS on 1/17/2020 at 5:08 with issued Tracking number 1Z6A202Y9034817294. (Which they denied were not received).

(3) I paid \$156.00 toward bill due in January on 1/6/2020, and paid \$60.00 toward bill due February 2020 (less \$67.79), There is balance on phone purchase of \$130.00 (no contract). My outstanding balance with T-mobile is \$197.79, and am ready to pay it though I lost my job due to Coronavirus. I contacted them 1/17/2020, 1/21/2020, 2/22/2020. T-Mobile sent my information for collection dated 2/26/2020 (Convergent Account # (b) (6) 4 of amount \$457.84). At this economical and medical disaster, that is the way T-Mobile ended more than 20 years service with them.

I spoke with customer representative 3/30/2020, that my balance due is \$197.79 not \$457.84, equipment was returned, and why to conflicting Final statements and why Tmobile was in hurry to send my name to collection after more than \$20 years as a customer in excellent standing with 6 lines, and payment in time. She could not provide and answer.

Ticket: # 3910080 - Disconnection of Service

Date: 4/1/2020 10:52:07 PM

City/State/Zip: Garland, Texas 75040

Company Complaining About: Spectrum

Description

Provider disconnected my service during the middle of the COVID19 pandemic on 3/25/20, knowing that people have lost their jobs. They are advertising a slogan of Keep America Connected and cut off my service. They had been calling me via Robocalls at least 4 times a day, knowing I could not pay the full amount of my bill. Provider needs to work with Customers and not harass them during this critical time.

Ticket: # 3910115 - Suddenlink failing to provide service.

Date: 4/2/2020 12:01:47 AM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: Sudden Link

Description

For the past month and a half I have been struggling with their service. Right after being connected I found that my speeds would jump radically from about 4% of the advertised speed up to about 50%. I called their customer support line and was told to just wait it out. I waited another day or 2 and it was still the case so I called them again and was told the same thing. The service leveled out, but never reached more than 60% of the advertised speeds. Now with this pandemic going on I am stuck at home, jobless, and forced to pay upwards of \$90 a month for a service that is too unstable to use for anything more than checking emails, and even then the load times vary drastically.

Ticket: # 3910123 - Complaint**Date:** 4/2/2020 12:29:33 AM**City/State/Zip:** Culloden, West Virginia 25510**Company Complaining About:** Sudden Link

Description

Ok I had my internet shut off couple months ago because the holidays run my money low because I am low income single parent of 3 and so i finally paid the amount due over pandemic for my kids to have internet for school ..suddenlink told me they would get it on then phone disconnected ..i called back then one said i needed to send proof of my residency which I did..then when I called 3rd time to see what was going on they tried saying I owed another bill from 2011 under another name but my ssn and wanted me too pay that amount which I told them I did not live at the residence at that time or know who a jack was ..Yet I had service at this address only for last 3 to 4 years at most

Ticket: # 3910144 - Cancellation of Service

Date: 4/2/2020 1:27:52 AM

City/State/Zip: Los Angeles, California 90037

Company Complaining About: Safelink Wireless

Description

my service was cancelled and I've been trying for weeks to get it reconnected. After asking several times, SafeLink and Universak Lifeline each referred me to the other with no results.

I am quarantined for covid, disabled and without my phone service during a time when I need continuity of service. This constitutes a serious breach of my rights and I would like justice.

Ticket: # 3910158 - On demand

Date: 4/2/2020 1:53:32 AM

City/State/Zip: Memphis, Tennessee 38115

Company Complaining About: Xfinity Cable

Description

I watch a movie named Maleficent for free about 2 months ago on demand. Now all of a sudden, at a time like this of dealing with the coronavirus, the movie is not free! Is this price gouging...

Ticket: # 3910160 - Re: [FCC Complaints] Re: Google keeps suggesting profane results without giving me a content rating?

Date: 4/2/2020 2:21:24 AM

City/State/Zip: Edison, New Jersey 08820

Company Complaining About: Optimum

Description

This is a follow-up to your previous request (b) (6) "Google keeps suggesting pro..."

Thank you so much. So for this Internet issue, I should contact the FTC? How about dealing with the 8 o'clock d-word situation on broadcast TV at 8 o'clock? Who should I turn to for this? Now that everyone is stuck watching TV due to the Coronavirus, not being able to escape the d-word is a bigger issue for kids and families than before.

Ticket: # 3910221 - Price Gouging

Date: 4/2/2020 7:13:21 AM

City/State/Zip: Parkersburg, West Virginia 26104

Company Complaining About: Sudden Link

Description

Suddenlink Raising Prices During Covid-19. Suddenlink has raised Bill extra 20\$. I have spoke with co-workers and their bill has also been raised. This has been done without consent or knowledge, and at the time when Families have to be at Home.

Ticket: # 3910236 - Internet service from COX is horrible

Date: 4/2/2020 8:07:20 AM

City/State/Zip: Phoenix, Arizona 85023

Company Complaining About: Cox

Description

I wake up this morning to no internet. I have issues with internet slowness or total loss of connection almost daily. This is not what I am paying a monthly service fee for. Due to COVID-19 I am working full time at home. I work in an essential industry so I cannot be without internet.

I call and get little information except 'there is an issue and we are working to resolve it'. How about if they are honest and more transparent with the truth. As a paying customer this impacts my ability to work and my company's bottom line.

Ticket: # 3910290 - Lies concerning coronavirus

Date: 4/2/2020 9:16:28 AM

City/State/Zip: Bluffton, South Carolina 29909

Company Complaining About: AT&T

Description

Fox News in general, but Sean Hannity in particular, are misrepresenting the severity of the coronavirus. My mother, who is 94 years old, believes that the virus threat is very overstated because Fox News and Sean Hannity say so. I am in complete agreement with Kara Swisher's OpEd in the NYT that the station is misrepresenting the facts. I am requesting that equal time be required on all Fox News programs to rebut their misrepresentations of the facts during this crisis.

Ticket: # 3910333 - Truthfulness on News channels

Date: 4/2/2020 9:44:21 AM

City/State/Zip: Fenton, Michigan 48430

Description

I am very concerned in the harm many News sources (especially FOX NEWS) are creating by giving false and intentionally misleading information about the corona virus as a hoax from democrats and many many many other false reports that people are actually taking as truth and risking their lives by not quarantining themselves. These intentional lies are creating the complete division of our country and incite extreme reactions from people who get all their news from one source. I believe you need to enforce, fine or put these news channels on probation until they can clean up their fact checking reporting.

Ticket: # 3910353 - AT&T experiencing extremely high pings in Atlanta area

Date: 4/2/2020 9:53:55 AM

City/State/Zip: Gainesville, Georgia 30501

Company Complaining About: AT&T

Description

Beginning yesterday evening, I began experiencing extremely high latency that consistently exceeds 1000 ms and reaches 1300 ms at times. It makes doing remote desktop and video conferencing impossible, not to mention even normal browsing is severely impaired. AT&T support insists it is coronavirus-related, but if that were the case the connection would be degraded throughout the day with so many teleworkers - it specifically happens in the evening and appears to be one AT&T router in Tucker, GA throwing an issue. The problem is not on my end and other ISPs do not appear to have a problem of this severity. Also anyone outside with traffic not routed through Atlanta doesn't have this issue.

<https://forums.att.com/conversations/att-fiber-account/unusually-high-ping-times/5e83c25cdb4b1a08b1ca261b?commentId=5e85e6b2fd08350b2ada431d>

<https://forums.att.com/conversations/att-fiber-account/there-is-a-router-12255108-that-appears-to-be-causing-north-metro-atlanta-users-problems/5e852339c17a06362fcfbad1>

Those two threads are filled with other people who are experiencing the same issue. Please do what you can to get AT&T to correct this problem. I did not have problems until yesterday evening, if this were coronavirus related it would be a problem with all ISPs and not just near Atlanta - I would have also noticed degradation over the past two weeks if it were due to the virus causing congestion.

Ticket: # 3910355 - Xfinity Comcast techs working during the Corona virus

Date: 4/2/2020 9:54:53 AM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Xfinity Comcast continues to put there techs at risk in Chicago during the Corona virus, even after employees have tested positive for the virus. Workers should be at home with their families and social distancing.

Ticket: # 3910364 - Television Availability Complaint

Date: 4/2/2020 9:57:25 AM

Description

I live in the very southern most area of Northumberland County (approximately 2 miles north of Pillow). I love your news broadcasts and purchased an antenna to pull your signal in beautifully! I'm just wondering if you are able to include Northumberland in your broadcasts. Not so much for reporting of 'happenings' in the county (I travel mostly south anyway) but more for overall county information. Such as the pandemic info for the county.

Just wondering! Thank you 😊

(b)

Ticket: # 3910369 - Scammers pretending to be union representatives reaching out during COVID-19 pandemic

Date: 4/2/2020 9:58:57 AM

City/State/Zip: Muncie, Indiana 47302

Description

At 9:10 am on Thursday, 02APR20, I received a text message from (317) 751-5454:

"Hi XXXX. This is Sandy with ISTA. We know things are stressful right now due to COVID-19. Are you doing okay?"

I believe this is intended to elicit a "Yes" reply, perhaps authorizing billing to one's own phone service. Please contact the Indiana State Teacher's Association at (317) 263-3400 and advise, that they may reach out to their other members.

Ticket: # 3910420 - Pre-Existing Conditions & hardship from Corona Virus

Date: 4/2/2020 10:23:05 AM

City/State/Zip: Jacksonville, Florida 32221

Company Complaining About: AT&T

Description

On March 30 2020 I called AT&T to inform them that I was laid off from work

Because of the Corona Virus Outbreak and would not have any income until my Unemployment & Emergency Package was received,

they then informed my that my Cell Phone service would be interrupted and turned off, ask them if they could do anything to keep the service going and they replied we could give a \$15.00 Credit but that would not stop your phone service from being cutoff I would still have to pay the \$65.00 and to make matters even Worse Me and My Wife have Pre-Existing Conditions

NO.1 my Wife is A Kidney Tranplant Patient With other underlining Issues

NO.2 I have high cholesterol & hypertension,

I also have 1 Kidney and low Kidney Function

My Wife is also 56 and I am 59 years old and will be 60 on 06/12/2020

ATT did not Care at all about me and my wife Condition's in this Horrible Crisis that we are facing, and Me and my wife need to have cell phone service to be able to stay in contact with are doctors, I would like for them to put a 60 day moratorium on me and my wife's Cell phone service, my wife cell phone number is (b) (6), hopefully I should be able to have my Unemployment & Stimulus emergency Funds in my account to pay for the AT&T phone service, we going thru some very horrible hardship right now and we need to stay in contact with are healthcare Professionals and doctors because of are Pre-Existing Conditions.

Ticket: # 3910425 - Telephone Availability Complaint

Date: 4/2/2020 10:25:19 AM

City/State/Zip: Kidak, Tennessee 37764

Company Complaining About: Us Cellular

Description

Yes my name is (b) (6) my telephone number is (b) (6) I was going to pay a little bit on my my bill things have been quite difficult during this Corona virus time and you all have a pledge to not disconnect and my phone has been disconnected and I really am needing it at this time and I am going to pay the bill as soon as some things get caught up here with all these emergencies going on I have a sick husband and I have been having to stay home and I've only worked a little bit but I see you all have that pledge and my phone has been disconnected so I would appreciate to know what is going on thank you

Ticket: # 3910493 - Spectrum

Date: 4/2/2020 11:05:15 AM

City/State/Zip: Huntersville, North Carolina 28078

Company Complaining About: Spectrum

Description

They cut me off twice after they agreed to not disconnect . I told them my business is limited due to the COVID-19 issue

Ticket: # 3910508 - unable to complete work from home service

Date: 4/2/2020 11:13:34 AM

City/State/Zip: La Crosse, Wisconsin 54601

Company Complaining About: Centurylink

Description

I am a Nurse and asked to work from home to protect myself from COVID-19 and to be available when needed on-site.

My internet is unable to allow me to do this causing hardship for me. My husband is also working from home a few days a week, and then working from home will be worse.

I was told when I called CenturyLink that our service to our home has not been updated since 1990's.

Isn't a requirement that people should be allowed at least 10mbps to each residence. My speed at highest is 4 mbps.

Ticket: # 3910522 - Fox cable news: cancel their license to broadcast

Date: 4/2/2020 11:23:43 AM

City/State/Zip: New York, New York 10016

Description

Fox cable news has breached a public trust regarding the Corona virus epidemic. It has broadcast numerous instances of misinformation by their hosts (Sean Hannity and others) and guests . The only remedy is to remove their license to broadcast and bar the Murdoch family from owning any such.

Ticket: # 3910581 - Internet Availability/ Billing

Date: 4/2/2020 11:43:22 AM

City/State/Zip: Erving, Texas 75038

Company Complaining About: Spectrum

Description

Consumer said Spectrum disconnected her internet

Consumer states Spectrum called, and you told them she does not have money to pay, she doesn't have money for food, because she is not working due to the Covid-19

Consumer has kids at home that need the internet to do their schoolwork

Consumer just wants the internet turned back on and them to work with you to get the back balance paid

CTR402

Ticket: # 3910596 - Fox news

Date: 4/2/2020 11:48:18 AM

City/State/Zip: Fontana, California 92336

Description

Fox News channel Inc should have their license revoked due to the misinformation and absurd lies being spread regarding the coronavirus.

My husband is a healthcare worker who is putting his life on the line and every day that lies are spread about the coronavirus, you are allowing more lives to be put on the line. This misinformation has been aired on many of their shows and to this day, lies are being spread about the virus and the threat is continually being downplayed. Hosts like Hannity, Carlson, Judge Pirro and the like should be taken off the air. People will continue to lose their battle against the virus if this blatant misrepresentation continues on air

Ticket: # 3910618 - Lack of Internet ATT

Date: 4/2/2020 11:55:05 AM

City/State/Zip: Port Saint Lucie, Florida 34952

Company Complaining About: AT&T

Description

We are a homeowner (one of 65) located at (b) (6) (in the St Lucie Gardens development). With the COVID-19 pandemic, this highlights the need for better broadband. Mandatory work at home means high quality broadband is required for video conferences via MS Team/Skype, Wevex and Zoom. We have repeatedly asked ATT to upgrade there broadband via land line. 3MBS ADSL service in our are is inadequate, when it works at all. The cable infrastructure with pair bonding is possible to get an acceptable 25mbps service. To do this ATT would have to upgrade the DSLAM equipment which they have refused.

I applaud Chairman Pai's initiatives during the COVID crisis. But, it does not go far enough to ensure that company's like ATT provide broadband service to there service provision areas.

Ticket: # 3910780 - Not allowed to pay bill online - forced to go out during COVID-19 pandemic

Date: 4/2/2020 12:55:40 PM

City/State/Zip: Oconomowoc, Wisconsin 53066

Company Complaining About: Spectrum

Description

Hello,

We have been Spectrum customers for the past year. Unfortunately there were fraudulent charges on our credit card and we were forced to get a new card number. We forgot to update our Spectrum AutoPay information and this resulted in our AutoPay credit card payment being declined. After this, Spectrum would not allow us to pay with a credit card. So, we were forced to enter our checking information into AutoPay, which we did. Unfortunately there was a typo in the checking account number and this AutoPay payment did not go through.

We called to try paying over the phone and/or updating our AutoPay information but Spectrum refused to allow us to do so.

They said we had to go to a bank to get a money order or go to a store and pay in person. This is all during the COVID-19 pandemic and government orders to not go out. We do not feel safe going out to do this. However, Spectrum refuses to accept any other form of payment.

We just want to pay our bill with a method that does not require us to go out unnecessarily during the COVID-19 pandemic.

Please help us convince Spectrum to allow us to pay our regular monthly bill.

We are working from home right now. If we lose our internet then we cannot do our jobs and our jobs will then be in jeopardy.

This is such an unnecessary disaster for us. We're scared to go out and scared we'll lose our internet when we depend on it most.

Thank you,

(b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Ticket: # 3910788 - billing problem

Date: 4/2/2020 12:57:59 PM

City/State/Zip: Lake Helen, Florida 32744

Company Complaining About: Dish Network

Description

I called and asked for an extension of my bill due to the covid 19 virus and explained that I was placed on medical leave due to fighting stage 3 breast cancer. I was told you will pay your bill or it will be shut off. I was only asking for an extension for time to get my unemployment. I was told that dish does not wave fees for any one that is one advance pay and if I wanted to come off advance pay i would have to close my account. I have been a customer with dish for years and should be treated with kindness.

Ticket: # 3910790 - Optimum Internet

Date: 4/2/2020 12:58:42 PM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: Optimum

Description

I am currently paying for internet service that Optimum is not providing. I pay for 300 mbps but have only received between 1 and 70 mbps. There are also long stretches of time where my internet connection goes out and resetting my functioning devices does not solve the problem. Optimum does not answer the phone, does not reply to internet chats, does not have an email address on their website, and takes several days to reply to Twitter messages with information that does not help. Internet research also indicates that it is not just me, but regional disruption in internet service and a widespread lack of addressing the problem. In light of covid-19 where we are working remotely, this means that I cannot perform my job functions while also paying for service that Optimum isn't providing and I do not have the ability to switch to another carrier in my area.

Ticket: # 3910797 - FCC DMA & COVID-19, lives at risk

Date: 4/2/2020 1:00:22 PM

City/State/Zip: Oracle, Arizona 85623-5323

Company Complaining About: Directv

Description

As I have been saying for years, the FCC Designated Market Area (DMA) regulation has been putting lives in southern Pinal County, Arizona, at risk. Had governmental action been taken years ago, residents of southern Pinal County would be seeing TV coverage of COVID-19 impacts in Tucson, 30 miles away, instead of in Phoenix, 120 miles away. Availability of stores and services in Tucson is more critical for these residents than what's available in Phoenix. The spread of COVID-19 in the Tucson area impacts these residents more than the impact in Phoenix and northern Arizona (which the Phoenix TV stations cover). ACTION REQUIRED: immediately enact an EMERGENCY DMA WAIVER to allow DirecTV and Dish TV to provide all Tucson TV stations to their southern Pinal County customers.

Ticket: # 3910827 - unwanted addition of paychannel

Date: 4/2/2020 1:07:17 PM

City/State/Zip: Port Orchard, Washington 98367

Company Complaining About: AT&T

Description

I am a direct tv or (AT&T) consumer and I received a call from direct tv salesperson on or about the 15th of March telling me that they were adding a pay channel but not being very clear on whether I had to pay anything or not and that they were just adding for free. I've tried to cancel it but the company now does not take calls or I cannot reach them online either. But, they are still charging everybody for this, but not letting anybody cancel, that must be illegal. If there excuse is the covid then why are they still up and running?

Ticket: # 3910884 - Boost Mobile Services

Date: 4/2/2020 1:25:53 PM

City/State/Zip: Mesquite, Texas 75150

Company Complaining About: Boost Mobile

Description

- Consumer had contacted Boost Mobile and asked about what type of help they are going to give since the consumer is out of work and while talking to Boost Mobile, they transferred her to the FCC without her even knowing she was being transferred.
- Consumer stating that her bill is due today Thursday April 2nd, 2020.
- Consumer would like Boost Mobile to help her with her billing issues at the time due to the Corona Virus and being out of work.

CTR395--phone

Ticket: # 3910895 - Boost Mobile COVID-19

Date: 4/2/2020 1:28:21 PM

City/State/Zip: Canton, Ohio 44706

Company Complaining About: Boost Mobile

Description

The consumer states that she had received a message from Boost Mobile about free internet gigs and hotspot available.

The consumer states she is not currently working because of COVID-19 and therefore she only had a certain amount of money left to pay her bills.

The consumer states she spoke with a supervisor from Boost Mobile and told them her situation and he said that she would receive a free month of service.

The consumer went ahead and used the rest of her money to pay the rent, and today she woke up and has no phone service.

The consumer needs her service back on for any emergency in a case she needs to reach family members.

The consumer states she was told by a supervisor she did not have to pay this months bill because of the pandemic.

CTR-415

Ticket: # 3910896 - Suddenlink Internet Service is Unreliable/Covid-19 - College Students Need Access

Date: 4/2/2020 1:28:37 PM

City/State/Zip: Saint Martinville, Louisiana 70582

Company Complaining About: Sudden Link

Description

The consumer stated that he has internet service through Suddenlink. He stated that the service is very unreliable and they have latency issues and constantly experience outages throughout his whole neighborhood. Everyone is talking about how many problems they are experiencing, with Suddenlink and how the service is extremely intermittent. He stated that his neighbor has been calling and was promised a supervisor would respond.

However, they continue to send service techs who cannot or do not correct the problems.

He stated that they just went up on his bill even though they have made no improvements and have not even addressed the constant service issues.... with regard to unreliability and the intermittent issues that are constantly being reported. He stated that they really do not care at all.

He stated that his bill went from \$59.00 to \$75.00. He stated that service is in and out. He stated that he has two college aged students. His one daughter is in school to become a pharmacist and has a test today and cannot even take that test at home.

The internet went out at midnight and has not come back on at this time. He stated that a typical day is that the service goes out 3-4 times per day...at minimum. He stated that very often, when the service goes out, it will not come back on for a day or two.

He stated today's lack of service has caused his daughter to have to travel to her cousin's house, to use the internet service there. The library is also closed and they are under mandatory orders to shelter in place unless it is a trip for essentials or an emergency.

He stated that this is totally wrong and that they want the service for which they pay. At this point, with so many students out of school and college, this is putting people at risk by having to seek services for vital assignments/tests that are being assigned by and teachers and professors.

He requested that Suddenlink repair his services and provide the service for which he pays. He is supposed to receive somewhere between 30-50 Mbps. He does not think that he even receives 5-10 Mbps, on most days!

Ticket: # 3910901 - FCC and Trump threats to revoke licenses

Date: 4/2/2020 1:30:13 PM

City/State/Zip: Hudson, Wisconsin 54016

Company Complaining About: Comcast

Description

You can't revoke licenses in battleground states for airing the truth about Trump's incompetency in regards to the pandemic. Otherwise you are just part of the dictatorship.

Ticket: # 3910910 - False information

Date: 4/2/2020 1:35:13 PM

City/State/Zip: Mckinney, Texas 75070

Company Complaining About: AT&T

Description

I was told by a co-worker that ATT was having a promotion, regarding the COVID-19 virus for those that are being forced to work from home. I called and spoke with a Representative and asked about this promotion as well as increasing my internet speed from 300 to 1000. The rep told me my rate of \$52 would stay the same for a year, even with the increase. Based off that knowledge, I went ahead with the increase. Now I'm being told by two reps from ATT that this promotion does not exist and now I will be charged \$69.99, plus prorated charges of \$17.33. I have been trying to speak with a supervisor and promised that one would call yesterday, 04/01/2020 but no one would call and I was disconnected again today waiting for one. I am definitely not pleased with the way ATT is treating me with all the stress I have to deal with right now.

Ticket: # 3910916 - Covid 19 service interrupted

Date: 4/2/2020 1:36:55 PM

City/State/Zip: Maliweeki, Wisconsin 53215

Company Complaining About: Boost Mobile

Description

My bill is due on March 31 and i couldn't pay my bill because my job had cut my hours tremulously that my boss will call me when i can work for only a few hours due to coronavirus. The media stated that all carriers will not interrupt service during this crisis. I am not able to make any calls out or use the internet. Please i need my service on so I know when my job will call me to come work and stay connect to my family

Ticket: # 3910936 - AT&T Direct TV - Misleading, Inconsistent, and Deceptive Billing Practices

Date: 4/2/2020 1:40:11 PM

City/State/Zip: City Of South Fulton (formerly: Fairburn), Georgia 30213

Company Complaining About: Directv

Description

I'm contacting you to file a complaint about AT&T Direct TV. I have experienced many inconsistencies and misleading information provided by their representatives regarding my monthly billing amount (it keeps changing), credits, and agreements that were not honored because notes could not be seen by representatives when looking at the account.

Each time I call I spend approximately 1 and 1/2 hours on the phone. The frustration is when I call back regarding a discrepancy, it appears that the representative cannot see the previous notes or the verbal agreement made by the previous representative.

With everything that is going on with COVID-19, what AT&T is doing is wrong and unacceptable. Different departments (i.e. Customer Service, Billing) are not able to see my account with the notations. I must repeat my concerns over and over. I've asked to speak to a manager or director, but I'm transferred to a different representative and it starts over with no resolution. I'm so frustrated by the ongoing inconsistencies I've experienced. I'm doing my due diligence to get to an answer with AT&T Direct TV.

AT&T Direct TV should waive fees based on instructions I was provided on March 24, 2020, directing me to call back in 2 weeks to discuss my account. My service was interrupted on April 2nd, exactly 9 days after a payment was made and a verbal confirmation that my account was noted ; to call back in 2 weeks and my service would not be interrupted. That was was not honored. Further, on April 2nd the representation advised that she did not see anything on my account regarding my call on March 24th.

Ticket: # 3910940 - Fox news?

Date: 4/2/2020 1:41:05 PM

City/State/Zip: Ronan, Montana 59864

Description

Hello, I dont understand how fox news is allowed to be called news. There is very little if any news on that station, most of it is bullshit conspiracy theories and the host options. I mean two weeks ago, Geraldo Rivera said "if you can hold your breathe for 10 seconds, then you dont have corona virus " he is NOT a doctor. The week before Devon Nunez told people to go out to eat in N.Y. during a pandemic, because he was concerned about business failing. You cant tell fire in a crowded theater, but you can tell millions of people nonsense in primetime?? Besides its NOT news on there, no wonder Americans are so uniformed. So its o.k. to put millions of people in potential danger . But if you use a swear word, you people will pull their license. W.T.F.

Ticket: # 3911023 - Help

Date: 4/2/2020 2:06:48 PM

City/State/Zip: Garner, North Carolina 27529

Company Complaining About: AT&T

Description

I really need your help with an issue that I am having with ATT let me explain,
In February 2020 I upgraded my existing phone with a trade in program , the transaction was completed with a home delivery using a third party the assists ATT in that process , the delivering agent refused to take my trade in and suggested I take to ATT store which I did , the ATT store refused to take my trade in and suggested I wait for an email with a return label to ship it back , well the email never came , I reached out to ATT customer service and the agent arranged while we were on the phone for a label through email , I promptly shipped the device back with the original box and all accs. Well to my surprise ATT shipped my trade in back (No box or accs.) stating it's past the return time and will charge me for the phone (\$624.00) absolute disaster with burdens I do not need specially with COVID19 and no job .. Please advise if you can help..

ATT Reference # : [REDACTED]

(b) (6) [REDACTED]
[REDACTED]

Ticket: # 3911058 - COVID19 Hardship / Extension NOT Granted

Date: 4/2/2020 2:20:45 PM

City/State/Zip: Riverside, California 92505

Company Complaining About: Freedom Voice

Description

I was not granted an extension as requested until April 30, 2020 to prevent my my business telephone lines from being shut off by Freedom Voice. I requested an extension due to financial hardship and my request was NOT GRANTED. I believe I am being treated unfairly by the company.

Ticket: # 3911068 - Internet service

Date: 4/2/2020 2:24:27 PM

City/State/Zip: Robinson Creek, Kentucky 41560

Company Complaining About: Intermountain Cable

Description

Consumer owns Justice Quality Foods.

He is having internet service issues.

The issues have been going on for the past several months.

Consumer has tried calling repeatedly about the issue but they blame it on the overuse of the system.

The issues began before the pandemic.

Consumer needs his service to work so he can serve the public during the crisis.

CTR404-phone

Ticket: # 3911138 - Cox Internet Service**Date:** 4/2/2020 2:52:44 PM**City/State/Zip:** Peoria, Arizona 85383**Company Complaining About:** Cox

Description

We have been having connectivity issues with 20-60% percent packet loss for weeks now. A cox technician came out and told us that until cox splits the node we will continue to have issues. We have completely lost internet connection several times which is impacting our ability to work from home during the pandemic. We are being told that Cox is aware of the issue but due to internal workflows they cannot provide a date for resolution. Several technicians have been out to look at the node in front of our house (node number 03110) and they see the node experiencing jitter warnings and 9% loss. We were provided with a ticket number ((b) (6)) which we were then later told is a shell ticket with no information. We are constantly being given the run around that, yes there is an issue. But no, they aren't going to fix it for now because that would require them to run lines and split nodes. We are paying for internet speeds that we cannot achieve. We are in danger of losing our jobs because we cannot participate in calls or work from home. Our children are not able to participate in mandatory school work because of these issues as well. They are using the pandemic as an excuse for poor service issues when they could get a team out to fix the issue today.

Ticket: # 3911161 - My cell # is being spoofed 412.266.0300

Date: 4/2/2020 2:56:43 PM

City/State/Zip: Pittsburgh, Pennsylvania 15227

Description

Hello, got a couple calls from across the country asking why I called. This happened immediately after receiving and answering a call from 813.752.2342 regarding COVID19/credit card relief.

Thank you.

Ticket: # 3911212 - Poor Internet Service & Lack of Technical Support

Date: 4/2/2020 3:09:44 PM

City/State/Zip: Colorado Springs, Colorado 80908

Company Complaining About: Centurylink

Description

CenturyLink is the only internet service provider available at my address and COVID19 is requiring me to work from home. The service is intermittent and speeds are far below what they are supposed to be. I am unable to get technical support to resolve the issue.

Ticket: # 3911259 - No extending services due to corona virus

Date: 4/2/2020 3:27:10 PM

City/State/Zip: Manhattan, New York 10024

Company Complaining About: Simple Mobile

Description

Hi

I just got services with simple mobile

It prepaid but we're in a crisis they offer no extended services as courtesy or anything ,Im in NYC hotspot

Ticket: # 3911272 - Robo-text message spam

Date: 4/2/2020 3:30:27 PM

City/State/Zip: Richfield, Minnesota 55423

Company Complaining About: Working America

Description

I received a spam robo-text from Working America related to the coronavirus.

Ticket: # 3911299 - Violation of I Pledge to Keep Americans Connected by Refusing to Reconnect Internet

Date: 4/2/2020 3:41:03 PM

City/State/Zip: Winterville, North Carolina 28590

Company Complaining About: Sudden Link

Description

local internet provider Suddenlink (Altice) for Greenville NC telephone # 252-756-5026 shut off my service today 4/02/20 for late payment despite discussion with them to turn internet back on refused to turn back on despite after telling them that I had 2 children in home who needed internet for schoolwork and that I read they were a part of I Pledge to Keep Americans Connected and still refused to cut back on despite me telling them I would report them to the FCC because they were in violation of FCC because I was affected by COVID 19 work loss

Ticket: # 3911345 - Frontier Issues

Date: 4/2/2020 3:57:55 PM

City/State/Zip: Mcarthur, California 96056

Company Complaining About: Frontier Communications

Description

- Consumer stating that Frontier has turned off their services.
- Frontier owes consumer credits in the amount of \$390.00 and may have given back maybe \$100 but not sure due to giving back in small increments.
- Talked with the office of the president today Tina 844-320-4445 ex 1120691 Thursday April 2nd, 2020 and stated that he would get all the consumer billing statement and would mail them or FAX what he couldn't mail.
- Senior management Troy TJP776 and spoke with him Wednesday April 1st, 2020 and spoke with him about consumer credits and was supposed to work with the collections.
- Consumer was paid up to date until the pandemic started but was fighting with Frontier about the credits that was owed them.
- Consumer would like this issue resolved by having the services turned back on due to Keep Americans Connected Pledge and to have their credits applied to their bill like they have been told they would.

CTR395-phone

Ticket: # 3911349 - Boost Mobile COVID-19

Date: 4/2/2020 3:59:17 PM

City/State/Zip: Bronx, New York 10460

Company Complaining About: Boost Mobile

Description

The consumer has phone service with Boost Mobile and with the COVID-19 pandemic going on, she needs some sort of assistance with her bill.

The consumer states Boost Mobile should be waiving or understanding of the situation.

The consumer would like financial help by allowing her some options on getting her bill covered.

CTR-415

Ticket: # 3911355 - Requesting Account Waiver or Freeze Billing for Mar -Jun due to COVID 19 business closure

Date: 4/2/2020 4:02:52 PM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: Comcast

Description

Spirit Massage & Bodywork LLC, located at 6000 Stevenson Ave Ste C, Alexandria, VA was mandated by EO 53 from VA Governor to suspend massage operations. I have spoken with bobby_wilson@comcast via email about suspending my internet service until after Jun, but the Comcast representative advised they do not have a computer feature in place to suspend accounts due to the current pandemic.

Ticket: # 3911386 - Internet limitations/ other providers available

Date: 4/2/2020 4:16:44 PM

City/State/Zip: Driftwood, Texas 78619

Company Complaining About: Texas Wireless

Description

We live in (b) (6). We have horrible internet service for the last 10 years and would like to know how to attract Spectrum and other professional providers to my location. Difficult using more than one computer at a time especially during these pandemic times. Service has to be available but i am not tech savy and would love assistance who to approach to resolve our issues of limited (small) providers. Would like Spectrum or other large providers to extend services to our neighborhood

Ticket: # 3911391 - Boost Mobile Keep America Connected

Date: 4/2/2020 4:18:32 PM

City/State/Zip: Fort Pierce, Florida 34947

Company Complaining About: Boost Mobile

Description

Boost Mobile said that they could not make any changes in her bill but they would transfer her to the FCC and they could do this for her. She was not paid in full as of March 13-18, 2020. Resolution the caller seeks is to not have to pay her bill right now as she is affected by Covid-19. ***CTR386-phone***

Ticket: # 3911393 - Fox News

Date: 4/2/2020 4:19:19 PM

City/State/Zip: Lacey, Washington 98516

Company Complaining About: Comcast

Description

Fox News has been telling lies about the corona virus, COVID-19, and a third of our country doesn't listen to any other news. Fox says that we have enough PPE and that somebody must be hoarding it. They say that NYC doesn't need more ventilators. They are making us sicker for longer with these lies.

Ticket: # 3911404 - Missing Fox News during the "outage"

Date: 4/2/2020 4:25:10 PM

City/State/Zip: Houston, Texas 77064

Company Complaining About: Comcast

Description

On 4/2/2020, there was a Comcast "outage" in Houston. Fox News was not available, but (amazingly) CNN & MSNBC were still available.

Thus, there was no fair reporting on COVID-19

Ticket: # 3911425 - Boost Mobile Keep American Connected

Date: 4/2/2020 4:32:18 PM

City/State/Zip: Cahokia, Illinois 66206

Company Complaining About: Boost Mobile

Description

- Consumer stated she contacted Boost Mobile to help with her phone issue due to working in a restaurant and being closed.
- Consumer stating that the phone is a pre-pay phone and \$50 worth of minutes for one month but due to being out of work for the corona virus she is unable to afford that amount.
- Consumer contacted Boost Mobile and stated that they had already given her \$3.00 a day.
- Consumer would like this issue resolved by having Boost Mobile be a little more understanding about the situation going on in the country and to continue having service until able to go back to work.

CTR395-phone

Ticket: # 3911430 - Xfinity

Date: 4/2/2020 4:33:59 PM

City/State/Zip: Dartmouth, Massachusetts 02748

Company Complaining About: Comcast

Description

The Xfinity account was opened by my mother who passed away in May 2019. Xfinity would not let me do anything with account until contract expiration. Contract has expired and this month they raised bill to \$332.25 citing it was the end to a promotion. Due to coronavirus, I am not able to return equipment or cancel service because my children need internet for school, coupled with store closures. I would like to transfer the account into my name as a new customer and be allowed to pay new customer rates. Xfinity said they cannot do this without the return of equipment and disconnecting the service. The agent would not let me speak with a supervisor.

Ticket: # 3911432 - WTVR-TV6 CBS Richmond VA

Date: 4/2/2020 4:36:02 PM

City/State/Zip: Moseley, Virginia 23120-1769

Company Complaining About: Verizon

Description

I wish to complain about TV-6s decision to NOT show the President's Covid-19 daily briefings. The administration is giving life saving information and for pure political reasons TV-6 has decided not to show them. I believe this is a breach of the public trust and is detrimental our community. Please review their license.

Thanks

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3911440 - Radio interference

Date: 4/2/2020 4:37:26 PM

City/State/Zip: Dearborn, Michigan 48124

Description

there is an amatuer radio repeater 147.160 in Dearborn Michigan , it is on top of Oakwood hospital , it will key up and transmit nothing but static for long period`s of time , while I`ve been typing this it has been transmitting for the past 1/2 hour , it effect`s my receive on 2 meter`s & 70 centimeter`s , especially now that I`m home because of the pandemic

Ticket: # 3911445 - WRIC TV-8 ABC Richmond VA

Date: 4/2/2020 4:38:41 PM

City/State/Zip: Moseley, Virginia 23120-1769

Company Complaining About: Verizon

Description

I wish to complain about TV-8s decision to NOT show the President's Covid-19 daily briefings. The administration is giving life saving information and for pure political reasons TV-8 has decided not to show them. I believe this is a breach of the public trust and is detrimental our community. Please review their license.

Thanks

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3911465 - Coronavirus misinformation and illicit drug use

Date: 4/2/2020 4:46:02 PM

City/State/Zip: Suffolk, Virginia 23435

Description

All Out Show live show 4/2/20. Host Rude Jude downplaying the pandemic. Stated it's a hoax and that he isn't social distancing. This attitude and info is harmful to the problem. He also states regularly his use of illegal drugs.

Ticket: # 3911559 - basic cable when up from a \$127 to \$186 with a years time

Date: 4/2/2020 5:23:49 PM

City/State/Zip: Tampa, Florida 33607

Company Complaining About: Spectrum

Description

Basic cable when up from 127 to 186. Even though their promotions when running ad for cheater bundles. Call and complain about the cable going with a year, and it starting going up again at this time it was already \$156 then they said the bundle ended and it when up \$175. So I let it go off leaving a balance of \$377 for two months, and after 3 months they just turn it off after the coronavirus issue to that no services would be turnoff during this crisis for education purposes.

Ticket: # 3911636 - inability to contact company by phone, chat, email to cancel

Date: 4/2/2020 6:00:58 PM

City/State/Zip: Harrisonburg, Virginia 22801

Company Complaining About: Hughes Net

Description

I wish to cancel my hughesnet service. I have called 6 times, as soon as I indicate I wish to cancel service my call is disconnected. I have emailed, used chat , and called. They blame the pandemic but their contact service is always almost non existent.. and I have been patient for a week.

I am trying to stop the billing which will be due April 21st. They should it allow it online as you Can increase service plans online.

Ticket: # 3911637 - FAKE NEWS!

Date: 4/2/2020 6:01:29 PM

City/State/Zip: Rancho Santa Margarita, California 92688

Company Complaining About: AT&T

Description

I am so sick of the FAKE NEWS! Why do they have a license to LIE to the AMERICAN people and broadcast BULLSHIT! They will not show us the PRESIDENTS CORONA VIRUS NEWS BRIEFINGS in a Pandemic! CNN lies to it's audience over and over again and spin their snippets of whatever narrative they have you guys allow it! Are you for the people or against the people????????? This is a serious subject and we the people demand answers!

Ticket: # 3911753 - Mobile phone shut off by Sprint during COVID-19

Date: 4/2/2020 7:28:11 PM

City/State/Zip: Royal Oak, Michigan 48068

Company Complaining About: Sprint

Description

Sprint shut off my phone service during COVID-19 pandemic in Michigan. My phone service needs to be reinstated.

Ticket: # 3911779 - Cancelled Payment Arrangement "Sprint"

Date: 4/2/2020 7:48:04 PM

City/State/Zip: Cleveland Hieghts, Ohio 44118

Company Complaining About: Sprint

Description

I have made several calls to Sprint customer service to make a payment arrangement because I have not been working because of the Corona virus. I try to reach out and cancelled my automatic bill pay, However, Sprint debited my Bank Car . I do not have enough money for rent. This was not right

Ticket: # 3911785 - Cox not doing what they say

Date: 4/2/2020 7:49:47 PM

City/State/Zip: Phoenix, Arizona 85015

Company Complaining About: Cox

Description

Several months ago I logged onto my cox account. There was a message stating that I would need to upgrade my TV services or risk losing the ability to watch TV all together. They said it would be a free upgrade. I've been a long time Cox customer and before all this I was paying \$186/month for phone, cable, and internet. So I went ahead and processed it online. I assumed this process would require me to swap my DVR equipment.

But it was a much more extensive process. They said the DVR box was no longer compatible with the TV services and I would need to upgrade. Which raised my bill. and then I think I had to upgrade my internet services as well. This was suppose to be a free upgrade. They gave a promotional discount for a year, but then my prices went up again. So I called into speak with retention to see what they could do for me. The internet package I get is suppose to be 150 Mbps download and 10 Mbps upload, the preferred plan. I didn't see that on the website when I looked. The Customer service person should know these things. I told her I needed an internet package were I could get 5 Mbps upload to get a job. and I wanted my Cartoon Network, Science Channel, and HBO. The rep asks me if I use the Hispanic Tier I have had for years. I said no. As long as I have 5 Mbps upload and HBO, Science Channel, and Cartoon Network. She doesn't tell me that my internet and the package I have should include 10 Mbps upload. So she changes the service and I lose my Science Channel. Losing my Science channel isn't worth the \$7 a month that the rep said I would save. She did nothing to my internet plan. so, I called back in again and said please put my services back the way the were. The new rep now says my bill is going to be \$15 more dollars a month. So it seems like mu plan just keeps going up with less services. The new rep tells me that my services should include 10 Mbps upload and it was the service I already have. I am not working right now. I was taking care of my mother with alzheimers and had my own health problems and now this Corona virus. That is all besides the point. You prices should not go up with less services every time you call in for help. they employees should have better training so they know what they were doing since the rep messed up fine. Then just put it back like it was. They won't do that either. Not fair that the discounts are only for new customer's. I am currently waiting for a tech support person. Been on hold for 30 minutes. and I have had to call in 3 times. Been on the phone for an hour and a half. to get worse services and no services. I should have never called in to see if they could help. This is the kind of customer service a lot of bigger companies have. It has gotten real bad since you guys took away Net Neutrality. I tried to join a class action suit, but I guess I can't because I am a Cox customer. It's a shame when company's get so big they don't give a damn about their customers.

Ticket: # 3911792 - Slow internet, robot customer service, no show on tech appointment, and lying about first month free

Date: 4/2/2020 8:00:27 PM

City/State/Zip: Alameda, California 94501

Company Complaining About: Common Networks

Description

- 1) Our internet speed is the primary issue going from 542kbps to 18mbps on a GOOD hour. It crashes at least 5-10 times a day and our iPhones frequently have trouble connecting to it.
- 2) We created an appointment via common.net website to have it addressed, but nobody showed up between 3-5pm on April 2. Nobody showed up. Even worse - I called their number and was given nothing but elevator music for 10 mins then asked to leave a voicemail. Customer service is nonexistent, worse than other larger companies.
- 3) We were promised a free first month from them as advertised on social media. However, after installation my account was instantly billed.

According to yelp, all of these issues are ironically "common". I understand that COVID makes things difficult but this is unacceptable.

Please advise. <https://www.yelp.com/biz/common-networks-san-leandro>

Billing promo: <https://patch.com/california/alameda/local-internet-provider-growing-quickly-alameda>

Ticket: # 3911825 - Unknown, Overcharged Fees**Date:** 4/2/2020 8:17:19 PM**City/State/Zip:** Hattiesburg, Mississippi 39402**Company Complaining About:** Comcast

Description

I'm extremely disappointed in Comcast and the service they've delivered lately. Their agents have told me anything just to give me answers. I always specifically ask of any charges I may incur and today I surprisingly found out that I've been charged \$30 for service/broadcast fees! Double than the usual - even the agent said that! Today I disconnected cable. I will discontinue internet when I find another ISP. I need and want to be credited at least half of those broadcast fees back. I should NOT be paying \$125.49 for my upcoming payment! Charges are \$134.38 which I DID NOT agree to! I'm at home during this pandemic now and I'm counting every penny I DON'T have. Not to mention I got a modem from them this week due to working at home and had to go back to the store twice because agents didn't wouldn't enter the modem code at the store initially as they should have...time and gas wasted! I'm hoping to get my previous internet promo back this week for \$60 (\$50 with autopay/paperless billing). Today I was told that promo was no longer available. I know Comcast has the capability to give me the discount. I want Comcast to rectify this entire situation. Again, I'm gravely disappointed. Thanks.

Ticket: # 3911894 - Price Gouging during Pandemic

Date: 4/2/2020 9:34:54 PM

City/State/Zip: Winter Garden, Florida 34787

Company Complaining About: Spectrum

Description

Price hikes during a national emergency. Really? Shameful Spectrum!

Ticket: # 3911929 - Slower than Dialup, way over priced

Date: 4/2/2020 10:16:10 PM

City/State/Zip: Bogue Chitto, Mississippi 39629

Company Complaining About: Viasat

Description

Before COVID-19, I complained to Viasat about their service and got brushed off. I filed a complaint with the FCC and was contacted by Viasat and told to cancel my internet if I didn't like it. I tried contacting them again about it and was told to refer to the email telling me to cancel.

I pay \$210 a month, for two years, for 100mb/s download speed and unlimited data. I was told of the "soft cap" of 150gb, and told they would prioritize data during heavy traffic. I was not told that most of the day is considered heavy traffic hours. Nor was I told that I would be limited to less than 0.5 mb speeds. I feel price gouged for having the misfortune to live in a rural area.

Now, with the crisis of COVID-19, my internet has become almost unusable. It was slow even before my data limit was reached. I cannot stay in contact with people, I cannot watch videos or streaming services, I cannot play games. Sometimes I cannot even load webpages. Social media is hard to even keep up with now because of the poor speeds. Where I previously would try to use internet in the late mornings and early afternoon, it stops working around noon now and isn't usable again until 1AM. I am still in disbelief that these kinds of business practices are condoned. I have paid such a large portion of my income every month for internet I can hardly use. I have been limited in my abilities of what I'm able to do or access. Working from home would be impossible. Trying to earn my degree online like I wish would be impossible. All I ask is my money's worth. I'm tired of being brushed aside.

Ticket: # 3911930 - Coronavirus 'treatment' TV ad

Date: 4/2/2020 10:18:26 PM

City/State/Zip: Riverside, California 92503-4349

Description

I'm horrified. Just saw on TV, on a Spanish channel this ad offering "treatment for the Coronavirus" with a "stem cell enhancer" they are selling for \$80 a bottle with 60 pills. Among many misleading statements about the coronavirus they underscore that it affects "older people" because "their cells cannot recover quickly enough" and "their stem cells decay with age and cannot repair the damage caused by the virus," but their product 'is the only stem cell therapy and will help. The ad only mentions the product called "Madre Cell Plus" and asks to call the number 800-896-2103. I called and a recorder, in Spanish, identified themselves as "Salud de America Organic Solutions," said they were receiving "too many calls" but they has registered my number and an "especialista de la salud" (or "health specialist" in English) will call me back later. I searched the name of the company and found their website as "todosaludentv.com, an AOS corp", there's apparently no website for AOS. I also found their president to be Leslie Mota, and their address 7500 NW 25th St, Ste 240, Miami, FL 32122. I also found other numbers related to Ms Mota and the company: 786-524-6058, 786-318-9713, and 786-278-7455.

They must be stopped, and even more, for the misleading information they give, I believe they could even be accused of terrorism, and/or spreading panic, like I've seen others being charged for similar reasons.

Ticket: # 3911941 - calls to Ban presidenetial updates

Date: 4/2/2020 10:26:46 PM

City/State/Zip: Saint Robert, Missouri 65584

Company Complaining About: Msnbc And Cnn

Description

You need to ensure that the AVAILABILITY of accurate and timely information regarding COVID-19 is managed. It is not only concerning but it is also feeding the belief that COVID-19 is not 'a big deal' when national news agencies like MSNBC and CNN are calling to ban the Presidential updates. THIS IS DANGEROUS!!!!

Ticket: # 3911948 - Interference

Date: 4/2/2020 10:37:55 PM

City/State/Zip: Las Vegas, Nevada 89131

Company Complaining About: Cox

Description

I am experiencing high ping times, jitter, and packet loss causing intermittent connectivity issues. I have contacted Cox multiple times and have had multiple techs come out only to use COVID-19 as an excuse to not come in and never resolve the issue. I work from home and have been unable to do so due to my unreliable internet connection and this is causing me to lose revenue. I need this resolved as soon as possible before I lose my job, which is unacceptable given the current situation going on in the world.

Ticket: # 3911953 - Spam/Terrorist call

Date: 4/2/2020 10:51:17 PM

City/State/Zip: Norwich, Kansas 67118

Company Complaining About: Unavailable

Description

Phone call came up as Unavailable in the caller ID. I don't answer these. They left a message. The message was coughing (see attachment). With covid19 being so contagious, even though I know you can't catch it via the phone, isn't this a terrorist threat? Don't know what you can do about it, but the video with # is attached.

Ticket: # 3911960 - Xfinity Comcast Complaint - Billing & Unburied Cable**Date:** 4/2/2020 11:03:43 PM**City/State/Zip:** Park Ridge, Illinois 60068**Company Complaining About:** Comcast

Description

Although I made a timely electronic payment on March 5th, payment was not posted to my account. I called Comcast to provide proof of payment from our bank account. Comcast said they can only accept proof of our payment via facsimile. We told Comcast that we do not have a fax at home, and since we under an order to shelter in place, we cannot leave our home to send a fax to Comcast. We offered to send proof of payment via US Mail, email or encrypted email but we were advised by Comcast that the only secure method Comcast has available for transmission of proof of payment is via fax.

The only other alternative that was offered was to have our bank fax the information directly to Comcast. We we were asked to call the bank with the Comcast representative on the line and ask the bank to fax the information to Comcast. This required us to log into our bank account over the phone, input our secure account information (with the Comcast representative on the line) and wait on hold with Citibank (over 2 1/2 hours on hold with no answer from Citibank) to give the Citibank representative Comcast's fax information. According to Citibank, our payment was correctly posted but rejected by Comcast, so Citibank has now resubmitted payment to Comcast.

It is shocking to us that Comcast has no other method available for receiving secure customer billing communications other than fax, and that Comcast is not taking measures during this pandemic to adapt its normal customer service procedures. We do not think it is appropriate for customers to be required to leave their homes to locate a fax machine while under shelter in place orders and think the FCC should be aware of this inflexibility.

Unfortunately this is not the first disappointing experience that we have had with Comcast. In late Summer 2018, local utilities performed a project at the request of our city to add or bury utility lines. As homeowners, we were advised that this work would be conducted in an easement in our backyard, but we did not request or desire that the work be performed.

The project required digging in our backyard so that each of the utilities could install their line. At the end of the project there was an exposed cable running through our yard (over 150 feet) and over our fence. We were also able to trace the exposed cable through at least 5 neighboring backyards.

I called Comcast (as well as our city and several other utilities) at least 15 times in 2018 and 2019 to re-install the cable properly to finish the project. Our backyard was dug up three times, causing damage to our landscape lighting lines and several shrubs and small trees. Over and over, Comcast would say that they were coming out to install the cable and then close the ticket without burying the cable. At one point I made an appointment for Comcast to come out, and we waited for 12 hours to ensure that we could talk directly to the tech, and Comcast never showed up. When I called the following day to ask why Comcast missed the appointment, I was advised that Comcast had been out to our house had been out and the ticket closed that day. We advised Comcast that the tech never came into our back yard because we had watched the front and back yard the entire day.

When we finally were able to talk to a Comcast tech in our yard, he admitted that they should have used an orange cable to bury and not the black cable. Yet after all these months the cable is still unburied, running through our yard and over our fence.

Comcast should complete this project correctly and bury the cable.

Ticket: # 3912082 - No cc or interpreter on social media only airs for news

Date: 4/3/2020 7:36:52 AM

City/State/Zip: Redding, California 96003

Description

Social media is the primary source of news regarding COVID-19 as tv is not interested in interrupting regular programming. Most notably on facebook is where news is streaming updates with COVID-19 but it is not accessible without cc or asl interpreter

Ticket: # 3912083 - No cc or interpreter on social media only airs for news

Date: 4/3/2020 7:36:54 AM

City/State/Zip: Redding, California 96003

Description

Social media is the primary source of news regarding COVID-19 as tv is not interested in interrupting regular programming. Most notably on facebook is where news is streaming updates with COVID-19 but it is not accessible without cc or asl interpreter

Ticket: # 3912098 - Lack of consistent Closed captions on NBC during COVID19

Date: 4/3/2020 8:11:04 AM

City/State/Zip: Gaithersburg, Maryland 20878

Company Complaining About: Nbc

Description

I am a deaf person and have always accessed my news with NBC. However, in recent week - captioning has not been consistently working with NBC. It is off more than on. This is a critical time to have steady access to updates and I wish to inform you that NBC has not been on top of this!

Ticket: # 3912116 - Comcast cut a fiber line off of my house without my permission

Date: 4/3/2020 8:32:38 AM

City/State/Zip: Andover, Massachusetts 01810

Company Complaining About: Comcast

Description

I recently had Comcast internet installed at my house. However, during the installation, the Comcast technician cut the Verizon fiber line off of my house without my permission. I had intended to try both services, but am now unable to do that. With the Covid-19 crisis, I cannot even get Verizon back to my property to fix the damage. In addition, the fiber line appears to just be hanging from the poles and is dangerously low in some spots.

Ticket: # 3912128 - T-Mobile - keep America connected

Date: 4/3/2020 8:53:40 AM

City/State/Zip: Paola, Kansas 66071

Company Complaining About: T Mobile

Description

I believe T-Mobile said they would not be disconnecting service or charging fees for 60 days during the COVID-19 crisis. They did both.

Ticket: # 3912133 - Verizon Fios

Date: 4/3/2020 8:58:32 AM

City/State/Zip: Manassas, Virginia 20112

Company Complaining About: Verizon

Description

On March 25th Verizon suspended my internet and tv services with no notice for non payment. I restored my service within minutes, but am being charged the restore service fee. They have not provided to their customers a # to call til after they suspended my service, of course you cannot get through. I am high risk do virtual dr visits with drs weekly. Wasn't til I posted on their facebook page they provided the phone number. I received email within seconds of suspending informing me I was suspended nowhere in that email did it offer any information regarding assistance during this Coronavirus.

Ticket: # 3912140 - Inappropriateness on Amateur Radio**Date:** 4/3/2020 9:08:01 AM**City/State/Zip:** Freeport, Maine 04032

Description

Radio user W1ROM and friends of his dominate a local ham radio repeater where they make sexist comments, pass conspiracy theories, and generally create an environment that's not conducive to kids, minorities, and women interested in Amateur Radio. On 04/03/2020 at approximately 830 am, W1ROM and W1QUI were overheard speaking about the COVID-19 virus and how people are going to get sick of the lock down. Both started discussing Timothy McVeigh and how they were admirers of his and at some point, someone is going to do something similar. I caught the tail end of this conversation on a recording. As an federal law enforcement officer, I'm shocked to see this behavior so blatant on the radio, however given this constitutes free speak, I'm unable to investigate further. These users do, however violate the terms of Amateur Radio use. I am making this complaint as a private citizen and not as a representative of of the FBI.

Repeater where conversation was heard:

https://www.repeaterbook.com/repeaters/details.php?ID=3339&state_id=23

Ticket: # 3912146 - DANGEROUS RHETORIC AND PROPOGANDA

Date: 4/3/2020 9:10:19 AM

City/State/Zip: Hudson, New Hampshire 03051

Description

A radio host in Boston named Jeff Kuhner on WRKO radio (680 AM) is dispersing blatantly false information regarding the current COVID-19 pandemic. He is using his platform on the radio to encourage his listeners to not cooperate with the local and state government orders for closures and social distancing. He is willfully and negligently promoting conspiracy theories which are dangerous to the uninformed and whipping up his listeners in a such a way, which has become a threat to public safety withing his listening audience. His opinions are being facilitated as factual, and dangerous.

Ticket: # 3912152 - Comcast Internet

Date: 4/3/2020 9:19:07 AM

City/State/Zip: Miami, Florida 33131

Company Complaining About: Comcast

Description

The consumer is calling to file a complaint against Comcast, whom she has internet, TV and phone services with.

The consumer states that last night she got paid and she looked at her account this morning and saw that her automatic payment to Comcast was removed from her account but yet she had no services.

The consumer then called Comcast and they said that it takes 24-48 hours for it to go through so she just had to wait.

The consumer states that she has never had this issues, every time the payment came out it did everything at once and she always had service.

The consumer states they need to stop doing this bad unfair treatment to their consumers.

The consumer states she wants her services that she is paying for on immediately especially during this difficult time. (COVID-19)

CTR-415

Ticket: # 3912177 - Cable bill

Date: 4/3/2020 9:46:31 AM

City/State/Zip: Pontiac, Michigan 48341

Company Complaining About: Comcast

Description

Xfinity has shut my cable services off. I was informed that I have to pay the entire bill in order for the services to be turned on and they are giving no payment arrangement at all. Due to the pandemic money was spent on food and other necessities I. The home including medication. I did not know my services were being disconnected especially during this time. I would like my services back on and given time to pay my cable services. Xfinity has kept the internet on which is great but I am being charged for that and they fell to tell me that my cable can be shut off and you have to pay the full bill to have it back on. They did not tell the media the truth or it's customers. This is unethical.

Ticket: # 3912191 - ATT Uverse Internet service is unusable in the evenings.

Date: 4/3/2020 9:58:40 AM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: AT&T

Description

My AT&T UVerse fiber internet becomes unusable in the evenings. For the past 3 nights. Speeds are intermittent from .2Mb/s to 20Mb/s, ping times are extremely high, 1000ms+.

I have spent an evening two nights ago on endless calls with ATT support, all but one of the guys wanted to troubleshoot my Wifi settings and reset my modem . I see many others have the exact same complaint in the ATT forums. The support people I spoke to refused to look at the forums or listen to what I see in the traceroute data and I could make no progress with their support. Just useless.

I understand the the workforce has been hampered by COVID-19, but not being able to get a single competent person on the phone that will listen is frustrating. I actually did have one smart guy on the phone, but all he could do is quickly realize the problem is not my wifi settings and redirect me elsewhere.

Ticket: # 3912234 - Deceptive Payment Practices Comcast Cable

Date: 4/3/2020 10:26:18 AM

City/State/Zip: Peoria, Illinois 61604

Company Complaining About: Comcast

Description

I have cable service with my local provider Comcast. My account number is (b) (6). I have a past due amount on my cable billing that led to a temporary disconnection. On 4/3/2020 approximately 7:30AM I was told to pay \$246.89 to restore my service.

After making payment successfully by debit card through the automated system, I called back to make sure cable would be restored. The representatives named Everton badge ID 3630590 and supervisor Leandria Smith badge ID 3578366 informed me that I would need another \$289.32 to restore service.

I informed both that I had not made the mistake or made up an amount and frankly can barely afford the payment I made due to our Covid 19 crisis. They said that there was nothing they could do.

My Franchise Authority is City Of Peoria, Illinois 61602 FCC Unit Is IL0109

I need help restoring service until I can garner financial relief.

Ticket: # 3912244 - Phone quality issues

Date: 4/3/2020 10:29:53 AM

City/State/Zip: Long Island City, New York 11101

Company Complaining About: Metropcs

Description

Consumer has been unable to understand people when they call him.

The phone breaks up and he is unable to hear.

Consumer has tried to contact the provider they won't answer the phone.

Consumer has been experiencing the issue for the past 4 days.

Consumer would like to speak to someone about his issues.

Consumer has been diagnosed with coronavirus and needs to be able to contact his doctors.

CTR404-phone

Ticket: # 3912262 - unable to contact someone to cancel DirectTV

Date: 4/3/2020 10:43:34 AM

City/State/Zip: Humboldt, Tennessee 38343

Company Complaining About: AT&T

Description

I would like to cancel Direct TV but the only way to do it is on the phone. Because of the COVID-19, there does not seem to be any one available to answer the phone. I would like to cancel via email or online but that is not an option. My account is paid through April 7, 2020 but I do not want to be charged past that date. Thank you.

Ticket: # 3912311 - Account difficulty after father passed away.

Date: 4/3/2020 11:01:07 AM

City/State/Zip: Twin Falls, Idaho 83301

Company Complaining About: Sudden Link

Description

My dad died just before the CoronaVirus pandemic shut down travel and I could not get from Idaho to West Virginia to his funeral. Now, trying to close his accounts, I am not an authorized user on Suddenlink's account and they will not talk to me without verifying his death by submitting a Death Certificate in person at a SuddenLink Office. I am 8 1/2 hours driving away from the nearest Suddenlink Office in Idaho during a stay at home order and the amount of gas and time would be well more than 2 months of internet service. They have hung up on me several time and won't make an exception to their policy during this difficult time. I cannot pay his bill as his accounts are frozen where the automatic payments are coming from and I have no money because of Covid-19 financial issues. If they would accept his online obituary as other companies have done, we could talk to them and arrange payment for his account but we have been hung up on several times.

Ticket: # 3912367 - Comcast disconnecting t.v. during Coronavirus

Date: 4/3/2020 11:33:16 AM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

I spoke to a Comcast agent in late March concerning my services. I was told by the agent that due to the Coronavirus that Comcast was keeping all services running until mid May. Today I awoke to my tv service not working. I called Comcast and was unable to get any help from an agent or a supervisor. I called the corporate phone number and was told that no one had the authorization to make any changes. Comcast has gone back on its agreement with me concerning my services. In today's environment having access to the News is Life or Death! The death toll In this country is rising daily and not having access to that news places my family and myself at major risk. Please help us!!!

Ticket: # 3912405 - no service on us cellular cell phone

Date: 4/3/2020 11:47:25 AM

City/State/Zip: Farmville, North Carolina 27828

Company Complaining About: Us Cellular

Description

I believe It has happened about 6 times in the last 6 months I am a medical courier transporting blood, blood plasma now covid 19 samples from hinterland hosp labs to state labs, UNC core lab Duke etc It is critical that my phone work, several times during busy weekend and when they Have fires I believe my phone is getting blocked ou by Farmville Fire Dept. The Kicker my neighbor Is the fire chief!

Ticket: # 3912432 - poor services

Date: 4/3/2020 12:00:17 PM

City/State/Zip: Lawton, Oklahoma 73501

Company Complaining About: Norton Lifelock, Inc.

Description

I have a subscription to and have been attempting to contact NORTON LIFELOCK, INC. using their customer services number to renew my membership, and was on hold for an hour and the system disconnected, again for over two (2) hours, I hung up. Their website indicates online chat is not available; site indicates because of the current pandemic. This is such poor services for one of the best rated internet security services. On their phone services, there is no way to leave a voice-message with your name, number for a return call. This situation is very disappointing, that their technology should be better equipped to handle their customers at this time.

Ticket: # 3912453 - Invalid message going out in place of "busy signal"

Date: 4/3/2020 12:07:04 PM

City/State/Zip: Greenwood, Arkansas 72936

Company Complaining About: Cox

Description

Callers receive a message instead of a busy signal that says " The number you are calling is not accepting calls at this time".

This issue is the result of a change Cox made to their system. I have been a loyal customer for almost 20 Years and would not be looking to leave if they could fix this issue. We have lost business as a result of customers thinking we closed due to the corona virus as a result of this message going out. I have had 2 other phone companies troubleshoot the issue with Cox and it is a Cox issue.

Anyone who you ask about a "working" phone number will tell you, the call should either go thru and be answered or ring "busy" and that is all I am asking for. My service has worked this way thru Cox for almost 20 years, and now it doesn't. If they can not fix it, then I believe they are in breach of contract, which states their responsibility to provide service, which is implied "working" service.

Ticket: # 3912462 - forced programming

Date: 4/3/2020 12:11:07 PM

City/State/Zip: Auburn, Alabama 36830

Company Complaining About: Dish Network

Description

I live in Auburn, AL, in between Montgomery, AL and Columbus, GA. We use Dish Network for our TV programming (we live in a low elevation and cannot receive broadcast TV channels). The FCC has assigned us to Columbus, GA for all local channels through Dish Network (and I'm sure other TV service providers too). This is a problem now because we need to get COVID-19 updates about our state, AL, not GA, and the Columbus stations are primarily covering related issues in GA. Also, Alabama's PBS stations are offering educational programming to assist with our schools being closed, and all we get for local PBS is the GA PBS station on Dish. I contacted Dish and they said that the FCC has set it up this way and they cannot therefore change our local programming to Montgomery, AL. I'm not faulting Dish in this; I just need your help to fix it.

Ticket: # 3912605 - Verizon Wireless Disconnected Service

Date: 4/3/2020 1:01:49 PM

City/State/Zip: Memphis, Tennessee 38126

Company Complaining About: Verizon Wireless

Description

He is calling about Verizon Wireless.

This is his cell phone.

This is his business phone.

Verizon Wireless disconnected his service, there was a problem on their end.

Verizon Wireless wanted to charge him \$7.00 to talk with someone.

His phone was disconnected for not paying the bill, which was only 3 days late.

His service should have not been turned off, because of COVID-19.

CTR414-phone

Ticket: # 3912616 - Increasing fees to maximize COVID-19 revenue generation

Date: 4/3/2020 1:03:07 PM

City/State/Zip: Conroe, Texas 77301

Company Complaining About: Sudden Link

Description

I have been a customer of Suddenlink (unfortunately) for several years. Due to their monopoly in our area we do not have a reliable option in the area. I have paid the first week of the month for the past several years. They are now setting the due date in the middle of the cycle to capture late fee collections. The website link to set up autopay is broken so you have no options to resolve this.

Ticket: # 3912698 - Scam Call

Date: 4/3/2020 1:35:09 PM

City/State/Zip: Wynnewood, Pennsylvania 19096-4051

Company Complaining About: United Healthcare

Description

Consumer said Karyn can't hear him, but he could not hear him

Consumer received a robocall from 267-954-2859 caller ID United Hlthcare on 4/3/2020 at 12:05 pm

Consumer answered and they represented themselves as United healthcare and it concerns about the pandemic

Consumer said they asked if someone had a plan

Consumer answered yes and they asked for her information

Consumer hung up

Consumers number is (b) (6) Carrier Verizon and VOIP

CTR402

Ticket: # 3912727 - Bundled Service

Date: 4/3/2020 1:47:22 PM

City/State/Zip: Poughkeepsie, New York 12601

Company Complaining About: Optimum

Description

While there is a pandemic my father's service was interrupted and was told by Optimum it was "bleeding" and a technician would need to be dispatched. We made an appointment, waited a week, and on April 2nd when the technician was supposed to come never arrived. My father was told he must wait another two weeks before another technician would be dispatched due to the Corona virus.

Ticket: # 3912750 - Dish network won't allow autopay to be canceled

Date: 4/3/2020 1:57:30 PM

City/State/Zip: Jackson, Georgia 30233

Company Complaining About: Dish Network

Description

My name is (b) (6). I have Dish network and have autopay from our checking account. I have not worked for over 10 days sick at home with the Covid19 a confirmed diagnosis. I tried to communicate with Dish and there is no help. I wanted to cancel the autopay but their website will not allow me to cancel it. This is wrong and illegal. in two weeks when they try to obtain the money it will bounce at no fault of mine. Welcome, (b) (6)

Acct# (b) (6)

please help

Ticket: # 3912858 - Cox Internet Failing

Date: 4/3/2020 2:36:07 PM

City/State/Zip: Phoenix, Arizona 85043-7525

Company Complaining About: Cox

Description

Due to the COVID-19 virus Cox has stepped into the spotlight that they have no intention of their promises to customers. People like myself paying for 1000 down/35 up but being throttled to 30 down/30 up because their systems are garbage is ridiculous. I'm paying over double what the 30/30 package costs and Cox has no intention of making right by customers like me.

Ticket: # 3912923 - Try to force autopay

Date: 4/3/2020 2:54:59 PM

City/State/Zip: Temple Hills, Maryland 20748

Company Complaining About: Metropcs

Description

My nephew who is epileptic can't pay his bill and his phone was turned off. I tried to pay online for him but the won't accept a payment without you agreeing to autopay and their website won't accept my payment for his bill. They are trying to use COVID-19 to take advantage of him.

Ticket: # 3913003 - Comcast taking advantage of customers

Date: 4/3/2020 3:23:36 PM

City/State/Zip: Aurora, Colorado 80011

Company Complaining About: Comcast

Description

During a call with customer service, regarding my billing issues spiking from 59.99 to 85.15, The representative from comcast (Terrance, Call made from denver, date 04/03/2020 at 11:19 am) After discussing, (Because I need the internet service but Comcast would increase the speed up to 100Mbs) Agree to get in a plan of 62.20 per month including taxes and would start as today. After finalizing the agreement, I verify with the representative to pay 62.20 and told me in basic English -Is not refletect- therefore I have to pay 85.15. Spoke with supervisor PAM, she was also very rude.

I try to communicate with a supervisor and no solution yet. Looks like they are taking advantage of this during the pandemic.

Ticket: # 3913063 - ISP increase internet pricing by 33%

Date: 4/3/2020 3:43:21 PM

City/State/Zip: Metuchen, New Jersey 08840

Company Complaining About: Optimum

Description

Optimum Internet increased my monthly rate for 200mbps internet from \$60 to \$80 per month: 33% increase. Their previous mailings mentioned no more than 3%. Cannot get anyone on the phone to correct this before coronavirus shutdown - now it's impossible to get to speak to anyone at all.

Ticket: # 3913077 - Scam

Date: 4/3/2020 3:46:50 PM

City/State/Zip: Minneola, Florida 34715

Company Complaining About: Covid 19 Relief

Description

407.953.3157 this number called me someone speaking in Spanish asking for my name and information regarding COVID-19 issues, If my job or family was being affected by pandemic. I hung up. When i called back using *67 it's someone's cell phone.

Ticket: # 3913081 - Sprint Covid19

Date: 4/3/2020 3:49:05 PM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: Sprint

Description

- Consumer has been paying Sprint with unlimited data and the last couple of weeks is unable to use her data and con the covid19 virus service plan.
- Consumer stated that she does not think that it's fair that her data has been reduced considering she is on the Covid19 plan.
- Consumer would like this issue resolved by trying to improve the services and a bill showing what she is paying for and if not would like to be released to go to another provider

CTR395-phone

Ticket: # 3913137 - Phone Billing shut off

Date: 4/3/2020 4:04:48 PM

City/State/Zip: Kettering, Ohio 45440

Company Complaining About: Boost Mobile

Description

Consumer has Boost Mobile as his provider. Consumer is stating that he called them because of the COVID 19 that he is unable to pay his bill, Consumer stated that when he was talking to the Agent the agent did not transfer the call the Agent gave him the FCC number to call. Consumer was told by the Boost Mobile Agent that the FCC would be the one that he would have to report this to for him to keep his phone connected. consumer would like that his phone not be turned off. Consumer would like someone from Boost Mobile to contact him asap.

****CTR406-phone****

Ticket: # 3913143 - No means of cancelling service with AT&T Wireless

Date: 4/3/2020 4:06:40 PM

City/State/Zip: Morris, Minnesota 56267

Company Complaining About: AT&T

Description

With the COVID-19 issues AT&T Wireless now provides NO means to cancel service. Their phone line texts a broken link that will supposedly allow cancelling service. When an operator finally answers the operator consistently denies having any ability to cancel wireless service.

An order should be issued to AT&T to immediately provide every user with online means to cancel any service. Alternatively they can simply stop billing for their services. This business of refusing to allow users to cancel service is absolutely absurd.

Ticket: # 3913199 - Telemarket call

Date: 4/3/2020 4:22:02 PM

City/State/Zip: Shirley, New York 11967

Company Complaining About: Credit Card Servicess

Description

In the mist of the COVID-19 pandemic, and as there is a “no telemarketing calls” EO, I recorded one form “Credit Card Services,” offering to lower my interest rates.

This number is also registered to a corporation, so there is no way they could have MY information

Ticket: # 3913226 - Broadband Access

Date: 4/3/2020 4:30:55 PM

City/State/Zip: Stanfield, North Carolina 28163

Company Complaining About: Spectrum

Description

Cable provider is Spectrum; previously Time Warner. AT&T provided DSL 10 years ago, but new residences have degraded service and only dial up is currently available; Cable internet was installed up to two houses down on our street, and cable companies have consistently refused to install any further down the street. At this time, we have subscribed to Hughesnet, but service is so bad that no streaming or consistent connection can be maintained. While this has been a nuisance up to now, it is creating a significant hardship due to increased dependence during the coronavirus. Is there anything that can be done to bring cable internet to the rest of our street (Rushing Rd., Stanfield, NC)

Ticket: # 3913262 - Repeated calls

Date: 4/3/2020 4:45:06 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Bethesda Maryland On Id

Description

This number keeps calling me. Theyve called me all day. I have received six or seven calls from this number and they are claiming to have a coronavirus cure.

Ticket: # 3913274 - Internet Reliability/ Billing

Date: 4/3/2020 4:46:57 PM

City/State/Zip: Stansbury Park, Utah 84074

Company Complaining About: Comcast

Description

I have had issues connecting to WIFI, and constantly being booted off my WIFI from day 1. I have spent many hours calling, emailing, and sitting through tech visits to fix the problem. Meanwhile they never provided a reliable internet yet increased my bill without proper notice. Additionally when I called I was talked to like I was the problem. This is more than frustrating when considering my kids now need a reliable internet for schooling, and my wife and I work from home due to the Coronavirus pandemic.

Ticket: # 3913298 - No Captioning on Press Briefs on Social Media

Date: 4/3/2020 4:54:23 PM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: County Of Orange

Description

Ever since the COVID-19 has started, The County of Orange has failed to caption live on social media. This is not acceptable since there is a huge population of deaf and hard of hearing (especially the senior citizens who do not know sign language). We are missing the very vital information on the updates on Coronavirus pandemic.

Ticket: # 3913337 - Added Internet Charges During Coronavirus Shelter in Place Orders

Date: 4/3/2020 5:10:45 PM

City/State/Zip: Rockwall, Texas 75032-7544

Company Complaining About: Sudden Link

Description

Suddenlink Communications is using the coronavirus to financially take advantage of the circumstances by forcing us to buy added internet capacity. I already have a 100mb service which is well above the minimum and serves us well, but due to family being stuck at home the usage is slightly exceeded. They will waive one overage fee, but will enact a \$15 added charge for 50mb extension. This is not in the spirit of addressing the coronavirus challenges we all face for a limited time and this is the basis of the complaint. They should not be allowed to take advantage. This overage will also undoubtedly occur again since we will be forced to shelter in place longer. After shelter in place orders are removed, this overage is not expected to continue. I tried to contact them but having trouble getting through due to their reduced hours of operation and overloaded phone calls.

Ticket: # 3913366 - PUBLIC network failing to broadcast Presidential briefing on Coronavirus

Date: 4/3/2020 5:30:03 PM

City/State/Zip: Copperas Cove, Texas 76522

Company Complaining About: AT&T

Description

I am concerned that the television channel I am able to receive is NOT showing the daily briefing on the Coronavirus given by our President. This should not be optional coverage as this daily information is important to ALL Americans, and the networks were given the airways for free for this very reason. This should be addressed and corrected!

Ticket: # 3913375 - Hold Times

Date: 4/3/2020 5:34:43 PM

City/State/Zip: Roseland, New Jersey 07068

Company Complaining About: Comcast

Description

Comcast is making customers wait up to 2 hours to speak with a representative and they have removed their phone number from their websites. How is this even legal? I understand there's a pandemic but it just seems ridiculous.

Ticket: # 3913384 - Local TV forcing me to download theirapp

Date: 4/3/2020 5:39:56 PM

City/State/Zip: North Fort Myers, Florida 33917

Description

Wink TV channel 11 Fort Myers Florida is forcing people to download their app so they can watch the coronavirus taskforce with President Trump the doctors and all the experts

Ticket: # 3913394 - Altice's Suddenlink cut off Internet Service For Being Past Due /Covid-19 - Violated their Pledge

Date: 4/3/2020 5:45:29 PM

City/State/Zip: Gurdon, Arkansas 71743

Company Complaining About: Sudden Link

Description

The consumer stated that on 03/31/2020 her children notified her that the internet was not working. She stated that they had NO access at all. They did have a bill that was due. However, because of the Altice Keep Americans Connected pledge, to the FCC Chairman, they knew that they would be okay for 60 days! They thought perhaps, that there was an area outage and called Altice. However, when they called Altice, they were told that their bill was over due. The bill had been due 03/25/2020. The billing period was from 03/14/2020 - 04/13/2020! This was clearly after the date of the announcement by the Chairman, at the FCC, that stated companies understood and gave their pledge to keep Americans connected. The consumer stated that because their children MUST complete their daily assignments, they chose to pay Altice on that day. Especially because there was an insistence to do so! Mrs. Golden stated that there was no way that their children would not be counted as having completed their work! She has three children of her own and two staying with her that also need to complete their work! She stated that she wrote a "hot check" after being told that she must pay \$125.00 to reconnect the service and had a total due of \$262.46 ...(sort of implying that she needed to make full payment)! Her husband authorized a payment for the total due so that there would not be a question of it being turned off again. They know that their bank will charge them \$31.50 each time that check is presented. They have no money right now. She feels that their bank may run it through a third time and this will get paid at that time because her husband will get paid on 04/09/2020. The consumer wanted to know what would happen due to this flagrant disregard for upholding their pledge and intimidating them in this way to make the payment so her children could complete their school work? She requested that they make this right due to this disregard just a couple of weeks after making this pledge. She stated that they would at least like their bank fees to be covered! She knows that they wrote the check, but Altice gave them no choice and they did NOT honor their pledge to the FCC! Any additional consideration would be greatly appreciated as they are feeding 5 kids at this time(due to the 2 that stay with her at this time) and she has lost her employment due to the Covid-19 situation. Her husband is currently working but money is tight and they are doing the best that they can.

Ticket: # 3913409 - Experiencing multiple month long bouts of packetloss with no fix

Date: 4/3/2020 5:54:04 PM

City/State/Zip: Centerton, Arkansas 72712

Company Complaining About: Cox

Description

Been dealing with inconsistent internet even during non-peak hours. I've ran speedtests, reset modem, called and got the same answer as everyone else. This has been going on a couple of months before the Covid pandemic and no fix yet. This includes packetloss, high ms, and not getting the advertised download/upload speed that we are paying over 300\$ a month for.

Ticket: # 3913411 - Irresponsible broadcasting by NBC

Date: 4/3/2020 5:56:40 PM

City/State/Zip: Cheney, Washington 99004

Company Complaining About: Nbc

Description

FCC licensing for NBC and its affiliates should be revoked! It's unconscionable [OBJ] during a time of national emergency, that they would not broadcast the [OBJ] Coronavirus Task Force briefings [OBJ]. This irresponsible and callous disregard for the safety of U.S. citizens in my opinion is treasonous! [OBJ]

Ticket: # 3913413 - Optimum (AlticeOne) failing to provide paid for services

Date: 4/3/2020 5:58:37 PM

City/State/Zip: Ringwood, New Jersey 07456

Company Complaining About: Optimum

Description

Optimum Online is failing to provide the network connectivity speeds and reliability for which we have subscribed for. They are entirely unreachable and unresponsive via customer support mechanisms yet continue to take payment. These symptoms are only exacerbated by the fact that the majority of their customer base are now working from home during the ongoing pandemic. No comments or direction have been provided by the company to this effect.

Basic network testing has ruled out all internal wiring and indicated that the issue is not caused by or in any way the responsibility of the customer. Connection speeds are less than advertised. Connections will fail outright for indeterminate amount of times at random intervals.

Ticket: # 3913437 - AT&T

Date: 4/3/2020 6:12:02 PM

City/State/Zip: Lubbock, Texas 79410

Company Complaining About: AT&T

Description

Phone and internet service has either been cut off or not working for my 82 yr old mother. I held for AT&T for 4 hrs 13 mins and no answer. My Mom lives alone and they have put her life in danger with this. She has fought with them since Nov and they will not resolve her issues. Now that we are in a pandemic we are hard pressed to get new services at this time. They need to get this matter resolved immediately!!!!

Ticket: # 3913438 - Cell phone was shut off today

Date: 4/3/2020 6:12:50 PM

City/State/Zip: Newport, Michigan 48166

Company Complaining About: Metropcs

Description

I use Metro by T-Mobile my cell phone was shut off I was in the middle of trying to get on unemployment I also have severe diverticulosis and just have beaten lung cancer I have a very compromised immune system I actually had to go to my neighbor's house and beat on the door and use his phone during a plague I actually had to borrow money from my neighbor to pay my phone bill so I can get back online to file unemployment because I was laid off do the Coronavirus

Ticket: # 3913439 - Cell phone was shut off today

Date: 4/3/2020 6:13:12 PM

City/State/Zip: Newport, Michigan 48166

Company Complaining About: Metropcs

Description

I use Metro by T-Mobile my cell phone was shut off I was in the middle of trying to get on unemployment I also have severe diverticulosis and just have beaten lung cancer I have a very compromised immune system I actually had to go to my neighbor's house and beat on the door and use his phone during a plague I actually had to borrow money from my neighbor to pay my phone bill so I can get back online to file unemployment because I was laid off do the Coronavirus

Ticket: # 3913441 - Unreliable Internet service and lack of response from Suddenlink

Date: 4/3/2020 6:15:04 PM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Sudden Link

Description

We have had continual issues with the ISP since we had our service installed in September 2019. When it was first installed the employees blamed it on their new Altice One system and the company controlling everything, which took about two months to finally get resolved. After that we have had issues with the internet and TV service continually dropping. Since the middle of March we have had numerous issue and every time we call Suddenlink we get the recording that says there is a known issue in the area and service would be restored in about 4 hours. Then would we like a call when service would be restored, but would never get that call. If we could get through to a person we would get told that they are aware of the issue and were working on restoring service, but could take up to four hours. If you ask to speak to a manger we would get told a manger was not available. They would say the would enter a request to have a manger call but could take up to 48 hours to get a call back. The final straw started this past Friday the internet went out at about 2:00 PM and we had no service and this continued until the pushed out a software update on Sunday night. When we woke on Monday we had service until about 3:00 PM when it went down again and was not restored until around midnight. We then had service until about 9:30 on Tuesday morning and was not resolved when I went to bed on Wednesday at 2:00 AM. On Wednesday and Thursday the same thing happened the service went down at about 9:30 AM and was not restored until sometime after 3:00 AM. On Friday, April 3rd it went down again at about 9:30 AM and was finally restored at 3:00 PM. Since the restoration time until 5:00 PM we have not gotten a call that it was restored. On Friday, March 27th, Monday, March 30th, Tuesday, March 31st, Wednesday, April 1st, and Thursday, April 2nd we have requested a manger to call us back we were told the same thing it will take up to 48 hours to get a call back. I understand the pandemic is causing a lot of adults to work from home and kids to use the internet for school but what was frustrating was the service issues did not affect everyone in the area it seemed random and when we would call suddenlink we got excuse after excuse with no help. Suddenlink would not even supply me proof of the service outage that I could send to my employer. The lack of service has resulted in a large expense to finally purchase a hotspot and pay for internet service through the hotspot.

Ticket: # 3913475 - Comcast is a Joke

Date: 4/3/2020 6:27:00 PM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

Comcast's whole organization is a joke. They promise customer's things they can never deliver on. They sell you on one price and then the bill never reflects that. They charge stupid fees hoping you won't catch it. My services have been disconnected even after the agreement with the FCC to not disconnect services due to the COVID epidemic. I am allowed to work minimal hours and have to do so from home and our internet has been downgraded to the point I cannot even get my laptop to connect and stay logged on. Their customer service representatives do not care about their customers and will say whatever it takes to get the customer off the phone. Comcast is the only cable provider in my area and they monopolize on people due to knowing this. They know people do not have multiple choices for services and they take advantage of this.

Ticket: # 3913505 - Bundled Service

Date: 4/3/2020 6:57:25 PM

City/State/Zip: Poughkeepsie, New York 12601

Company Complaining About: Optimum

Description

Tomorrow will mark the 11th day my father has not had access to internet, phone, or cable. We had called last week to schedule an appointment. It turns out that his cable was "bleeding" and a technician would need to come out. We were told that we would have to wait a week and given the appointment of Thursday April 2. The technician never arrived and my father was told that due to the corona virus they would be unable to come for an upwards of another 2-3 weeks. I placed a complaint earlier with the FCC (b) (6). A representative from Optimum did call, and I was promised a call before 6pm, which I never received. To add insult to injury my father did see an Optimum technician who was unable to help because my father wasn't on his work list. My father is 72 and has asthma. Please Help!

Ticket: # 3913520 - Verizon Wont Cancel My Service

Date: 4/3/2020 7:16:37 PM

City/State/Zip: Fort Lee, New Jersey 07024

Company Complaining About: Verizon

Description

I called Verizon Small Business on 1/6/20 to cancel service (Acct (b) (6) Receive a bill after that and called on 1/17/20 spoke to Mrs. Washington (order # NJ (b) (6)) who said lines were never disconnected. Spoke to Timothy Hoey on 2/27/20 who stated lines were never disconnected and I was due a \$240.97 credit. Never received the credit. Called Verizon today no answer due to Coronavirus. On line Chat with Bill said lines were never cancelled and "it would all work out" but I am being billed \$56.17 monthly for phone lines I don't have with Verizon.

Ticket: # 3913525 - Internet Billing

Date: 4/3/2020 7:23:01 PM

City/State/Zip: Edmond, Oklahoma 73012

Company Complaining About: Cox

Description

Sorry, this is going to be more than 3 - 5 sentences. This is the second complaint in three months of billing. The last one I had was for \$80 in overage charges for internet, which was credited by COX. I was appreciative for the credit, but the problem is still unresolved in my mind. I have asked on multiple occasions for the explanation of where the usage is going, but no one can explain this. All they want to do is sale me an upgrade when I call in. I don't want to spend another \$50 a month for unlimited. If they can't tell me where the usage is going, why should I have to pay for it? And I will explain this as I go, which is the rest of my complaint. After the last overage charge, which all of sudden just started getting charged for overages, and they can't tell what it is being used on, I downloaded some software in my router that would allow me to track ALL data going out of my router, by each device. I have been monitoring it every month and it resets on the day of the month my data resets. Now I know it isn't exactly going to match COX cables records, but it gives me an idea of what devices are using what data and I can control those devices. The last bill I showed to be 100G short of my data plan, but COX billed me for 200G over. Again, not an exact science, but at least I can tell where my data is going and COX can't. This is still very frustrating, because all they want to do is bill me \$50 a month more for unlimited data. When I called and inquired about my bill today, I was on hold for 45 minutes to get to a customer support agent, and on the phone for 50 minutes to get the following accomplished: First my COX bill was past due, that is our problem and I will resolve that with who pays our bills. Second, I have been asked, the many times I have called in, for a customer PIN. I receive paperless billing, so the PIN is marked out on the bill for security purposes I guess. No one can tell me my PIN or even help without the PIN, so that in itself can cause other delayed issues. I was told today that I would have to turn back on my Paper billing (which costs more money for the company and wastes paper for the environment) in order to start receiving my PIN. This is the craziest thing I have heard. Next after we provided mother's maiden name, had to spell it, give our last address, last four of the social, etc etc, we were able to get help this ONE time. As I tried to explain to the rep that we have had this problem before, he said he would give me credit for half of the overages, but still can't tell me why I was charged or where the data was used. Basically, just trust us, you used that much data. When I explained that I had been monitoring it since, he had no answer for that either. Still had to pay for half, and was instructed that the next 60 days were free because of the COVID-19. The last thing was the next bill was even higher, when I inquired about it, I was told there was a \$75 charge for a technician to come to my house and fix a slow internet problem, which was COX's problem, not mine. When I tried to explain that I have been paying for the in home service for years, he looked it up and said that he indeed did find the plan on my account so he could credit my next bill as long as I paid this one. When I asked if I was being charged the extra \$75 because of my overdue account, he replied with this explanation. It shows the technician sent a notification to COX to bill and the "system" must not have caught the fact that I had the in home service plan. So I then commented, "do I have to monitor my bill to make sure that you are charging me what is correct every month, because the "system" doesn't always catch the correct billing?" That just seems very wrong and a very wrong response. On his part and mine. Which brings me back around to my original problem. If COX can't give me usage detail to show what devices are using what services, then they shouldn't be allowed to charge me overages. I want detail billing information because I am showing

that I didn't use that much and you are saying I did. Just like you billed me extra for the technician, when it was a COX problem, AND I have been paying all along for the service for in home care. If COX can't catch that on my bill, how can I be sure that what I am being billed is what is really being used without any type of records or detail usage. If I can monitor it by device, website, service, upload and download, then why can't that be on my bill? If it can't, then the answer shouldn't be to pay more for unlimited data, that should be provided as standard, period!

I actually called back in to disconnect my service, but was put on hold again and I didn't want to wait for another 45 minutes. So I went to their website and waited online for 30 minutes to talk to a representative, and as you guessed it, I was told she couldn't disconnect my service online, I would have to call in to do that. But.... she could upgrade my service if I wanted to do so.

Ticket: # 3913545 - Unacceptable Service**Date:** 4/3/2020 7:46:11 PM**City/State/Zip:** Spokane, Washington 99224**Company Complaining About:** Comcast

Description

Since the COVID-19 issue, the service has dropped out between 5 and 10 times every 15 minutes between the hours of 11 AM - 7 PM (About 3 weeks now). If the service doesn't cut out in a whole, it drops to between 0.14Mb/s - 20Mb/s for 20 - 40 minutes, when I have a 500Mb/s package. I understand network congestion but this is not what I am paying for. I have spoken with customer service multiple times after having spent a total of around 5 hours on hold. They keep saying they are escalating the ticket / request / issue and that a supervisor or technician will look into the issue and get back to me. No supervisor or technician has called me back. Nothing has been done to rectify the issue. I have tracked the IP of the system causing the latency and data drops on their system and even explained it to them-- but nothing has been resolved. I am having difficulty working among other home functions with this issue. They just have zero interest in helping me, a paying customer. This even after the fact that they signed me up for video services without me expressing any sort of authorization to do so. In fact I explained to the representative that I wanted no changes on the account when I was talking to her. They also threatened to have me ejected / escorted off the property when I told them that the Broadcast Fee and Regional Sports Fee was not a tax while at their location when they told me it was a tax. Their phone system just hung up on me for the 8th time tonight.

Ticket: # 3913565 - Comcast not providing Internet during the COVID-19 pandemic

Date: 4/3/2020 8:04:32 PM

City/State/Zip: Oakland, California 94619

Company Complaining About: Comcast

Description

Hi,

Today is the 14th day that me and my neighbors don't have internet. We keep calling Comcast, and they either read off a script, or say they would investigate the issue and would get back to us; they never do. I have complained to the office of Tom Karinshak, and the issue is not resolved. I know for a fact that a few of the neighbors have had Comcast technicians in their houses, and they still don't have internet, since the whole neighborhood is affected. We are supposed to shelter in place and work from home. In my case, I'm trying to see patients via video visits from home, to prevent patients from leaving their homes. Can you ask Comcast to stop ignoring the issues and give us internet? Also since I'm a patient care provider, is there any other public WIFI that I can use for patient care? Comcast public WIFI does not work. Thank you.

Ticket: # 3913567 - Unwanted call - coronavirus scam

Date: 4/3/2020 8:06:01 PM

City/State/Zip: East Meadow, New York 11554

Description

My parents received a call from a “pharmacy” offering free delivery on their medications. Just needed their medical insurance info, and address. The pharmacy didn’t have a name, or a phone number. They were offering the services “in this time of crisis, so people stay safe during coronavirus pandemic”.

Ticket: # 3913581 - Cramming / throttling

Date: 4/3/2020 8:11:57 PM

City/State/Zip: Stockton, California 95202

Company Complaining About: Verizon

Description

I have a health problem and depend on Verizon to communicate with my doctor during Covid 19 and other times. My throttled internet interferes with my ability to file with the IRS or EDD and prevents me from having an income. I have a grandfathered plan with Verizon.

Without my consent , Verizon has bundled \$15 monthly for international calling to Mexico and Canada. I never consented to this. Furthermore, I was promised unlimited high speed data with no data caps for hotspot or phone.

Today a representative, Rain, at around 2pm acknowledged that my data has been capped and my plan swapped for the newer capped data program.

Even capped we are suppose to get an additional 15 g high speed on top of our regular data. I have used 22g which would mean I am only regularly given 7g of high speed data. This is not the plan I was promised at \$80 a month.

I would like a refund of the \$15 a month I didn't consent to as well as the difference between promised services and actual services

Ticket: # 3913605 - Cox internet outage (extreme packet loss)

Date: 4/3/2020 8:32:45 PM

City/State/Zip: Southington, Connecticut 06489

Company Complaining About: Cox

Description

Our internet connection from Cox Communications has been experiencing an outage for a week. Multiple speeds tests everyday during the outage have shown extreme packet loss which has caused the internet connection to become basically unusable most of the day. My family is not able to work from home because of all this and our VoIP phone has not been working properly either (which is a safety issue). I have contacted Cox numerous times through various channels but all they do is apologize for the inconvenience and continuously refuse to provide any real answers as to what they are doing to fix our internet connection. Please help as we can not continue on during this pandemic without a reliable internet connection.

Ticket: # 3913632 - FOX News put public health at risk

Date: 4/3/2020 9:07:40 PM

City/State/Zip: Irving, Texas 75039

Description

FOX News called the Coronavirus a 'Hoax' and then lied about calling it a Hoax on public airwaves. Fox News also brought in 'experts' that called the Virus 'at worst a flu'. FOX News has repetitively shown a disregard for the public trust and safety by misleading and lying to the public during "News" broadcasts and should have its broadcasting licenses revoked permanently. This should be equally enforced across all broadcasters. It's time for the public trust to be restored in media.

A formal complaint will follow if an adequate response is not delivered by the FCC.

Ticket: # 3913635 - lies from At&t automated message

Date: 4/3/2020 9:09:50 PM

City/State/Zip: Fort Worth, Texas 76140

Description

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges for the next 60 days to:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;

- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and

- open its Wi-Fi hotspots to any American who needs them.

Att has lied to customers(prepaid and postpaid) and have intentionally disconnected Barabara Bratstad during the Covid-19 pandemic. Her phone number is. (b) (6) This is her "only" phone she has in her home. It is a smartphone only without any home service.

I listened to recorded message from calling Customer Service at the following number....800-331-0500.

After waiting for 120 (one hundred twenty) minutes, I spoke to Raul(he refused to give me his location) he pushed me off to another department. Raul(employee#zdnc76) refused to resolvethis issue and tranferred(without my permission) to another department when y call got disconnected. I used to be an at&t customer but they have terrible customer service so I dropped them.

A Past Art Customer

(b) (6)

Ticket: # 3913643 - Incompetent Support and no service for multiple days

Date: 4/3/2020 9:21:22 PM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Sudden Link

Description

I'm a network engineer, and it's embarrassing that SuddenLink can't get this resolved. Our whole neighborhood in Prosper, TX has been suffering from constant outages for weeks now. With the COVID stuff going on a lot of us are having to work from home so this has been very disruptive. AT&T is the only other option for us, but they are much slower. Having 2 choices when one of them is incompetent and the other is too slow is not going any good for consumers.

Ticket: # 3913664 - Sprint transferred my number and is not able to activate it

Date: 4/3/2020 9:54:51 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Sprint

Description

I placed a new order with Sprint on 2nd April. Order # [REDACTED] (b) (6)

I got a call on April 3rd asking me the details about account number and pin from carrier.

I was asked to turn off my cell and switch it after 10 minutes at around 12:06 PM on April 3rd.

I kept trying, but nothing worked. My service from my previous carrier was deactivated and I was not able to call anyone nor Sprint.

I tried chatting, and at 6:00 PM I was able to reach someone. Spent several hours and they asked me to switch on and off, but nothing has worked. I got transferred to another rep who asked me the same questions. During this COVID time, my family has not been able to contact me and it has put me on risk when I have not been able to contact anyone nor go out. Sprint has not been able to help me. They ask me to call customer service and I cannot call since there is no network on my phone.

Chat attached.

Ticket: # 3913683 - CNN is knowingly Broadcasting False News about Covid-19

Date: 4/3/2020 10:51:00 PM

City/State/Zip: Cypress, Texas 77433

Description

CNN is knowingly broadcasting false information about the President of the United States informing the citizenry of the effects and Government assistance in fighting the Covid-19 virus. They have also made claims of the origin of the virus having been started by the US Military. They make these statements with no evidence to support their claims. CNN is broadcasting this information with the sole intent of harming the President of the United States and placing fear into the populace of the American people.

I feel CNN is intentionally broadcasting false information about the President of the United States and this is due cause for the FCC to revoke their broadcasting license.

Ticket: # 3913704 - WSCG antenna tv

Date: 4/3/2020 11:16:17 PM

City/State/Zip: Statesboro, Georgia 30458

Company Complaining About: Wscg Tv

Description

Without notice WSCG TV out of Baxely GA dropped 7 of their antenna tv channels 34.6 through 34.12 received in Statesboro GA and 34.1 to a religious only channel. Thus loosing 8 channels right at a time when everyone is under "stay at home" orders due COVID-19. Am a Sr with limited income. Why is antenna TV so UNRELIABLE. Again low income gets the rip :(:(:(

Ticket: # 3913708 - North Atlanta AT&T Internet Throttling

Date: 4/3/2020 11:25:53 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: AT&T

Description

Working from home out of the northeast metro Atlanta area and experiencing outrageously high latency on Uverse. Pings sometimes exceed 1000ms. Contact with AT&T support has not helped at all, and this has persisted for nearly a week. I am assigned to a critical project designing COVID response policy for the state of Georgia, and I cannot do my job with this internet quality. Please open an investigation and expedite the service for this matter.

Ticket: # 3913713 - commercial starting panic in Oregon

Date: 4/3/2020 11:31:45 PM

City/State/Zip: La Pine, Oregon 97739

Description

A commercial with Oregon' state seal on it in stark yellow background & blackletters asking WHO DID YOU KILL TODAY/DID YOU ACCIDENTLY KILL SOMEONE TODAY, messages of that sort re: the coronavirus & the need to stay home. It is the most terrifying & panic stimulating thing I have EVER witnessed on tv & more disturbing is that it is actually from the State of Oregon. These commercials need to be addressed swiftly & removed IMMEDIATELY. WE HAVE MENTAL HEALTH PROVIDERS DOING TELE-CONFERENCE SESSIONS TO AVOID PANIC & THESE PEOPLE ARE FOSTERING PANIC. This is obscene in the extreme

Ticket: # 3913715 - Fox News Network

Date: 4/3/2020 11:34:33 PM

City/State/Zip: Delavan, Wisconsin 53115

Description

Fox News, especially Hannity and Ingraham continue to spread lies regarding Covid-19 pandemic and the administration's actions/inactions. These lies have and will cost lives. Please do something about this. Shutting them down completely would save many lives. Thank you.

Ticket: # 3913719 - COX unable or willing to fix packet loss

Date: 4/3/2020 11:40:34 PM

City/State/Zip: Phoenix, Arizona 85032

Company Complaining About: Cox

Description

COX internet is having multiple subscribers experiencing packet loss when working from home is key due to COVID. I have done all troubleshooting including new line and new equipment and no one seems to care enough to fix the issue. It's impossible to escalate such issues within cox.

Ticket: # 3913747 - Covid19 phone shut off

Date: 4/4/2020 12:34:40 AM

City/State/Zip: Cedar City, Utah 84721

Company Complaining About: Cricket

Description

Cricket wireless shut off my daughter's phone. During the covid19 breakout. I reactivated it but I thought that that was illegal to shut off phones right now

Ticket: # 3913766 - Comcast pledge to keep connected during pandemic

Date: 4/4/2020 1:52:49 AM

City/State/Zip: Medford, Massachusetts 02155

Company Complaining About: Comcast

Description

TV disconnected 4/3 fir past due payment due 4/2 despite making payment 4/3 8:00 am. Comcast pledge during pandemic to keep customers connected. They expect my service will be restored 5/13.

Ticket: # 3913768 - Poor internet performance

Date: 4/4/2020 2:03:30 AM

City/State/Zip: Scottsdale, Arizona 85251

Company Complaining About: Cox

Description

My internet connection has become unusable for VOIP calls. This is an important area for me as I need to be able to work from home during the COVID pandemic. Packet loss is as high as 20% in the middle of the day. A technician was sent out and confirmed the issue was with Cox's network.

Ticket: # 3913772 - MLB Early renewal

Date: 4/4/2020 2:27:15 AM

City/State/Zip: Costa Mesa, California 92626

Company Complaining About: AT&T

Description

AT&T is starting to charge me monthly payments for MLB package that is suspended for COVID-19. Why are they allowed to charge me for something that has been suspended? This is worst possible timing to be charged for something we are not currently getting.

Regards,

(b) (6)

Ticket: # 3913787 - Cox Internet

Date: 4/4/2020 4:50:29 AM

City/State/Zip: Las Vegas, Nevada 89133

Company Complaining About: Cox

Description

Cox is currently blaming the Coivid pandemic for the reason many are experiencing constant packet loss when this is not exactly the case. Many have had packet loss issues before this and all Cox has done is give people the runaround saying that they are looking into things or even claiming that they see no issues on their end. Being forced to expand and fix their infrastructure and not have so many customers on one node could help this issue for many.

Ticket: # 3913846 - Price gouging

Date: 4/4/2020 9:20:31 AM

City/State/Zip: Centerville, Ohio 45458

Company Complaining About: Spectrum

Description

Spectrum, without notice, raised my internet by \$10 a month during pandemic. My work hours have been cut, kids home schooling due to school closures. This is so unethical of Spectrum. They know there are no viable internet options in our area. This is a monopoly. I have tried to contact them twice in 2 days, can not get ahold of anyone.

Ticket: # 3913881 - Complaint**Date:** 4/4/2020 10:32:51 AM**City/State/Zip:** Pontiac, Michigan 48341**Company Complaining About:** Comcast

Description

My complaint is against Xfinity cable services. Although they have agreed to keep the internet and phone on for old customers at a low price and new customers are free for 60 days, they fail to tell the customer that cable will be disconnect if you have a past due bill and shut off. It was stated by infinity that no service will be off. I did not find this out until my service was cut off and in order to get it on I would have to pay the past due amount. Due to the slowness of the internet because of the new speed that Xfinity placed on the services I found it difficult to connect to my job, my daughter had a hard time completing her school as well as my granddaughter had a hard time with her school work. I was also told by Xfinity that customers were placed on the package because of the virus. This was a good jester but they did not say that you would loose your cable if you did not pay your bill. My cable was shut off on 4/3/20 in the mist of the pandemic and Xfinity had no empathy. I paid \$484.00 to get my services back on becaus e I have a granddaughter, daughter and myself who use entertainment to keep some normalcy in our life and stay current. I paid because they refused to work out any plan that allowed me to pay half or at a later date while the internet is on for 60 days at a low price. This was stressful and I stayed on the phone talking to supervisors and reps from 7am through 5pm then throughout the night. Earlier one rep felt so sorry for us they gave a \$129 credit which was suppose to show within the hour but it did not. I was told the services will be on in four hours then 24 hours once the payment clears. I spoke to reps and the service was still not on. One rep stood out more than others because they to,d me that I really paid a lot of money to get the services on and I should not have too and it is still not on. She felt bad for me. I told her that this was too help me in the days to come for supplies and Xfinity did not care nor did they tell the truth about the new package they put everyone in. I did not get a notification of their new package at all and I am sure it did not include any choices for me or the fact that if you are on the package you will loose cable, we will not work with you with the billing and you services will be off unless you pay it all. I just want to say my services is still off. I know the times have changed and businesses are suffering and changing due to the pandemic. This is the time to truly work with customers and this did not occur. I did not have \$400 to give to Xfinity but they did not care. We have family movie nights, we laugh and cry and pray due to the virus and the effect that is pit has on everyone. We are stressed and sad and straying as strong as we can and then you have a company such as Xfinity who does not have seem to care about their customer in a time like this. They gave enough to appear to care but they fell to tell the full truth. This was very stressful and I am livid with their unethical protect which is costly so so much not just financially but emotionally. I need assistance with this issue and would like to know what can be done

.

Ticket: # 3913893 - Sprint lock network my phone

Date: 4/4/2020 10:38:44 AM

City/State/Zip: ????, New York 02655

Company Complaining About: Sprint

Description

sprint blocked my phone after arriving in ukraine, now there is no way to go to usa because of covid-19, nothing answers to attempts to unlock my phone. I ask you to help with this question, because I am in another country and I can't even use my phone in full volume.imei phone

(b) (6)

Ticket: # 3913901 - Overcharged and equipment non-return fees

Date: 4/4/2020 10:45:01 AM

City/State/Zip: Gillette, New Jersey 07933

Company Complaining About: Directv

Description

I have 2 issues with DirectTV. After very poor service for long I cancelled my service on March 23rd after three days of calling with no answer. I live in NJ and in COVID-19 context I was instructed to discard the equipment by the ATT customer service.

Problem 1: On March 31st I was charged \$ 156.98 cents for the next service cycle because ATT says I cancelled within the billing process. I am being charged for a service I cancelled on time

Problem 2: I received a letter after I discarded my equipment that if I will be charged non return fees. In my case \$135 for DVR and \$135 for 3 standard receivers. Total \$270.

I not only want all my money back but kindly ask ATT to be penalized in an exemplary way so they stop abusing the customers and taking advantage of a Pandemia for them own business selfishness.

Thank you

Ticket: # 3913911 - ASPCA commercial

Date: 4/4/2020 11:05:52 AM

City/State/Zip: Orlando, Florida 32832

Description

The recent increase in the number of ASPCA commercials is uncalled for, especially in the current climate of COVID-19. These commercials are incredibly long, upsetting, largely untrue, being aired very frequently and are strictly for the purpose of upsetting consumers.

Ticket: # 3913914 - Help with exorbitant WOW early termination fee

Date: 4/4/2020 11:09:35 AM

City/State/Zip: Columbus, Ohio 43221

Company Complaining About: Wow

Description

WOW promises reliable service, but had one outage (often multiple days at a time) per quarter in the 3 quarters prior to stop use of their service. This was 1.25 years into a 5 year contract and they wanted almost \$6000 in cancellation fees, despite failing to provide the reliable service they promise. They reduced to just under \$3000, which is still too much. This was for service at a Supercuts hair salon we closed in May to focus on our other salon. In times of COVID19 and trying to keep our business viable, WOW needs to step up as all other vendors have done... they need to eliminate this fee and stop trying to collect another \$325.26. We've already paid ~\$1100 for service we don't receive while trying to resolve this.

Ticket: # 3913917 - Suddenlink outages / speed

Date: 4/4/2020 11:14:46 AM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Sudden Link

Description

Suddenlink customer service is non exisitent. The dependability of their service of consistently paid-for rates is low (even before Covid19 quarantine system strain). We pay for 200 mbps and get 6 mbps during high volume times; it is not consistent/ we drop conference call connections via the computer and can't get work done/ boys being homeschooled can't complete tests as service is interrupted/too slow/non existent; and at night time it'll jump to approximately 100-180 mbps (non peak times). We do not get what we paid for.

Ticket: # 3913922 - Issues with Sprint customer service

Date: 4/4/2020 11:34:49 AM

City/State/Zip: Wheaton, Illinois 60189

Company Complaining About: Sprint

Description

Due to the COVID crisis, I am having a hard time upgrading a phone. I tried ordering online but the terms wanted me to return my old phone which is paid for and I want to keep my phone. I called telesales they wanted to charge me a \$50 down payment for a phone that is free online and \$20.84 per month. I tried using the chat feature the individual was completely lost. I am trying to order a phone and have it shipped to my mom. This is the hardest process ever. When I initially purchased her the phone she was with me. We are now in different states she is in need of a phone because the one she has is not working.

Ticket: # 3913926 - Spectrum Billing/Service COVID-19 Callousness

Date: 4/4/2020 11:46:23 AM

City/State/Zip: San Diego, California 92122

Company Complaining About: Spectrum

Description

I spoke with Spectrum and explained the dramatic impact it had on my family and our financial situation related to COVID-19 and they canceled my service March, 2020. I begged the representative on behalf of my sick family to please not cancel us at the moment I needed a little more time, we've lost our work, that I need this service that I have for real time CA state E911 services and contact for my k12 school aged children with our school district, for actively sick individual's in my household. The fact they would do this proves they will do whatever they can to tuck families like us under the "oops they died w/o March internet COVID-19 mass grave rug". while we're not even going to have APR 1 rent stemming from our state Governor announced state of emergency that was in full effect. I'd like for them to have to answer for their brazen callousness and lack of compassion to behave like this and operate with an FCC license/s Carrier class licence/s. They almost got away with treating a Vet and his sick family like this during our crisis while they begged and got pillow funds for executive pay days while we the customers in the crisis bit the bullet.

Ticket: # 3913928 - Verizon

Date: 4/4/2020 11:46:47 AM

City/State/Zip: Raymond, Nebraska 68428

Company Complaining About: Verizon

Description

4-1-2020. Verizon has called us hardship. We got out bill 3-4-2020 and paid it 3-4-2020.

This has been going on since 2016. We were even driving our payment into Lincoln.

This is getting old and wondering if they are forcing us to not use checks anymore.

We've been told by postal they leave in bins and get to them late. WE ARE NEVER LATE ON BILLS.

WE PAY THE DAY THEY COME. Now we are going through covid AND chemo treatments and this is Not what we need.

Ticket: # 3913964 - Internet

Date: 4/4/2020 12:28:06 PM

City/State/Zip: Maplewood, Minnesota 55109

Company Complaining About: Centurylink

Description

I have contacted this company numerous times due to the fact that I can't work because of what's going on with this COVID-19 but they don't wanna seem to work with us I have a 12-year-old child in the house that has to do online class and they don't care 99% of the time my Internet does not work and they tell me that I'm supposed to have 80 gigs or whatever it is of Internet and I don't have anywhere close to that every time my son tries to do anything at times out constantly and all I get is harassment and games with this company.

Ticket: # 3913974 - Internet service termination

Date: 4/4/2020 12:33:27 PM

City/State/Zip: Waterbury, Connecticut 06705

Company Complaining About: Frontier Communications

Description

This is related to the COVID-19 Internet Access (Keep America Connected Pledge), I have internet residential service thru Frontier Communications, but can not pay the bill due to job hours cut due to the virus related crisis, I was told by Frontier that the service will be disconnected if payment is not made and will also charge fees, it will be disconnected in April 30th 2020 per my request.

Ticket: # 3913982 - Hacking

Date: 4/4/2020 12:35:05 PM

City/State/Zip: Jacksonville, North Carolina 28540

Company Complaining About: Pinget Textfree

Description

My phones, tv's, computers and tablets are being hacked. My body has been attacked and I'm sitting in doors with no back during this coronavirus outbreak. Every website I go on my door is hacked. Every tv show I watch I'm being lied that I didn't because my electronics are being held captive. This has been going on years.

Ticket: # 3914022 - Comcast cable service

Date: 4/4/2020 1:08:39 PM

City/State/Zip: Eastpointe, Michigan 48021

Company Complaining About: Comcast

Description

Was told by comcast rep i wouldnt experience any cable or internet interruptions during pandemic we are experiencing worldwide, instead my cable and internet was disconnected, was told be tech support it was a area outage and given ETA on reconnect by 10 am, just to be told by next representative that in fact my service was disconnected because my bill was due, called on March 31,2020 and told by rep they were placing a 30 day hold on my account due to losing employment due to pandemic and still had service disconnected. This is the worst time ro do this to a customer who has been with the company for 11 years on top of raising my bill and not giving me a clear explanation on why. Will never recommend this company to anyone..poor customer service skills and communication. I am a single mother and cannot afford to pay this high bill. I needed internet and cable for my child to do homework and have something to watch while we are quarantined but now no food because i had to instead pay this outrageously high bill when i was told i would have a hold on internet amd cable. Such liars and they dont value your time or patronage, thanks comcast for not being there for your customers during this crisis.

Ticket: # 3914031 - Hughesnet Not Supportive During Pandemic**Date:** 4/4/2020 1:14:31 PM**City/State/Zip:** Cord, Arkansas 72524**Company Complaining About:** Hughes Net

Description

Hughesnet internet speed is terribly slow. They stated they will not reduce speeds during this 2020 pandemic. Our children need to do school. They are having a hard time uploading, downloading, and submitting assignments. This is ridiculous as our internet speeds are BELOW dial up. We have paid money every month for 18 years and they can't even support us during this time of need! The network is overloaded and they need to stop worrying about their pockets and reevaluate the needs of paying customers at this crucial time in our world!

Ticket: # 3914060 - Xfinity ignoring my family during crisis

Date: 4/4/2020 1:35:47 PM

City/State/Zip: Pulaski, Virginia 24301

Company Complaining About: Comcast

Description

Woke up with internet but no tv. Not even local news. Apparently Xfinity changed our account to a coronavirus plan which only includes very limited internet service because of non payment however me and my wife have been out of work due to this pandemic. I wouldn't be as concerned but my elderly mother in law lives with us and she isn't tech savvy so without regular tv news she isn't able to stay up to date with covid19 updates. I tried to reach out to Xfinity and was on hold forever so I request a callback and upon answering the callback I have still been on hold for over an hour and counting. I think it's ridiculous they can't provide an extension until stimulus checks are received since people can't work or at least answer the phone!!!

Ticket: # 3914075 - Windstream is Failing to meet my service expectations**Date:** 4/4/2020 1:59:39 PM**City/State/Zip:** Warner Robins, Georgia 31088**Company Complaining About:** Windstream Communications

Description

I had new service installed here on 03/26/2020. I choose the 200 Mbps for this address because we have a lot of devices in our home and not to mention children whom need internet access due to all the Covid-19 school closures. I need this to be at the speeds I am paying for like now. Three of my kids have mandatory assignments and my husband is also working from home. This was on a Thursday, I waited for my husband to get home and we conducted a few speed tests. We were constantly getting around 45 to 49 down and around 39 to 47 up. I tried to call them Friday, but after 45 minutes on hold I had to hang up. I was not sure if any one would be available to assist my over the week end so I called Monday. I was on hold for an hour and a half before I got someone on the phone. Almost 3 hours later in total, they determined that it seemed to be a modem problem and they would have me one by 04/02/2020, Thursday. Also they mentioned it would be better to try that first because they could send me that our quicker than getting a technician here. I was like okay ill wait and see if that helps first. I thought the lady mentioned getting an email confirmation on the shipment of the modem but not completely sure. Thursday got here and I had no modem, no remarks, emails text or anything so I called Windstream back that afternoon. I explained that I was supposed to be waiting for a modem and had no idea if it was actually coming or not. The lady I spoke to on Thursday said they were on back order and that she would over night me one and that I should receive it on Friday or no later than today 04/04/2020. I did not receive it yesterday so I called tech support today to see if I could get an updated delivery time and the only thing they could tell me was that they saw where one had been ordered and that because it was a weekend they could not get updates on tracking information. I have never had major issues with Windstream in the several years I have been a customer. However I do not feel they are doing all they can do in resolving my issue. So far the only thing they have offered in 25 bill credit for next month, and deduction for the 9.99 modem rental for next month, and told me I could call when (and If) my issue gets resolved to receive a bill credit for the time I have not had my speed I should have. Not sure what else I can do. They do not understand my urgency in getting it fixed and have not offered any other service or technical assistance such as scheduling a tech to come to the address to see if any other issues may be involved. So not I am still waiting on a modem that I have no idea when I may or may not receive to figure out if that is the problem or not, and hopefully not have to start all over again with another 3 hour call for something I should have been getting in the first place. I feel the tech should have been more helpful because I specifically asked him if all was good and made sure my account here was set up for the 200 Mbps speed and he said it would be fine. However it was not the case and I have spent a lot of extra unnecessary time back and forth with different people and no resolution. Thank you for your attention.

Ticket: # 3914095 - no service available after years of trying

Date: 4/4/2020 2:25:20 PM

City/State/Zip: Corinth, Kentucky 41010

Company Complaining About: Cincinnati Bell

Description

we have been told that the internet service is coming to our area last year we were giving the month oct of 2019 and after 3 weeks of them putting it out we call and ask where has the service been and they said there is no funding for fiber. we have a household of about 25 devices and since the covid-19 we have online schooling that is hard to do on slow satellite internet i have tried everything and i saw that on the fcc map of broadband it shows we have that service at my location which is false so i was wondering how we could get these services brought to our area

Ticket: # 3914135 - Spectrum is pillaging consumers with rate increases during pandemic

Date: 4/4/2020 2:48:53 PM

City/State/Zip: Northfield, Ohio 44067

Company Complaining About: Spectrum

Description

I received my internet bill this month from Spectrum and it increased \$10 per month (\$120 a year). No reason given except "your promotional rate has ended". I did not have a promotional rate. This is corporate greed and pillaging consumers during a pandemic crisis as they are most certainly aware that most jobs and education have moved to the internet. Please help we the consumers.

Ticket: # 3914157 - Billing

Date: 4/4/2020 3:20:28 PM

City/State/Zip: Naperville, Illinois 60540

Company Complaining About: Comcast

Description

I am wrongfully being charged for using data on my cell phone when I'm utilizing our WiFi. Last month there were wrong charges for data and after calling we only received a \$40 credit. This month after calling again I was told that the charges were correct and was told that I could get a \$20 credit which hasn't shown yet. The charges both times were in excess of \$80. I am a stay at home mother and along with this pandemic I have not been anywhere in quite some time and my phone stays connected to our WiFi that xfinity also charges too much for. I should NOT be charged for data when my phone is utilizing our WiFi.

Ticket: # 3914167 - Coronavirus/ sprint

Date: 4/4/2020 3:28:36 PM

City/State/Zip: Wilkesboro, North Carolina 28697

Company Complaining About: Sprint

Description

During the coronavirus crisis going around they were supposed to keep phones on for 60 days from my understanding. My phone was partially disconnected on 4/3/20. Now I've got till the 10th to make a payment or otherwise there gonna disconnect the service.

Ticket: # 3914182 - Cellphone Bills During The Pandemic-Lockdown Situation

Date: 4/4/2020 3:53:11 PM

City/State/Zip: Nottingham, Maryland 21236

Company Complaining About: Sprint

Description

Sprint refusing to reduce the bills considering our cellphones are not being used since everyone is required to stay at home per State's order. We have reduced income due to reduced work. Please order cellphone companies to credit our account during the months of lockdown. We use wifi at home.

Ticket: # 3914184 - Several Unwanted Call claiming to be NY Dept of Health /CDC

Date: 4/4/2020 3:53:48 PM

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

Company Complaining About: Ny Dept Of Health / Cdc

Description

Received 4 calls over the past month.

On one of them I actually thought it was legitimate . The guy goes through a survey but the first few minutes the questions are very general (not personal) and then I pretended I was busy as I guessed it was a scam (I am usually good at spotting scams but almost got caught on that one).

regards

Ticket: # 3914188 - Fox News

Date: 4/4/2020 3:56:04 PM

City/State/Zip: W Richland, Washington 99353

Company Complaining About: Fox News

Description

In January and February, Fox News downplayed and fed misinformation about the severity of the coronavirus. This caused many of my family members to put themselves in harm's way by traveling abroad during the pandemic. They are still self-quarantining, but they aren't out of the woods yet. Many people are getting sick because they listened to Fox News and didn't take appropriate precautions.

Ticket: # 3914192 - No internet during COVID_19

Date: 4/4/2020 4:04:18 PM

City/State/Zip: Valencia, California 91381

Company Complaining About: AT&T

Description

AT&T in home expert messed up a move order on our account. Tech came out to install, but couldnt finish the job because the order was in the system incorrectly. 13 calls, 2 visits to the local corporate store (exposing myself to COVID_19) and still no resolution. They put my installation completion order on the back burner despite THEIR internal error.

Ticket: # 3914213 - Unlimited Scam \$75.00 to Save \$25.00 = \$50.00 Monthly

Date: 4/4/2020 4:33:40 PM

City/State/Zip: Saraland, Alabama 36571

Company Complaining About: AT&T

Description

On 3/30/20 I tried setup on at&t prepaid \$75.00 to save \$20.00 with autopay on website att.com and you can only get \$10.00 saving, This is how at&t SCAM works, I talk to Cumtomer Service and was told to Visit an at&t store, Will this how at&t Scam Works at the Store there will charge you \$15.00 Activation Fee with \$5.00 for Simcard Fee, There \$20.00 just in fees plus at the stores you can get the \$20.00 autopay, I setup my account on 4/1/20 (What a April Fools joke on me) I got charge Activation fee with Simcard Fee, No on 4/3/20 at&t now have free Activation fee with free simcard And there now \$25.00 saving on autopay,

So i for scam \$15.00 for Activation Scam \$5.00 for Simcard Plus Scam other \$5.00 for the autopay, Total Scam for me was \$25.00 In this time of the Covid-19 times, I call at&t Customer Service Hold time is 1hr haft to get someone and was told best of luck to you and you CAN NOT get the new \$25.00 autopay Discount this is not how at&t works, What a joke this has been, Am ask for my \$25.00 in Credit 1. \$15.00 Activation fee 2. \$5.00 Simcard fee 3. \$5.00 new auto fee, And to be but on the \$25.00 autopay saving each month And if at&t Refuse to help me when i got scam good my them i will switch back to verizon, And Fight the charge with my Credit Card Company for the \$15.00 and \$5.00 as it was it own Transaction (At&t TQME 75710 for \$21.98)

So give me my \$25.00 Credit and enroll me in \$25.00 Autopay = \$50.00 monthly, And I will stay with at&t,

Ticket: # 3914275 - WLOS 6PM News

Date: 4/4/2020 6:31:07 PM

City/State/Zip: Weaverville, North Carolina 28787

Description

In a segment concerning who can donate blood during our time of crisis it is outlined that restrictions have been loosened and now men who have had sex with other men may donate. This is antenna tv at 6 pm and my children were watching. I find it to be unacceptable to air such adult content during family hours as we are all gathered around to get the latest covid 19 information we need to stay safe.

Ticket: # 3914280 - services disconnected during covid 19 pandemic

Date: 4/4/2020 6:38:36 PM

City/State/Zip: Hampton, Virginia 23661

Company Complaining About: Cox

Description

cox communication is still disconnecting services, my services were disconnected on 4/4/2020 after 2 am the number provided has no one avail til mon it was stated by wavy 10 and wvec that there would be no disconnections during this time but there are

Ticket: # 3914296 - Fox News' downplaying of the coronavirus is harmful to America

Date: 4/4/2020 7:04:04 PM

City/State/Zip: Melbourne, Florida 32934

Description

Fox News has been deceiving Americans about the seriousness of the coronavirus for some time now. If they are a "news" organization they need to be telling the truth!

<https://www.nytimes.com/2020/04/01/us/politics/hannity-limbaugh-trump-coronavirus.html>

Ticket: # 3914356 - WiFi Broadband Signal

Date: 4/4/2020 8:27:09 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

I've been detecting a FBI van 2.4 and 5 WiFi broadband signal on my sensitive electronic devices. If it's kids in the neighborhood, their parents or the management company needs to send out a notice so it will cease and desist. My mother also has had issues watching the news on her computer lately about COVID.

Ticket: # 3914358 - Lack of Communication**Date:** 4/4/2020 8:32:01 PM**City/State/Zip:** Santa Barbara, California 93105**Company Complaining About:** Cox

Description

Cox has provided no communication as to what they plan to do to fix the very poor service I and many others are receiving during this time. To be clear, there have been issues before the COVID incident.

At this time, I can't even take a VoIP call for work at home. My company uses a SIP Soft Phone which uses the internet. Every single call my customers are saying, I can't hear you, the phone is breaking up. This is because there is packet loss, high latency and high jitter. The Cox server in my area is not set-up to report packet loss, which seems very strange. This is a key piece of information when troubleshooting internet issues. Cox must include packet loss on their servers. Right now I have to test the Cox server for speed and another ISPs server for packet loss.

I am currently getting very slow speeds and packet loss. I can't use the internet for VoIP calls or online games, the one thing I do for fun at home I can't do because of this service.

Cox has consistently danced around when the issue would be fixed and even that an issue had occurred or is occurring. When they finally "fixed" the problem, it wasn't, but they would say it was. Then after a day they would say its a planned outage, then it would be unplanned.

Paying Cox customers demand communication as to what they are going to do to fix the internet in our area. Customers may need to work from home for the next several months. This is unacceptable service. As Cox has a monopoly in the Santa Barbara area they seem content to not do or say anything. This is unacceptable.

Ticket: # 3914408 - Comcast/xfinity services

Date: 4/4/2020 9:23:40 PM

City/State/Zip: Malden, Massachusetts 02148

Company Complaining About: Comcast

Description

My neighbor, a new customer to xfinity was acquiring internet. As a result the technician installed their internet and in doing so he disconnected MY cable and internet connection. I know this is not the worst thing that could happen but due to the fact that the tech had completed his job no one was able to come out to me. I was on the phone with customer service for 1hr and 15mins. To which the solution is that I have no internet or cable until a tech can see me on the following day between 2pm and 4pm. I feel since it was their error the tech should have been sent back to fix his error. Instead I'm now without any services during a pandemic for 24hrs at least. I feel this inconvenience and a \$10 credit is an insult. Needless to say I'm not happy especially because this error disrupted my services while I'm forced to stay home.

Ticket: # 3914415 - Broadcasting False Information: COVID-19

Date: 4/4/2020 9:34:16 PM

City/State/Zip: North Hollywood, California 91601

Description

<https://www.fcc.gov/consumers/guides/broadcasting-false-information>

Fox News violated the Consumer Protection Act by disseminating damaging misinformation regarding the coronavirus pandemic.

Ticket: # 3914434 - ILLEGAL and UNAUTHORIZED TRANSACTIONS

Date: 4/4/2020 10:19:57 PM

City/State/Zip: Torrance, California 90505

Company Complaining About: Spectrum

Description

On April 2, 2020 I made a MANUAL payment of \$50 to Spectrum/Charter Communications, yet when I reviewed my bank account transactions on April 3, 2020 I noticed Spectrum/Charter made an UNAUTHORIZED deduction of \$104.74 using the same card information I manually input for the \$50 transaction. In total Spectrum/Charter Communications deducted \$154.74 from my account.

On April 3, 2020 at 5:20pm I contacted Spectrum/Charter Communication's Customer Service Center where I stayed on the phone for a total of 2 hours and 22 minutes getting bounced around from agent to agent explaining what happened and asking for refund. At about the 2 hour mark I was transferred to a manager where he informed me that Spectrum does not provide refunds, only credits to the account if there was an "over payment", complete disregard to the gravity of the situation that I presented to him, let alone a disregard for the \$104.74 that was illegally deducted from my account.

To this day Spectrum/Charter Communications has not refunded me, explained how or why an unauthorized charge was made, nor addressed the grave security issue at hand.

I as many Americans during this time am out of work and am doing the best I can during this COVID19 crisis. I do not have the luxury to be ok with a company taking advantage of this Crisis by way of "money grab" schemes or "security issues" when I have rent and other bills to pay.

Ticket: # 3914454 - False advertising with Cox cable

Date: 4/4/2020 11:02:32 PM

City/State/Zip: Macon, Georgia 31216

Company Complaining About: Cox

Description

Cox communication advertise they would not cut anybody's cable or internet off during this pandemic no matter what the problem is well Saturday night cox cut my cable off. Cox communication said this would last through may 15,2020

Ticket: # 3914465 - Corona Virus Failure to Cover by CNN / MSNBC and other major networks

Date: 4/4/2020 11:39:09 PM

City/State/Zip: Mechanicsville, Virginia 23116-6563

Company Complaining About: Comcast

Description

In the time of a national emergency / worldwide emergency, how can it be that major networks refuse to cover the Presidential Coronavirus Briefings. This decision is negligent and should not be permitted. Their choice should be to show the national emergency briefings, or choose to be off the air with a banner indicating that they can tune into channels ***, ***, *** to see the briefing.

These stations should stay off the air, if they choose not to broadcast the briefings, for the entire duration of the presentation.

Please let me know what can be done to fix this politically biased broadcasting in a national emergency.

Ticket: # 3914467 - No Internet as paid for

Date: 4/4/2020 11:57:11 PM

City/State/Zip: Miami, Florida 33155

Company Complaining About: Broadband Mdu

Description

I haven't had Internet for the past 5 days, it came on only today for a few hours and now I have none in the midst of this pandemic. The Internet service is paid in advanced, my building, Soleste Twenty2, owned by RKW Residential does not allow other Internet Service Providers in the building, and the Internet company, Broadband MDU, is not providing me the service they said I would get, I have ZERO internet right now and I have pictures to prove it. Help me please! We need to have options in this building and we need to have other options for Internet in the building.

Ticket: # 3914491 - Cox Internet packet loss and high ping/latency issues

Date: 4/5/2020 12:20:06 AM

City/State/Zip: North Las Vegas, Nevada 89032

Company Complaining About: Cox

Description

Major issues with cox with packet loss and latency issues since this whole coronavirus crises. Have gone through multiple troubleshooting recommended by cox to remedy this issue with no luck at all. Have reached out to cox via phone and rep would not be of any help at all and the live chat support has been no help at all either telling me to just upgrade my current plan which is high as it is and Im using direct ethernet no wifi on my PC. Overloaded nodes/ infrastructure cant handle all these people staying home?

[Ticket: # 3914516 - Cox communications violated covid-19 initiative agreement to not interrupt services](#)

Date: 4/5/2020 1:29:58 AM

City/State/Zip: Hampton, Virginia 23666

Company Complaining About: Cox

Description

My service was interrupted today, Saturday April 4, 2020. My family is covid-19 affected. Need services reinstated to communicate with family, etc. Have elderly parent and permanently handicapped child.

Ticket: # 3914543 - world genocide

Date: 4/5/2020 3:02:34 AM

City/State/Zip: New York, New York 15550

Description

The Fox News manipulation has reached its extreme, deceiving and defamation of the US population false information about the coronavirus. As a result, thousands of deaths are every day due to this false information and possibly the number of deaths reaches millions of people. please help

Ticket: # 3914570 - Internet provider subscription rates

Date: 4/5/2020 7:28:51 AM

City/State/Zip: Kernersville, North Carolina 27284

Company Complaining About: Spectrum

Description

In the midst of the coronavirus pandemic my internet provider, Spectrum, raised my internet subscription rate from \$49.99 per month to \$59.99 per month, and that was considered a gift by them. We have already given up cable TV because the price for basic service is too high. However, we cannot give up their internet service because they are the only provider. I believe it is time to make the internet a utility so that any price increases need to be justified and be approved by regulators. Or the monopoly that Spectrum now enjoys and takes advantage of, should be done away with by allowing competition. This has to stop.

Ticket: # 3914595 - Not getting the internet speeds I pay for

Date: 4/5/2020 8:57:56 AM

City/State/Zip: Walton, New York 13856

Company Complaining About: Frontier Communications

Description

I live in rural upstate ny. Since the pandemic it has been very hard getting my daughters homework done or watching Burnalong which is my hospitals replacement for the gym I used to go to. Frontier communications is our only option around here and they are very uncaring to my plight. We have a substation a half mile down my road but they refuse to hook us to it. Instead we are hooked up to one that is almost three miles away. This has been an issue for years!

Ticket: # 3914597 - Avoiding my issue come to fruition

Date: 4/5/2020 9:28:37 AM

City/State/Zip: Saint Johns, Michigan 48879

Company Complaining About: Frontier Communications

Description

My previous complaints with Frontier Communications avoiding me and my issue with them not willing to connect me to the Broadband network that is 300ft to the North of me vs my "High Speed" internet that I SOMETIMES receive from the node that is 4 mile to the south of me is now a MAJOR issue! Now that we are in a pandemic, my wife and I are forced to work from home. She is having issues enough just running her software with the garbage connection that we have. Me on the other hand can't even VPN into my office in order to operate my CAD software. Which is forcing me to take time of, file for unemployment and receive the tax payers money that could very easily and much preferably go to others in need. All because Frontier refused to address my issue months ago and danced around my request to connect me to a broadband connection that is so close that I can see it from here. Step up and force them to connect me. Stop taking their word and do your job with your power of the FCC and have them deal with this!

Ticket: # 3914613 - trump daily covid-19 broadcasts

Date: 4/5/2020 10:15:14 AM

City/State/Zip: Herndon, Virginia 20171

Company Complaining About: Assurance Wireless

Description

daily trump spreads MISINFORMATION ABOUT COVID-19 INCLUDING FALSE INFO about test, equipment, drugs...etc which has already caused at least one death where a man took a malaria drug and died

Ticket: # 3914617 - Fox News is a Serious Threat to Public Health

Date: 4/5/2020 10:31:03 AM

City/State/Zip: Mishawaka, Indiana 46545

Description

Fox is actively spreading misinformation and downplaying the risk of COVID-19. This speech is not protected by the first amendment-it is a perfect analogy to the proverbial yelling fire in a crowded theater. Please revoke their broadcast license.

<https://www.youtube.com/watch?v=NAh4uS4f78o#action=share>

Ticket: # 3914635 - Fox News is spreading misinformation about Covid-19

Date: 4/5/2020 11:03:16 AM

City/State/Zip: Machesney Park, Illinois 61115

Description

Fox News needs to be shut down. It claims to be a news network but is a propaganda engine for Rupert Murdoch and the insane agenda of GOP. Please protect our country and do what is right.

Ticket: # 3914659 - WGAL reporting false and misleading information

Date: 4/5/2020 11:45:11 AM

City/State/Zip: York, Pennsylvania 17403

Company Complaining About: Wgal

Description

WGAL keeps reporting false and misleading news stories. On three different dates and stories, WGAL tv 8 has given false and misleading information about the coronavirus. Two were reports about the governors press releases not reporting correctly what they said but false and misleading information and one was about the state trout season not being reported correctly. I have contacted them each time and they still continue to report false and misleading information to cause panic and fear. To do limit of 3 to 5 sentences, I can provide more information upon request.

Ticket: # 3914661 - Windstream constantly drops out

Date: 4/5/2020 11:46:12 AM

City/State/Zip: Frederick, Pennsylvania 19435

Company Complaining About: Windstream Communications

Description

Our internet connection is constantly dropping out multiple times a day.

Every time we call they make another excuse as to why it doesn't work. This was acting up before the covid19 pandemic dropping out with nothing even connected to the internet. When told a manager would call back a week later still no call back, then the last call they hung up on us.

Ticket: # 3914679 - Spectrum increased prices for internet

Date: 4/5/2020 12:12:10 PM

City/State/Zip: Northfield, Ohio 44067

Company Complaining About: Spectrum

Description

Spectrum increased prices mine was 49.99\$ for 100 mbps and than my internet went down, i called them to say whats going on so they said i will have to buy the standard subscribtion to get 100 mbps and i m student i have to study from home. They charging me 69.99\$ instead of 49.99\$ and i cant even change my wifi in this pandemic time.

Ticket: # 3914716 - AT&T Billing Error

Date: 4/5/2020 12:45:15 PM

City/State/Zip: Lancaster, South Carolina 29720-0247

Company Complaining About: AT&T

Description

AT&T Mobility has threatened to turn my account over to a collection agency for charges I DO NOT OWE. I cancelled my service/returned the phone within a few days of ordering. I have had 3 telephone conversations with customer service. Each time the rep has said I am correct, it's their error and they will fix it. Now, in the middle of a pandemic, they are threatening me despite the fact this their error and they don't seem capable of fixing it...a disgrace!

Ticket: # 3914721 - ST-Mobile service disconnection during pandemic

Date: 4/5/2020 12:46:55 PM

City/State/Zip: Easton, Pennsylvania 18045

Company Complaining About: T Mobile

Description

Had made arrangements to pay March bill. Daughter pays bill and due to pandemic has been out of work. Service was shut off and only reconnected after me, her mom, having to pay bill.

Ticket: # 3914755 - DISTORTED AND MISLEADING NEWS

Date: 4/5/2020 1:08:45 PM

City/State/Zip: Los Angeles, California 90033

Company Complaining About: Spectrum

Description

During this difficult time of pandemic confusion, an essential weapon to combat this is to be well informed. However, here in Los Angeles, the local news has given distorted and misleading news resulting in public chaos and rebellion among the Angelenos. Recently the Mayor issued a moratorium order that says landlords cannot evict any tenant for no pay during this crisis, tenants have up to 12 months to pay backed up rent, tenants are still responsible for paying their rent. Unfortunately, the news most of the hispanic population heard was "don't pay your rent" you are not obligated to pay your rent"

This caused confusion and raised friction between tenants and small landlords.

Channel 34 based their propaganda on a false statement so people could tune in to see their version of the news. They only up to today have interviewed angry tenants adding commotion to the already confusing situation.

Ticket: # 3914775 - Billing increase related to COVID data usage

Date: 4/5/2020 1:21:23 PM

City/State/Zip: Sunbury, Ohio 43074

Company Complaining About: AT&T

Description

Our understanding was that AT&T was going to waive any fees associated with data overages. Living in the country, we rely on the hotspot data as our only source of wifi for telecommuting and attending school during COVID. These additional fees are very expensive and we will most certainly encounter them as long as COVID continues. We were told by AT&T that all data overages from March-May would be refunded but this has not happened. Please help us coordinate this refund for March and future months of refund with AT&T. Thank you.

Ticket: # 3914777 - Cannot cancel my services

Date: 4/5/2020 1:22:23 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

I have attempted to cancel my internet services with Comcast/Xfinity for a month. The only option for cancelling is calling their 800 number. I have never recieved a call back. I have emailed and no reply. I attempted to chat with an agent and they are not accepting any online chat services.

I cannot cancel my plan! the fees are racking up and I am unable to pay due to the COVID19 pandemic. I lost all three of my jobs in one week and can not afford Comcasts services any longer.

Ticket: # 3914800 - Over Charged

Date: 4/5/2020 1:58:59 PM

City/State/Zip: Fort Bragg, California 95437

Company Complaining About: Comcast

Description

In February, I was told we were about to use all of our data through Comcast. At that point, I switched off all streaming devices, and only used the internet to contact customer support. While chatting with customer support about my problem, I received another notification that I had used ANOTHER batch of data, and would be charged \$10 to cover it, I requested it be looked into why our data usage was not being calculated properly and nothing was done. Now, in March in the midst of a global pandemic after millions of people have lost their jobs, they've tacked on another \$60 charge. I've reached out to customer service multiple times, and am told there's no one available to help me due to Covid-19.

Ticket: # 3914826 - unwanted call

Date: 4/5/2020 2:24:40 PM

City/State/Zip: Yakima, Washington 98908

Description

A foreign number called at 5:00 AM in the morning . I did not answer it but feared it was one of my children who might have the Covid-19 virus. These jolts from sleep are bad for my heart.

Ticket: # 3914836 - Optimum turning off my Internet

Date: 4/5/2020 2:49:02 PM

City/State/Zip: Southampton, New York 11968

Company Complaining About: Optimum

Description

I am 72 years old, retired, living on Social Security, and had been driving Uber part-time. I have medical issues, irregular heartbeat and hi blood pressure. Optimum will not put my internet or TV on during this COVID 19 crisis, despite their website says they will not turn off customers. Please help me so I am not out of communication, except for my cell phone. My bill was late because of my medical issues. I have a letter from my doctor. Help me please.

Ticket: # 3914886 - Xfinity lying to the FCC, Congress, The executive Branch and the media regarding turning off services.

Date: 4/5/2020 3:37:30 PM

City/State/Zip: Dartmouth, Massachusetts 02748

Company Complaining About: Comcast

Description

Telling the media and FCC that they would not be turning off Services when in fact they are turning off services due to nonpayment or severely downgrading services and there have been reports that the 25 megabits promised is more like 2-5 megabits in actuality

Comcast is also preventing school age children access to the internet, while telling congress and the FCC they are doing the opposite to avoid an order from the federal Government to keep services on. Even if they keep the services on, with a severe downgrade, if several students in the same household are streaming their teachers, there is not sufficient bandwidth for the household.

This action is deliberate and malicious, because they know full well that the family will have to pay the full price, to maintain service during the national emergency, as well as to keep families entertained to get through the COVID 19 National Emergency.

It's a threat because it could condone families and children going over to other homes, which would spread the disease.

I received a notice which is attached to this email that Xfinity is turning off my service due to nonpayment during a state and National emergency.

Xfinity has vast resources and instead it's endangering the lives of Millions of Americans by sending threatening letters Turn off notices, instead of sending letters stating what they have told the media and the FCC.

Comcast's has a duty and an obligation to Retain services at the same level as prior to the national emergency. There is absolutely no excuse for this attempt to maximize their profits and in doing so jeopardized the lives of Americans.

Lives must be put before profits.

Ticket: # 3914896 - Fake COVID-19 text

Date: 4/5/2020 3:51:00 PM

City/State/Zip: Dallas, Texas 75238-1533

Description

I was texted by 317-660-2218 telling me that "Someone who came into contact with you tested positive or has shown symptoms for COVID-19 & recommends you self-isolate/get tested. More at COVID-19anon.com/alert"

Ticket: # 3914945 - SpitwSpots Homer-Soldotna lying about internet speeds

Date: 4/5/2020 4:52:57 PM

City/State/Zip: Kenai, Alaska 99611

Company Complaining About: Spit Spots

Description

i a paying for limitless 50mbps internet from a company named Spit Spots based out of Homer Alaska. After getting my router replaced and numerous interactions with their IT departments they informed me that every speed test online was inaccurate, and i was infact getting 3X the speed i was paying for. i atttched the email they sent me as well as 3 different speed tests (including one on their own customer portal) showing that im getting 1/5 the speed i paid for and they advertised. once again, they sent me a (presumably) fake readout of my bandwidth showing almost 150 mbps while i cannot test above 20-25 mbps and my downloads consistently run at less than 1mbps. when i tried calling again they said the issue had been dealt with, per the email with the fake attatchment.

on 4/5/20 i was contacted by an upper level it member and they once again informed me that speed test sites are inaccurate due to the coronavirus epidemic, and he can see that i am getting the maximum 50 mbps, but there is no way to verify it on my end. he claimed that even the pass through shown by my router (max at 25 mbps) is inaccurate. he said there was nothing they were planning on doing as the issue was corrected.

all attached images were taken on 4/5/20 after my final interaction with IT.

Ticket: # 3914947 - Communication does not work. Unlock device.

Date: 4/5/2020 5:00:53 PM

City/State/Zip: Bear, Delaware 19701

Company Complaining About: Boost Mobile

Description

Good afternoon, the company does not respond to its customers. They wanted to give me 2 months of free maintenance. But they closed all messages on social networks. When you call the company do not pick up the music plays for 2 hours. Chat on the site does not work is disabled. SPRINT head office says that it is a subsidiary and that they cannot access the account by phone number and PIN code.

My connection does not work and the phone is locked. I bought it at full cost for \$ 699, taking into account the sale and discounts, it came out cheaper to me.
But he is blocked Boost Mobile

In this situation, they simply do not respond, abandoned customers to their fate. Since they can not cope with the load and because of the situation in the world of economic and pandemic.
The service in the settings of the WI FI phone calls does not work gives a server error SPRINT

An additional SIM card in the eSIM phone cannot be installed error. Most likely due to phone lock. But this is a violation of the law because I can't even use an additional virtual SIM card as another operator can provide temporary eSIM connection

Please help me unlock the device and provide compensation from them in the form of free maintenance as a compliment.

I've been trying to contact them for 2 weeks, but they constantly write that our lines are overloaded and our support is disconnected. model IPHONE 11

Ticket: # 3914963 - Knowingly broadcasting false information

Date: 4/5/2020 6:18:18 PM

City/State/Zip: Hobe Sound, Florida 33475

Company Complaining About: Comcast

Description

Fox news channel has knowingly broadcast false information about the current pandemic. The incorrect information being broadcasted puts the general public in danger and jeopardizes the health of all individuals. Fox news should be forced to provide a retraction and broadcast corrected information.

Ticket: # 3915032 - Suddenlink disconnection

Date: 4/5/2020 7:59:33 PM

City/State/Zip: Bryan, Texas 77807

Company Complaining About: Sudden Link

Description

Suddenlink promised to not disconnect overdue accounts due to Covid but are anyway. I contacted them on 04/03 and was told they would manually reconnect in 24 to 48 hours. It's been 72 hours now and still no internet. I contacted them again tonight and was told by chat they were unable to help me and to call the customer service number. I called and was rerouted to the main menu three times before being hung up on. This is not the first issue with them. They over charge and then give the run around when you try to get them to correct it. The service goes down all the time whether you've paid or not. We have no other option in my town so we're stuck with them. I'm tired of this and they've gotten away with it for too long.

Ticket: # 3915107 - over billed, threatening collection, not allowing internet connection until resolved

Date: 4/5/2020 10:48:01 PM

City/State/Zip: Truckee, California 96160

Company Complaining About: Sudden Link

Description

Placed service on "seasonal hold", paid seasonal rate. Charged full rate, went to office 3 times then told to call. Called & told to write a letter, got no response. Continued to be billed for entire amount plus equipment & late charges and threatening collection action. Not allowing me to have internet and preventing me from complying with COVID-19 work at home requirements until bill is satisfied.

Ticket: # 3915127 - Cox instability

Date: 4/5/2020 11:33:54 PM

City/State/Zip: Scottsdale, Arizona 85257

Company Complaining About: Cox

Description

We have had connectivity and speed issues with COX for a while, but now with COVID and trying to work from home, this is enough. My wife is not able to work from home because of the constant slow speed. We are paying over \$100 for what Cox sold us as gigabit service, but we range anywhere between 300 (max) and 90 MBS. Nowhere near the 999 MBS sold to me by Cox. Never once have we reached over 300, but now we can't work from home and are facing unpaid ferlow because we can't work. We are paying for something we aren't getting. Terrible and shouldn't be allowed.

Ticket: # 3915134 - Giving false harmful medical information

Date: 4/5/2020 11:43:35 PM

City/State/Zip: Madera, California 93637

Description

Marc ranted the media was Democrats and lying. He said "chloroquine, a drug you can get over the counter has been proven to be effective against COVID-19. The media was lying the it did not wok. It's TRUE! ." Then he went on to say Dr Fauci lied that chloroquine was not good. Marc did not know the difference between chloroquine and hydroxychloroquine nor did he mention the couple that took chloroquine and husband died.

Ticket: # 3915145 - Cox Internet Shut Off During Pandemic

Date: 4/5/2020 11:57:52 PM

City/State/Zip: Jenks, Oklahoma 74037

Company Complaining About: Cox

Description

Cox shut off our internet about 20 minutes ago. They took the pledge to not do so during the COVID-19 crisis. Also, their offices are closed, so we have no recourse.

Ticket: # 3915171 - Horrible internet connection**Date:** 4/6/2020 1:52:16 AM**City/State/Zip:** Las Vegas, Nevada 89178**Company Complaining About:** Cox

Description

I have cox internet and while I'm aware that their systems are most likely overloaded due to more people being home and online I have been experiencing issues with them for years, not just within the past month since things have shut down.

I have called dozens of times and have had about half a dozen techs out to my house only to be told everything is "fine" or it's something I am doing wrong. I pay for internet speeds up to 300mbps but I am usually lucky to get up to 100, lately it's been sub 50 during peak times. I am almost positive it's because Cox failed to install additional infrastructure before providing service to new neighborhoods, such as the one I am in. My speeds have always been worse in the evenings when everyone is home and online. So basically their system is overloaded and they won't build more infrastructure to fix the problems, they simply continue blowing me off by telling me there is no issue or that it's something I am doing.

I would be more likely to believe that it was an issue on my end if the issues were constant but they are always worse in the evening, which I have told their tech support. During the day and very late at night I have way less issues. After a month of constant phone calls complaining about my speeds almost nightly I finally had one tech admit they were having issues with the node my home was connected to and when the node was fixed things should clear up. Things did clear up somewhat but then covid-19 hit and I'm back to awful speeds.

If they can't handle having all of their customers on at once then they need to build more infrastructure to handle it. I am sick of fighting with them and if there was any other option other than CenturyLink in this area I would switch but unfortunately there seems to be an internet monopoly out here and as of now Cox seems to be the lesser of two evils. The internet has gone down twice in the last two days. I am paying way too much money to deal with this many issues.

Ticket: # 3915172 - Wing telecommunications

Date: 4/6/2020 1:53:04 AM

City/State/Zip: Abilene, Texas 79605

Company Complaining About: Wing

Description

I have an unlimited talk, text and data service plan with wing. I paid my bill early and I'm I'm disconnected still.. I have a severe autoimmune disease and we're in the middle of a global pandemic. I need all forms of communication open, and I must be able to reach my medical care team, as well as my relatives in any given moment. Death doesn't wait for them to decide whether or not they want to fix my service

Ticket: # 3915200 - Fox News spreading lies in a nation that is in crisis

Date: 4/6/2020 5:52:47 AM

City/State/Zip: Bronx, New York 10471

Description

Dear FCC,

I respect the constitution of the USA, however when a news out has focused in spreading lies and spreading misinformed opinions to the vulnerable public who believes an opinion is a fact is dangerous. Trevor Noah put together a video where Fox News reporter underestimate the severity of the Covid19. It is fully irresponsible for a network TV to spew lies in a national pandemic crisis. They should be taken off of the air because their actions are criminal and will lead to death. Also, networks who televise the White House briefings should be fined as well because what comes out of the White House is criminal and negligent to the rest

Of the population. The only one speaking to the public should be Dr Fauci. Who is the key reputable person and scientific sound. A president that tables and has not factual and sound proof and just to talk and thank himself in a national emergency is not acceptable. You as a reputable company that fines offensive language , what the president says should be banned. His racist remarks, degrading, xenophobic remarks are unacceptable.

Here is a link to what Trevor Noah was making fun of Fox News reporters but it simply tells a diffeystory of what is being said to the public and misleading. In these times of crisis, as an organization you should change your policy to hold and provide the truth to the people not garbage that certain networks are given to the people of the USA. Please take a look at Trevor Noah' Heroes of the Pandumbic on YouTube.

Ticket: # 3915203 - CNN US Broadcast License

Date: 4/6/2020 6:22:37 AM

City/State/Zip: Scottsdale, Arizona 85254

Description

I'm very concerned that CNN is reporting fake news on Covid-19 in an attempt to destabilize Trump presidency. The FCC should revoke license, enforce minimum journalistic standards, invoke domestic terrorism statutes or file libel lawsuit

Ticket: # 3915230 - AT&T Fixed Wireless

Date: 4/6/2020 8:13:11 AM

City/State/Zip: Hope Hull, Alabama 36043

Company Complaining About: AT&T

Description

After finally being able to have access to wireless services in my area, I expected to receive it in a fair and equitable way, without being subjected to price gouging. With the challenges of COVID 19, me and my children need more data for work and school from home. I am paying the same amount for wireless service as other customers not living in rural areas but have limited access while they have unlimited access. This is very unfair and unethical given the current circumstances.

Ticket: # 3915277 - Sprint Billing issues

Date: 4/6/2020 9:16:01 AM

City/State/Zip: Bronx, New York 10451

Company Complaining About: Sprint

Description

The consumer has Cell phone service with Sprint.

The consumer stated that she had an amount that was past due, but paid it on March 25th which was for the month, and they went ahead and charged her again on March 27th.

The March 25th payment was a verbal agreement and the representative told her that she wouldn't get charged until the following month.

The consumer states that she spoke to Sprint and they told her she had to call their refund department, so she did but no one answers the calls.

The consumer states the representative from Sprint told her she must show a prove of her bank statement showing that they took that money from her account.

The consumer states she shouldn't have to give them a statement if it was her money and she had already paid the month bill.

The consumer states that because they did a double charge she also got an overdraft fee because she only had the sufficient funds available because she is being affected by the COVID-19.

The consumer does not want her services turned off because she was also told that if she doesn't provide the statement they will cancel her services.

CTR-415

Ticket: # 3915300 - Billing Issues

Date: 4/6/2020 9:28:24 AM

City/State/Zip: Lauderdale Lake, Florida 33309

Company Complaining About: Metropcs

Description

Consumer states since we are in a state of emergency due to Covid-19

Consumer Just wants Metro PCS to defer April and Mays payments

Consumer will start paying in June on her regular payment date

Consumers number is (b) (6)

CTR402

Ticket: # 3915372 - Spectrum Availability Complaint**Date:** 4/6/2020 10:19:21 AM**Company Complaining About:** Spectrum

Description

I send you this letter with regards to spectrum. I read over your the letter regarding communications with FFC. I wanted to let you know as a consumer I would hope that a company who signs off on keeping their customers from getting shit off during this pandemic would be held to a standard of compliance to their word. My partner was a customer of spectrum up until March 27,2020 when they shit us off. I want to explain we were a month behind on our bill. There were circumstances that challenged me to get this bill paid. I called to get the bill paid they not only were charging me for the month I owed but for a month ahead and then told me that I was not guaranteed to not have to pay an additional month due to them shutting us off. I explained I needed the internet for my children's education they were very uncooperative. Not willing to work with us and even billed us for equipment return on the same day for an additional \$120. Giving not time to return the equipment. While offering free service to people who have ere not their customers to begin with. I'm struggling using my internet from my phone so my children can get an education. I'm reaching out to you to ask what should I do? Who should I reach out too? I am very upset it's been a struggle even to this point. Please respond at your earliest convenience. I hope you are in good health and remain safe.

Sincerely

(b) (6)

Ticket: # 3915378 - Turning off cable & internet during the pandemic on a senior citizen

Date: 4/6/2020 10:22:24 AM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: Spectrum

Description

I am quarantined in SFL and have been here for close to 14 days, I will not be home to Ormond until 4/12. I have not been able to go to work and was notified that my services at home in Ormond Beach FL have been disconnected. Regardless of my age (66) I will need to know what is going on with the pandemic as well as my work but without internet or. I am behind 1 month of course now coming up on 2 but have received lovely emails from all other utilities that they will wave late fees and payment until this passes and a disconnection notice from Spectrum.

Ticket: # 3915406 - AT&T Availability Complaint**Date:** 4/6/2020 10:36:54 AM**City/State/Zip:** Mt. Aukum, California 95656**Company Complaining About:** AT&T

Description

I recently came across your recommendations for wireless carriers to offer help during the Covid 19 pandemic. My daughter purchased a home 2 years ago at (b) (6) and the DSL contract of the seller was not allowed to be renewed by the buyer (my daughter). Their reason for dropping DSL was they were not supporting it anymore? I've contacted ATT (Gregg at office of the President 602 824 4498) with inquiries and help with nothing so far. My question is the DSL came over the phone line form a DSLAM somewhere within around 18000 feet and worked adequately for the previous owner. The phone line is still in place and it's possible the DSLAM or similar hardware is still in place ? If so during this crisis why can't it be put back on line so people, children out of school can still participate in their education. Wireless service is minimal an ironically communities within a mile or so have access to high speed internet either U-verse or some form of fibre connection.I am the her father living in a similar situation in Mt Aukum Ca with no wireless service .

(b) (6)
[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 3915427 - Number porting

Date: 4/6/2020 10:47:12 AM

City/State/Zip: Richmond Heights, Ohio 44143

Company Complaining About: Ooma, Inc

Description

Consumer was porting his business internet phone from Ooma, Inc. to AT&T.

AT&T brought his number over as business and told consumer he has to wait 1 year to go residential.

They then advised consumer they could bring it over as residential and they cancelled his business number. Consumer contacted provider and they advised him they would have it back in 24 hours.

That was 3 weeks ago. Consumer states that this has been going on since 2/26/20. Provider gave him 2 temporary number for 24 hours . Provider was then told that they cannot provide him with his number he has had for over 60 years. Consumer works with hospital equipment and it is imperative that they return his number during this Covid-19 pandemic. Consumer wants provider to return his number ASAP.

CTR 392-phone

Ticket: # 3915428 - internet price hikes deceptive sales practice

Date: 4/6/2020 10:47:27 AM

City/State/Zip: Buffalo, New York 14216

Company Complaining About: Spectrum

Description

i called spectrum because i noticed they still had old address listed on online bill even though it was transferred november 4th 2019 even showing this in their system. bill stated usual \$65.86 charge but there was \$10.00 tacked on with no explanation. Also I was told since spectrum took over they would not charge \$10. modem fee which Im still paying.

I called They told me since my bill was still in time warner system is why im still being charged \$10.00 modem fee. This is not true bill says spectrum since it switched. They then said additional \$10.00 fee was due to promotion ended. i was not on promotion. talking to multiple reps and 2 hours on phone they blamed me for not upgrading plan from a time warner one to a spectrum plan. even though was never told it was my responsibility. its only in their power to how they generate bills. spectrum took over several years ago. they stated they could send me a new modem to get better speed. i have no issue with my speed. they said even with new modem my \$10 fee would not be dropped because they upped price by \$10, and added additional \$10 so I would not save any money yet bill still would go up. I find spectrums timing of doing all this very shady. more people are stuck home and there giving double talk when they are taking advantage of the coronavirus by increasing bill and changing bill break down to give them more money. im disabled and they offer no discounts. after I spoke to rep i can not access my account they blocked me.

Ticket: # 3915456 - Via Sat/Exceed Data Speed Complaint**Date:** 4/6/2020 11:01:12 AM**City/State/Zip:** French Village, Missouri 63036**Company Complaining About:** Viasat

Description

Hello my name is (b) (6) I live in rural Missouri I have via sat / exceed they have been jipping us on service speed for two years with their service but that's all I can get. But during this covid-19 problem we called and asked them to take off the Caps because our internet runs so slow as usual that my daughter who is in college can not do her homework they more or less told us too bad there is nothing we can DO. So I'm wondering if there is any way that you can help US. There are a lot of people getting jipped by ViaSat originally but now it's worse since we can't leave and my daughter has to do college through the internet thank you

Ticket: # 3915486 - Fox News Misinformation Re: Coronavirus

Date: 4/6/2020 11:09:08 AM

City/State/Zip: Sault Ste. Marie, Michigan 49783

Company Complaining About: Mi

Description

Fox News is spreading misinformation on coronavirus to its viewers and they may be causing deaths. "It's illegal for broadcasters like iHeart Radio —Limbaugh and Hannity's radio network — to intentionally distort the news. The First Amendment must be respected, but stations are responsible for what they air. The FCC has a responsibility to act when they fail."

Ticket: # 3915537 - FOX NEWS SPREADING FALSE INFORMATION AND LIES

Date: 4/6/2020 11:22:39 AM

City/State/Zip: University Place, Washington 98466

Description

Fox News is spreading FAKE, FALSE, and MISLEADING information regarding the COVID19 and it's endangering the US Public. I find it REPULSIVE that their doing this Intentionally then claiming they never said it was a Hoax, and much more. Totally a LYING NETWORK that needs to be stopped and Fined with Damages in the Millions. This is wrong & Dangerous to Americans, and in some cases, probably has lead to the Deaths of some Americans.

Ticket: # 3915607 - Covid-19

Date: 4/6/2020 11:45:09 AM

City/State/Zip: Prairieville, Louisiana 70769

Company Complaining About: Sprint

Description

After explaining I was furloughed from my job without pay I was repeatedly asked for a payment. I've never experienced such an insensitive act during this difficult time. The agent Nica deleted our chat before I was able to screen shot the other messages. I even offered proof I was laid off. Yet she still pushed for a payment. I've been a customer for 10+ years. I could not get back through to report the call.

Ticket: # 3915615 - Optimum Equipment Billing Complaint**Date:** 4/6/2020 11:48:11 AM**City/State/Zip:** Edison, New Jersey 08820**Company Complaining About:** Optimum

Description

It is related to the optimum cable service. The inventory system for the equipment returned from the customer has been in errors. The errors show that customers have not returned equipment when customers have returned all the equipment.

And, the errors cause the corporate to send debt collection service, Sunrise Credit Services, to harass customers with a nonexistent debt for falsely accused unreturned equipment.

Here is one of the cases. A service provided to the customer, Mr. (b) (6) having a residential property located at (b) (6), was started around August 2008 and was canceled in November 2019. The customer returned the cable modem and the cable box in

December 2019. All the final billing was paid off. The account shows clear and no balance due.

In March 2020, the customer received phone call and letter from Sunrise Credit Services to collect the cost of the unreturned cable box and/or modems. The customer contacted the customer service of optimum and the customer service was not able to identify what exactly equipment was not returned initially. And, finally, the customer said a router was not returned. The customer service insisted the customer show the return receipt that was provided when the equipment was returned. The customer said that the return receipt was issued in December 2019 which has been three months so he didn't retain it. If optimum contacted the customer earlier, like a month right after the return, he might still keep it. Furthermore, the optimum service was installed since 2008. At that time, optimum provides only a cable modem and a cable box. No such router was in the part of the equipment provided to the customer. Therefore, the accusation of the unreturned router was false.

The customer service insisted the customer to the local store to find out what happened amid the fact that New Jersey is under the stay-home order that restricts unnecessary travel for nonessential business. The customer service wants the customer to explain the error created by the company's own fault and to prove a nonexistent accusation in person to the local store while COVID-19 is rising in the State of New Jersey and while the governor has ordered residents not to go out.

Between the customer canceled and returned the equipment in November and December of 2019, there was no single contact from optimum to ask the customer if the equipment was really returned. And, suddenly optimum sent a debt collector to harass the customer by calling in the night and mails in threat.

Optimum's customer service and the logistic technician shall have known that the service installed in 2008 had only cable modem and cable box. NO router was provided in the package. See optimum's own installation guide before the era of Altice service. It apparently shows that router is an option provided by the customers themselves (https://www.optimum.net/assets/pdf/user-guides/en/Plug_and_Play_Guide.pdf <https://urldefense.proofpoint.com/v2/url?u=https-3A__www.optimum.net_assets_pdf_user-2Dguides_en_Plug-5Fand-5FPlay-5FGuide.pdf&d=DwMFog&c=y0h0omCe0jAUGr4gAQ02Fw&r=J2OyWssD9dKIRV1_EJBkXO7RjGGg4jbuqM2aNZBZnmw&m=-xPiInuPfQcMeP7bW7VjrqlVh4wcvywxZQsEbmyif80&s=1X67adM5UbfEakCYZ0ltVcaXwhN-rizbF8V4DQWgwCU&e=>, pages 4 showing no router in the installation package, page 7 showing that a "personal router" can be installed, page 9 showing router (if you have one).

Optimum has practiced a deceiving business that slaps customers with credit collection by an error that it created. Optimum could have contact customers earlier to find the missing link in its error, but it didn't. It simply finds a convenience to throw a threat of a debt collection to the customer betting on the customer who did not retain a receipt issued three months ago. And, this false accusation will bring its more revenue to cover the cost of its own lousy business practice.

An investigation needs to be conducted immediately. Customers will pursue justice through customer advocacy groups, FCC, as well as the Attorney General of the State.

Ticket: # 3915621 - Vonage COVID-19

Date: 4/6/2020 11:49:34 AM

City/State/Zip: Flushing, New York 11358

Company Complaining About: Vonage

Description

He has phone service with Vonage and they turned it off before he could make a payment. The service was disconnected March 31st. He was told that the disconnection date would be Friday 5th but disconnected it before he was able to make the payment. His income has been effected by COVID19. He has had the service for 13 years and they have refused to assist him.

Ticket: # 3915664 - CenturyLink Fiber Denver - Constant outages

Date: 4/6/2020 12:02:44 PM

City/State/Zip: Denver, Colorado 80223

Company Complaining About: Centurylink

Description

As the COVID-19 pandemic rages and we are forced to stay home, CenturyLink Fiber in Denver has experienced outages intermittently through the morning almost every day for the last three days. This is extremely disruptive to our new lives in lockdown and is interfere with our ability to wfh. It is unlikely to be a load issue since we aren't having speed issues and fiber is high bandwidth so I can only imagine that this is an infrastructure management issue. Whatever it is, this infrastructure is absolutely vital in these times and needs to be stabilised ASAP.

Ticket: # 3915669 - Radio Station Illegal Promotions

Date: 4/6/2020 12:04:17 PM

City/State/Zip: Corpus Christi, Texas 78415

Company Complaining About: Wild 105.5/ Khlb

Description

There is a Radio Station in Corpus Christi, TX that talks about how they're low on work now due to Corona Virus. What they are doing they their Facebook live is doing Live DJ Mix Shows and asking listeners to tip them via Venmo or CashApp and for every dollar tip it's one entry into win a prize. I believe that is a lottery and should not be done thru radio.

Wild 105.5

KHLB

ATTACHED is a screen shot of their Facebook page

Ticket: # 3915676 - Boost No service

Date: 4/6/2020 12:07:22 PM

City/State/Zip: Brooklyn, New York 11213

Company Complaining About: Boost Mobile

Description

The consumer states she has phone services with Boost Mobile.

The consumer was to pay her bill on 4/5/20, but the consumer is an elderly and with COVID-19 going on she was not able to leave her home to pay it.

The consumer made the payment today and they shut her services off.

The consumer wants her services back on because she was going to pay over the phone or online but she was told she couldn't so that why she wasn't able to make the payment on time.

The consumer states that she sent someone today to pay it for her.

CTR-415

Ticket: # 3915683 - Request extention

Date: 4/6/2020 12:08:18 PM

City/State/Zip: Hialeah, Florida 33014

Company Complaining About: Comcast

Description

I been with Comcast for 29 years. These couple of weeks has been very difficult do to Coronavirus. Thank God my service is on far as the internet but the TV is off. I paid 238 on Saturday and there is a balance due for 241. Comcast had put me in a promotion plan where i will not pay 60 for internet but for 14.95 but it will start in May 2020. I explain to Comcast can they give me until Friday to pay 241 but the Comcast denied me. I am shock because I always made payment arrangement with them and I always honor my promised. My father is up in age 85 and I am of age myself. We really appreciate that Comcast put us in a promotion but we need the TV now so we can be update whats going on in the world. Please help us

Ticket: # 3915693 - Frontier Service Connection

Date: 4/6/2020 12:11:15 PM

City/State/Zip: Delphi, Indiana 46923

Company Complaining About: Frontier Communications

Description

Her husband and her have had their landline since 1994. On Saturday she called her Frontier twice and said she was having internet and wif issues. The rep said that she cancelled her account. She has always paid her bill and was told that the bill was outstanding and that is not true. She was also told it was authorized but she did not authorize it and her husband is disabled and did not make the call to authorize a disconnection. She needs internet to work because of the pandemic.

She wants the time and date it was authorized, for Frontier to restore her service immediately, and to put some security measures in place to prevent this from happening.

She works in hospice and cannot earn if she does not have internet service.

Ticket: # 3915734 - Harassment by Fios

Date: 4/6/2020 12:25:51 PM

City/State/Zip: Tillson, New York 12486

Company Complaining About: Verizon

Description

I keep receiving emails from Verizon regarding the return of broken equipment or else I will be billed. I'm unable to travel safely during the pandemic to return the equipment in their timeframe. Yet I will be billed up to \$375 for unreturned equipment. I offered to return the equipment once it's safe to travel to the address where the equipment is. That's not acceptable to Verizon.

Ticket: # 3915767 - Phone issues again

Date: 4/6/2020 12:38:34 PM

City/State/Zip: Buckhannon, West Virginia 26201

Company Complaining About: Sudden Link

Description

This is the third time our frontier and US Cellular customers have not been able to reach us. They get a message that our number has been disconnected. So they think we are out of business. It was bad enough before the pandemic but now they really think we are out of business

Ticket: # 3915775 - Internet Loss

Date: 4/6/2020 12:42:33 PM

City/State/Zip: Painesville, Ohio 44077

Company Complaining About: Stand Up Wireless

Description

He has no internet. He has Lifeline phone with Stand Up Wireless. His phone works but they cut off his internet. They were providing internet previously. They said he can buy internet. he stated president said everyone was entitled to free internet during the crisis. But is too expensive. He needs internet to maintain updates on Coronavirus. ***CTR 381-Phone***

Ticket: # 3915778 - Threat to Public Health and Safety

Date: 4/6/2020 12:43:10 PM

City/State/Zip: Denver, Colorado 80238

Company Complaining About: Comcast

Description

FOX in both its news reporting and its political commentary has consistently espoused false and misleading information about SARS-CoV-2 and the illness it causes, COVID 19. This has caused members of the public to disregard recommendations from leading public health leaders and state leaders, thwarting efforts to reduce the spread of this disease. FOX is therefore a real and present threat to public health and safety.

Ticket: # 3915787 - Metro PCS

Date: 4/6/2020 12:44:53 PM

City/State/Zip: Bridgeport, Connecticut 06604

Company Complaining About: Metropcs

Description

The consumer states that she has phone service with Metro PCS and her bill is due but she doesn't have a debit card and she has always paid her phone using cash.

The consumer states she called Metro PCS for help so that they don't shut her services off and they told her they can give her a 3 day extension.

The consumer states that they said they hope that gives her time to pay the bill.

The consumer states she was not leaving her home because of COVID-19.

The consumer states she heard about providers not shutting services off and she thought Metro PCS would follow it aswell.

The consumer wants her services to not get shut off because she has always paid them with cash and she has no other method of payment and she is not going ot risk getting sick to leave her house just to pay the bill they should be waving for the time being.

CTR-415

Ticket: # 3915790 - COURT ORDER re: property at (b) (6),

(b) (6)

Date: 4/6/2020 12:46:09 PM

City/State/Zip: Miami, Florida 33176

Description

Dear Sir/Madam,

Attached, please find an Injunction Order entered by Judge Lawrence King of the Miami-Dade County 11th Circuit Court. This order concerns the property at (b) (6) 33031.

My firm represents US NEW ERA INTERNET CORP., which provides internet access to approximately 170 households and businesses throughout certain remote and unincorporated municipal areas within Miami-Dade County. We filed a motion for an emergency injunction against Defendants' SKYNET360, LLC and its owner JOSE CAMARILLO, who also use the subject tower, because they are using Electromagnetic Interference (EMI) devices on the tower to interfere with my client's internet signal to its customers. The Court granted the emergency motion on April 3, 2020 and entered the attached order. The injunction order commands for the immediate removal of the EMI devices from the tower.

The purpose of this message is to request your assistant in the enforcement with the Court's order. The affected households and businesses need your immediate action in order to resume their normal internet access, which is especially important in the midst of the global pandemic. Please contact me immediately to discuss this matter so that we may work together to resolve it.

Ticket: # 3915809 - COVID-19 service disconnection

Date: 4/6/2020 12:54:38 PM

City/State/Zip: Mulberry, Indiana 46058

Company Complaining About: Comcast

Description

Consumer has lost her TV service due to non-payment.

Consumer has a bundle but only the TV portion was shut off.

Consumer needs to be able to see the news.

She currently has internet and phone service, but no TV.

Consumer claims her Governor issued an order that utilities cannot be shut off.

Consumer believes they were ordered not to turn this off.

Consumer wants to be able to watch their news of their choice.

CTR404-phone

Ticket: # 3915818 - Boost Mobile Covid-19

Date: 4/6/2020 12:58:13 PM

City/State/Zip: Charlotte, North Carolina 28208

Company Complaining About: Boost Mobile

Description

She is laid off and she is unable to pay her phone bill. She is under a pandemic and is not working. She was told that she does not qualify for the hardship program, which does not exist. She is on the \$50 monthly plan and pays faithfully but cannot afford to and needs the service.

Ticket: # 3915905 - Hughesnet satellite internet access for small businesses

Date: 4/6/2020 1:29:36 PM

City/State/Zip: Quemado, New Mexico 87829

Company Complaining About: Hughes Net

Description

Hughesnet has published a policy that prioritizes educational and business collaboration software because of COVID-19, but in doing so it has reduced access for small businesses and self-employed people who do not use such software. At this time, working online is nearly impossible via Hughesnet. Hughesnet should optimize all business access, not just some of it. If Hughesnet cannot or will not do so, then small businesses and self-employed users should not have to continue to pay for full service.

Ticket: # 3915967 - Data cap during COVID 19.

Date: 4/6/2020 1:50:08 PM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: Sudden Link

Description

As part of the response to COVID 19 by my Internet company, having signed the "Keep Americans Connected Pledge", Suddenlink Inc (a division of Altice Mobile USA, a signee of the Pledge) is still adhering to their data cap policies on their lower tiered plans. I've been asked to upgrade from the 100Mbps 250GB data cap plan, to a higher tier plan with unlimited data for \$40 more, making my bill rise to over \$100. This plan is a 400Mbps, unlimited data plan. I have exceeded my data cap by over 50GB as of this complaint, with two middle schoolers at home and now I have been forced to work from home because of COVID 19. A fee of \$15 for every 50GB overage will be applied for my account. In addition, fee of \$25 will be applied to upgrade my equipment, if I agree to upgrade. This notice of my overage is the first time I've been made aware.

I believe this to be unreasonable, unfair and an egregious attempt to collect more money from customers during a time of crisis. This is the only Internet company I have access to, which is also a concern, as I have no other choice of Internet company. Currently I am still employed, yet I do not know if this will change. I appreciate your looking into this matter.

Ticket: # 3915998 - Payment Assistance

Date: 4/6/2020 1:58:07 PM

City/State/Zip: Pittsburgh, Pennsylvania 15208

Company Complaining About: Boost Mobile

Description

She is not working due to Covid-19. She is waiting on Unemployment. She called Boost to get help with paying her bill this month. She was told by Boost she did not qualify and referred her to FCC. She wants assistance paying her bill. She has been a customer for 8 years and they are threatening to cut off her phone. ***CTR 381-Phone***

Ticket: # 3916019 - Spectrum tv & Internert provider

Date: 4/6/2020 2:05:00 PM

City/State/Zip: Fontana, California 92336

Company Complaining About: Spectrum

Description

I called the billing department about the charges for the receivers boxes they rent on a monthly basis \$7.99 each. Due to the recent pandemic situation and my wife me unemployed, I decided to request a credit or pro-rated billing, for th receiver boxes I returned on April 5, 2020. Per their policy, they said they have change to a monthly subscription service, which will hold truth on services they provide, tv, internet and phone. However, a "rental fee" on equipment should not be in my opinion a subscription. I asked her to please consider the current situation and pandemic crisis we are currently living in this trying times. She explained that a policy is a policy and that there is nothing she cab do to reduce the billing charges. The CSR lady is Carlo ID #142015, was just very firm in holding the policy in place and not being flexible, nor was she lenient in the current unemployment situation myself and the rest of the population.

Ticket: # 3916026 - internet service equipment

Date: 4/6/2020 2:07:39 PM

City/State/Zip: Fontana, California 92336

Company Complaining About: Spectrum

Description

I called the billing department about the charges for the receivers boxes they rent on a monthly basis \$7.99 each. Due to the recent pandemic situation and my wife me unemployed, I decided to request a credit or pro-rated billing, for th receiver boxes I returned on April 5, 2020. Per their policy, they said they have change to a monthly subscription service, which will hold truth on services they provide, tv, internet and phone. However, a "rental fee" on equipment should not be in my opinion a subscription. I asked her to please consider the current situation and pandemic crisis we are currently living in this trying times. She explained that a policy is a policy and that there is nothing she cab do to reduce the billing charges. The CSR lady is Carlo ID #142015, was just very firm in holding the policy in place and not being flexible, nor was she lenient in the current unemployment situation myself and the rest of the population.

Ticket: # 3916043 - Incorrect info on Google about our business

Date: 4/6/2020 2:15:14 PM

City/State/Zip: Buchanan, Michigan 49107-1311

Company Complaining About: AT&T

Description

This is Respiratory Home Care and Convalescent Supply, Inc. in Buchanan, Mi. Someone has posted a picture of our business on Google and has it listed as permanently closed. We are having clients call us to find out what is going on. We are assuring them that we are alive and kicking. We have had no luck with Google to get this information taken off their website. The only phone number we have found for Google is: 1-866-246-6453. This call center is closed due to the Covid19 crisis. All we are asking is that this be taken off Google and a public apology be issued. Thank you.

Ticket: # 3916075 - Comcast Services COVID-19

Date: 4/6/2020 2:32:40 PM

City/State/Zip: Jackson, Michigan 49201

Company Complaining About: Comcast

Description

- Every month she had contacted in February 2020 Comcast to get an extension on her billing since her unemployment was a different date and paid the March bill in February. Unemployment ran out in March 2020. Called March 21st, 2020 and stated that they would not disconnect consumer while she called in each month for an extension.
- On April 1st, 2020 she called back and was unable to talk with a rep and had to text message. Texting a gentleman Gudiemhar he did cancel payment on April 3rd, 2020, that consumer asked for waiting to cancel the payment after receiving the Stimulus check in the next couple of weeks and hold on the account April 17th, 2020.
- Gudiemhar stated on text "No worries as the situation with the Corona virus continues to evolve has made a pledge to keep to the Americans connected as part of that pledge we have stop disconnecting consumer of nonpayment and having reactivated customers with this status with the systemic process so they will not experience any interruption with service. Any customer who service was soft disconnected and then restarted would receive an email letting them know that their services has been temporarily reactivated. "
- Today Monday April 6th, 2020 the consumer cable was disconnected. Spoke with Alex and nothing that they can do only when they can pay the entire bill of \$342.00.
- Spoke with supervisor Anna and tried to reconnect the service but Anna stated that it would not let her reconnect the service until the payment it paid in full.
- Consumer would like this issue resolved by having her services turned back on due the COVID19 - and only pay for 1-month services for March and when she receives her the stimulus check will pay for April billing.

CTR395—phone

Ticket: # 3916085 - Price Gouging of Broad Band during COVID-19 crisis

Date: 4/6/2020 2:36:34 PM

City/State/Zip: Indian Land, South Carolina 29707

Company Complaining About: Spectrum

Description

Hello, my cable internet bill increased by 20% during the middle of the national crisis. Spectrum is clearly gouging prices during a time period when internet services are a requirement for most people still having a job to be able to work from home.

Ticket: # 3916101 - Keep America Connected

Date: 4/6/2020 2:44:34 PM

City/State/Zip: Coram, New York 11727

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum as his carrier
- He has a bundled package
- He states they have turned his services off twice since COVID-19 started
- He states they are charging him different fees as well
- The consumer wants his services restored

CTR405-phone

Ticket: # 3916179 - Long Distant provider Issues

Date: 4/6/2020 3:02:26 PM

City/State/Zip: Norco, California 92860

Company Complaining About: AT&T

Description

Consumer said she has AT&T

Consumer said she always called her cell phone and friends cell phones and never needed a long distant carrier

Consumer called AT&T and they said she should have had a long-distance provider all along

Consumer said go back on her phone records and they could see she always called these numbers before and never needed a long distant carrier

Consumer said what they are doing is wrong in the time of the Covid-19 Pandemic

Consumer now has to worry about an extra \$30 month for long distance that she does not have since she is laid off because of the Crisis.

Consumer just wants AT&T to reduce the long-distance amount to a more reasonable amount, since she never had to have long distance before or put it back to the way it was, because she feels this is price gouging

CTR402

Ticket: # 3916211 - Internet

Date: 4/6/2020 3:16:00 PM

City/State/Zip: Dubuque, Iowa 52001

Company Complaining About: Straight Talk

Description

The mobile hot spot from stairght y'all has very bad service will not work or connect for me I've rebooted reset and still hasn't gave me any luck went out and purchased it because the covid19 to do work and business from home worst experience and service I've ever had I talk to customer service multiple times the service over the phone was horrible didn't get it to work suggested I put in my window while the weather was bad was the only option I'm frustrated not only did I waste my money MY TIME but it still doesn't work I've had it a week and it's a useless product and I want something done now! I just want it fixed a new one would be great MAYBE it will

Ticket: # 3916249 - Suddenlink breaking Keep Americans Connected Pledge

Date: 4/6/2020 3:27:52 PM

City/State/Zip: Eureka, California 95501

Company Complaining About: Sudden Link

Description

Despite signing the pledge not to disconnect people's internet during this pandemic, Suddenlink disconnected my internet for past due balance.

Ticket: # 3916272 - Service Issues

Date: 4/6/2020 3:35:26 PM

City/State/Zip: Altadena, California 91001

Company Complaining About: Dsl Extreme

Description

- The consumer is calling about DSL Extreme is her carrier
- She has a bundled package
- She states they turned her services off on 3/21/2020
- She reached out to the carrier
- They advised they were not able to charge her credit card
- She has canceled her card
- This happened again on 4/4/2020
- They advised they cannot restart her services for 3 weeks
- The consumer is requesting her services restored ASAP
- This is happening during COVID-19

CTR405-phone

Ticket: # 3916299 - I'm a teacher receiving 1/10th of internet speed that I pay for

Date: 4/6/2020 3:47:21 PM

City/State/Zip: Charlotte, North Carolina 28270

Company Complaining About: Spectrum

Description

I would like to file a complaint regarding my Spectrum internet service. I am a teacher and I am very frustrated that I can not teach my classes well via videoconference due to the fact that I am not receiving the internet services that I pay for. I originally had an internet contract with Time Warner before they merged with Spectrum. Since the merger, my bill has increased several times without any notice while my actual service has deteriorated. With Time Warner I was charged 14.99 per month. With Spectrum, my bill was raised to 19.99 without notice. Then in Feb. 2019 it was raised to 24.99 per month without notice. In Nov. 2019 it was raised to 27.99 per month, again without notice. I purchase 20 mbps because that's what I can afford, but I consistently only receive around 2 mbps on average. I have contacted Spectrum, and each time they just try to force me to pay for a more expensive package. Immediately after I contact customer service my speed may increase for a day, but then it drops back to 2 mbps. A tech came to my home Friday, April 3 and affirmed that the modem and other equipment is in proper working order. Spectrum continues to try to upsale their own equipment as well, and will not do anything else to help. The response is to try to upsale equipment and more services. Due to the current pandemic I don't even know if I'll be able to pay next month's bills. To be told that the only option is to buy more service is audacious. Why would I purchase more from a company that isn't giving me that service that I already pay for now? I don't need a megapackage of 200 mbps internet. I just need the 20 that I am paying for and not receiving in order to teach my classes via one device. I would like to consistently receive the 20 mbps speeds that I am paying for. Receiving 1/10th of what I am paying for is unacceptable and frankly insulting. At this point, I suspect that Spectrum is purposefully slowing my service to try to force an upsale. I am disappointed that this is how Spectrum treats its customers during a global pandemic. My students are the ones who are hurt by their greed.

Ticket: # 3916300 - Comcast fraudulently took money from my account

Date: 4/6/2020 3:47:33 PM

City/State/Zip: Riverdale, Georgia 30296

Company Complaining About: Comcast

Description

Comcast took money out of my account, when I called to make a payment arrangement due to financial issues due to COVID-19. I have correspondence from Comcast admitting they took money from my account. They have done nothing to help me resolve this issue. I have been inconvenienced by having to replace my card, and be without access to a debt card for over 5 days.

Ticket: # 3916302 - keep america connected & cable disconnected 2 times in 2 weeks

Date: 4/6/2020 3:47:37 PM

City/State/Zip: Yonkers, New York 10704

Company Complaining About: Altice

Description

I have now been disconnected twice from my internet and cable tv services in spite of the "Keep Americans Connected" agreement. I have been forced to stay on hold up to an hour, and have to argue with staff regarding this agreement, that none of them are aware of. So Altice is violating their own agreement.

As I am now calling for the second time, in my attempt to be reconnected yet again, I am encountering difficulties with the support staff who is NOT aware of this agreement, and is in disbelief when I direct him to their own website <https://www.optimum.com/coronavirus>. My service remains disconnected for the second time, and I am told that I MUST wait 2-4 hours for them to be reconnected. The support person during the call was NOT compassionate or even apologetic during the entire conversation, and I am wondering whether or not my service will actually be restored in that timeframe, as he did not sound encouraging.

The whole purpose of this agreement was to not have to endure this type of crisis, or being treated like a dead beat.

Ticket: # 3916314 - HughesNet satellite internet

Date: 4/6/2020 3:49:19 PM

City/State/Zip: Hot Springs National Park, Arkansas 71913

Company Complaining About: Hughes Net

Description

This is my third complaint against HughesNet. They claim they tried to reach me but all I received were two incoherent broken-up voicemails that they made during normal working hours for me.

They sent a letter telling me I should purchase a higher costing plan to solve my slow speeds and non-working internet. I find this insulting due to the fact that they have repeated this several times and it hasn't answered my questions at all that I asked about multiple times such as why does my data disappear even when not at home, why is it constantly buffering while attempting to stream. Why is it always fuzzy and pixelated and why can't I upload or download anything. This company misleads rural area customers. One look at social media pages dedicated to their horrible product and service proved I'm not alone in this complaint. HughesNet has offered nothing during this pandemic and as a teacher I cannot work from home at which has caused me hardship from my administrators. I've had to go out to use other WiFi putting myself in danger even though I continue to pay HughesNet for nothing. Please stop this untrustworthy company.

Ticket: # 3916336 - internet & TV service

Date: 4/6/2020 3:54:53 PM

City/State/Zip: Mt. Washington, Kentucky 40047

Company Complaining About: Spectrum

Description

I have two homes, one in Florida and one in Kentucky. Before returning to Kentucky I returned my Spectrum equipment via UPS and the tracking number says that it arrived 4/2. Spectrum says that I would have to pay for Kentucky Equipment up front because they do not see the equipment as being received or I can pay for the equipment they don't see as having arrived. I have made several phone calls including a department called Debt Validation that does not answer after 30 minutes on hold (promised 20 minutes). This problem seems unsolvable for anyone I can get on the phone at Spectrum. I can't send an e-mail or copies of my UPS delivery notice all while waiting on hold and listening to their message about what an important customer I am and how committed they are to providing me service. I understand that businesses are hurting for help during Covid19 but it seems as if they aren't set up to solve the problem in good times either.

Ticket: # 3916433 - AT&T cannot locate phone I returned

Date: 4/6/2020 4:32:37 PM

City/State/Zip: Aiea, Hawaii 96701

Company Complaining About: AT&T

Description

Aloha. I upgraded my phone on 3/2/2020 and upon receipt of the phone realized it was the wrong one. I was instructed to use the return shipping label and send through USPS. The phone seems to be untraceable as of 3/14 when it left USPS and handed off to Newgistics, the 3rd party returns agent. No one seems to be able to locate this phone. I have filed a claim with USPS and AT&T -- no answers, no action -- but a lot of run around and differing information by AT&T customer service. It's a horrible process and extremely frustrating. Searching the internet, it seems this is a very, very common issue and customers are subjected to a process that just does not work. I understand COVID has delayed shipping and hindered staffing, but why can no one locate the package? Do these phones get stolen in transit and that's why there are so many similar complaints????

[Ticket: # 3916454 - Texas news in a Texas County instead of having Louisiana news shoved down our throats](#)

Date: 4/6/2020 4:38:47 PM

City/State/Zip: Diana, Texas 75640

Company Complaining About: Etex

Description

I live in Harrison County, Texas and my family and I have only Louisiana news stations. During this Covid-19 we Texans need Texas news so we can stay up-to-date on what is going on so we don't break the new orders the governor issues and we don't know about.

Ticket: # 3916488 - ATT Uverse service

Date: 4/6/2020 4:51:52 PM

City/State/Zip: Rayville, Louisiana 71269

Company Complaining About: AT&T

Description

I've had had ATT Uverse 12mb since 2014. I experienced an issue of speeds dropping to 2-3MB in early March. Tech dispatched and he called me stating that he had fixed the service. However, he downgraded my service to 6mb service with no approval or knowledge from me. ATT refuses to upgrade back to what I signed up up stating they now can no longer provide 12mb service even though they did for 6 years. My wife and I both are working from home with the pandemic and 5-6mb just doesn't get is what we need to get our jobs done.

Ticket: # 3916495 - Service disconnected during COVID-19

Date: 4/6/2020 4:54:03 PM

City/State/Zip: Thomasville, North Carolina 27360

Company Complaining About: Straight Talk

Description

I have Straight Talk wireless service my phone was disconnected I was trying to call before it was cut off to see if they was going to signing of the pledge to keep Americans connected during covid-19 since their corporate TracFone Wireless signed it they said they cannot keep my phone on even though I explained to them that I have a 5 month old foster child and a three-year-old with disability and it was my only means to order groceries and to do his teletherapy and order his meds we have been confined to the house since it all started due to his lung failures in the past with just a cold. And I was self employed but now I cant work and I can't afford to cut my phone on or pay my lights and water and possibly fixing to lose our home as I cant pay my property taxes. The screenshots are in providing below are from the Straight Talk website which states TracFone is their corporate office which is their mother company also the person I was chatting with when I asked them for their corporate phone number or email address this is what she told me she could only give me the mailing address of her corporate office which is TracFone Wireless so if that's the case I want to know why my phone service was disconnected during the covid-19 crisis after I explained to multiple customer service representative about my situation and that was my only means of communicating with anyone and order my groceries online and getting my son's meds.

Ticket: # 3916536 - They are pretending to help customer affect my the Pandemic but they reduce the level of service. They automtive system only route to payment module.

Date: 4/6/2020 5:08:13 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

They have been Monopolizing New York City for over a decade. Where it's there way or the high way but you are still responsible for the bill whether services are actually working or not. They know there is no other provider that you can go to because they also have long standing agreement with Landlords. I have an 11 year child that is not able to go to participate in school work. I called serval times today and they disconnect the calls once you but your phone # or account # but only after seeing if you endure the wait time of 50plus minutes. Please help. If you dont disconnect before billing period start you are liable for the bill whether you received the service or not. I attempted to do so before the billing cycle ended and some how they didn't process it until I was liable for the bill. there representatives can see that I call to disconnect service but it wasn't done until I owe them for services never received. They are now using the Pandemic to pretend to help customer affect but in actuality it more of the same. They are robbing there customers and the Government. Win-Win for them. Please Help

Ticket: # 3916564 - Assist Wireless Changed His Replenishment Date - thereby leaving him w/o data

Date: 4/6/2020 5:27:14 PM

City/State/Zip: Lawton, Oklahoma 73505

Company Complaining About: Assist Wireless

Description

Since July 2017, the consumer has been a Lifeline customer of Assist Wireless. He stated that he is disabled and he needs his phone and the service provided. He is totally home bound. He stated that he does have a compromised immune system and he did not have access to his services.

His data normally downloads, to his phone, on the 2nd of each month. He stated that this month, his phone reset, as usually done...BUT, all data was cleared. Normally, once the replenishment, for that month are downloaded, his phone resets to show him the new balances. This time, he received no replenishment even though the phone reset. He had a some data left over on the 2nd, when they cleared the phone. He had about 1100 megabytes. The consumer called Assist Wireless because he did not receive his replenishment. He was then told that his downloads would now occur on the 9th of the month due to that fact that he had changed his plan. The consumer advised the rep that he had NOT changed his plan and had not changed it in 4 years.

He requested to be transferred to resolve this issue. He ended up on hold for a long time and ended up hanging up after too much time passed.

He called the retention and escalation center for a solution to carry him through to the 9th of this month. He stated that he was hung up on and then attempted again but by that time, the office was closed. He stated that he went the whole weekend without the phone and was not able to order his groceries/essentials on line.

He received no assistance when calling Assist Wireless. Nor, did they provide an interim resolution that would carry him through the weekend and on through this new date, for replenishment, (the 9th of each month)

He stated he knows he is using more data, (right now), compared to his normal use because he is disabled and must order essentials (food, medicines, etc.) on line, because of the pandemic/Covid-19. He stated that he has had to make several calls for items that are in short supply such as toilet paper, paper towels, etc.

He has not had data since April 2, 2020 ...which may not seem like a long time. However, when you are dependent upon this data to order service and necessities on line, this is inexcusable. The consumer is very conscientious about managing this data so he is able to take care of himself and needed supplies. Therefore, when Assist Wireless just wipes it out and puts nothing in place or provides something in the interim creates a grave circumstance for him.

Ticket: # 3916597 - Service and trying to get help**Date:** 4/6/2020 5:41:13 PM**City/State/Zip:** Georgetown, California 95634**Company Complaining About:** Verizon

Description

I live at (b) (6) and I have had issues with Verizon wireless who I pretty Chinese every month lease \$150 a month for their service for unlimited and I cannot get service sometimes like I can I'll get two bars maybe for like 2 minutes and then I will go away or if I move my phone like five feet away I'll get one bar maybe but then I'll start something and it and then or lose connection I'll have to start the whole thing over I've called many many times last year I called and they sent me a an extender box which I needed Wi-Fi to activate but I don't have Wi-Fi so obviously they don't really know what I'm going through they don't and when I do try to get help I'll be trying to do their their automatic person and then I'll wait for I'll be on hold for a while I was just on hold for a half an hour just before I file this complaint and then they had hums it hangs up on me it's like what the heck and as well as when I go on their lot online and try to go through their troubleshooting thing I get disconnected I'm so tired of them trying to I just buy it you know by pass suite my problems under the rug I am frustrated I can't get anything done especially I can't even go anywhere now because of the coronavirus think I need food service out here and they will not provide it for me or even work with me so please help. (b) (6)

Ticket: # 3916673 - Fraudulent Billing and insistence on paying in order to keep service on

Date: 4/6/2020 6:26:45 PM

City/State/Zip: Spokane, Washington 99205

Company Complaining About: Centurylink

Description

I have been a loyal Century Link customer for several years. I have not had any issues previous to this. We bought a new home and needed service to be moved. This was December 12, 2019. I called CL spoke to a representative who told me that I merely needed to plug in the old modem (which I owned-not rented) in order to connect service at the new address.

This representative was incorrect. We ended up having to install new service and purchase a new modem. We arranged this and on two different dates the CL failed to show up or call which further extended our time without connection. We were told that we would receive a \$100 gift card as an "apology" for this issue. This was not given to us nor annotated when I called about it.

Also, upon installation we were incorrectly billed for TWO modems at \$150 each when we only needed and received ONE. I called on numerous occasions only to be treated extremely rudely, dismissed, hung up on, transferred to new extensions with no notice and put on hold for inordinate amounts of time by representatives who failed to resolve the issue. I would get so overwhelmed that I would have to 'take a breather' from the situation. During this time period, I was being charged late fees and losing hours of work time being on the phone with CL.

This began in January when I first noticed the discrepancy until today April 6th. I spoke with a representative today. After approximately 30 minutes of wait time, he told me that a resolution was found. Resolution being that I had to pay the ENTIRE amount of the bill (which included \$150 for the modem I NEVER ORDERED OR RECEIVED and another \$15 late fee) and then he would give me a confirmation for a "credit" of \$150 that I would receive in two billing cycles which amounts to TWO MONTHS!!!

This was in order to keep my service ON. I work from home, therefore rely on internet connection. The representative acknowledged that 1) I had been a loyal customer with no previous issues of this nature, 2) that I had called multiple times and "no one would help" - his words, and 3) that I was being required to pay \$150 + late fee for an item I never purchased. Irregardless of these factors I was told that he could not authorize an immediate credit.

I paid the amount in order to keep my service on and stop late fees. I will not receive reimbursement for the money that I consider was fraudulently required of me to pay for two months. I am a mother working from home during the COVID19 pandemic and this behavior is absolutely grievous! I shopped other local ISP's and found that I could not afford to initiate service with them, and would not have the service I needed to work for a relatively long amount of time. I feel that I had no choice but to pay.

The resolution I seek is for Century Link to admit this fraudulent and careless pattern of business and IMMEDIATELY return the \$150 and late fees that I was charged.

Ticket: # 3916678 - MetroPCS illegally locked my phone and refuses to acknowledge/fix problem

Date: 4/6/2020 6:29:30 PM

City/State/Zip: Escondido, California 92033

Company Complaining About: Metropcs

Description

On 4/2/20, MetroPCS locked my phone when we went to another carrier. I did not buy the phone from Metro and owe no money to Metro. I bought the phone directly from Apple. Metro denies they locked me out but both Apple & T-Mobile say Metro carrier locked my phone and sent me proof using the IMEI #. I called MetroPCS THREE times but was not able to get their help. I was forced to abandon my phone--during a pandemic. I'm writing to the company to demand payment for the phone they basically stole. I'm contacting you because if MetroPCS is doing this to me, they are more than likely illegally locking others out of their phone, too, and their customer "service" is so impressively bad, there's no way for a customer to get relief.

Ticket: # 3916707 - HughesNet

Date: 4/6/2020 6:43:44 PM

City/State/Zip: Hot Springs National Park, Arkansas 71913

Company Complaining About: Hughes Net

Description

This post is to include picture proof that HughesNet does not honor their product claims and has horrible customer service. They also have not helped out at all during the pandemic. I did not see them on the list the FCC posted of companies that stepped up in this time of crisis companies

Ticket: # 3916711 - No internet or depredated performance from ISP for 6 days

Date: 4/6/2020 6:45:30 PM

City/State/Zip: Austin, Texas 78758

Company Complaining About: Grande Communications

Description

Hi. Our ISP Grande Communications has been experiencing either a complete outage or unusable service since last Wednesday afternoon amidst the coronavirus pandemic. Our calls for help have so far been unresolved and our community feels we're out of options.

Ticket: # 3916723 - Internet

Date: 4/6/2020 7:01:26 PM

City/State/Zip: Mineral Wells, West Virginia 26150

Company Complaining About: Sudden Link

Description

I was laid off due to covid19. Suddenlink commutation shut off me and my daughters cable and internet. I need it to get unemployment. I can't get food or prescriptions without money. Can they do this? [REDACTED] (b) (6) [REDACTED]. My number is [REDACTED] (b) (6) [REDACTED].

Ticket: # 3916725 - Deceptive

Date: 4/6/2020 7:02:19 PM

City/State/Zip: Oak Park, Michigan 48237

Company Complaining About: Comcast

Description

Comcast took a payment from me and still disconnected my services. This is while their recording states that are not terminating services on past due accounts due to coronavirus. I called and not only were they not willing to assist but were rude

Ticket: # 3916741 - Spectrum Acct (b) (6)

Date: 4/6/2020 7:15:36 PM

City/State/Zip: El Paso, Texas 79907

Company Complaining About: Spectrum

Description

Spectrum internet has been charging me for 100mb of service while only providing 23 MBs at most. I began calling to advise of intermittent issues in of 2019. I was told they needed to push updated or change settings. A technician came out to my home in January because they had accidentally disconnected my service. The technician said everything was working properly and left. Due to the COVID-19 effect on school learning, I discovered I was not getting the speed for which I had been paying due to an outdated modem/router. I went to a local office to exchange the equipment and was told Spectrum had sent a letter with the bills in January that some customers may need an upgrade to their equipment to support their speed. This is the same month a technician came to my home and told me my service was fine. I was first offered a 25 dollar credit and did not accept. The supervisor offered only \$10.83 credit. I have been paying \$69.99 per month for an internet speed I have not been receiving.

Ticket: # 3916779 - Disconnected in COVID 19

Date: 4/6/2020 7:44:25 PM

City/State/Zip: Mastic Beach, New York 11951

Company Complaining About: Optimum

Description

I am affected by covid19 as is the entire nation. I currently work from home have requested assistance from optimum 2 days ago. I was assured then I would not be disconnected. However, my services have been suspended in the middle of me working remotely. I have contacted optimum and have been hung up on, told i would receive a call back and now there is no way to even get through the automated service because a message to call back later comes on.

Ticket: # 3916798 - 94.7

Date: 4/6/2020 8:01:33 PM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: Fox News Abq

Description

Misleading information about the pandemic.

Ticket: # 3916832 - Comcast/Xfinity scam

Date: 4/6/2020 8:38:42 PM

City/State/Zip: West Palm Beach, Florida 33415

Company Complaining About: Comcast

Description

Hello,

I would like to file a formal complaint on Comcast/Xfinity. We were called by a sales representative which offered to upgrade our internet speed, add Streampix, and home phone line (which we stated we didn't need) while still receiving all of our current cable channels for only an additional \$9.00 per month. Since my husband is now working from home and my daughter has to do homeschooling due to the Covid 19 outbreak, we thought upgrading our internet service would be a good idea especially for the price. The next day we had no cable channels (only local channels) and the internet kept kicking us off. I called Customer Service to explain the situation and they apologized, however, also stated that they couldn't provide the package the sales rep sold us because it would cost more, I then requested that they restore my previous package but they said that I was grandfathered into that package which is no longer available. They proceeded to advise me for the same channels and internet I previously had it would cost me an additional \$65.00 per month. I was obviously not please and spoke with several reps and managers to try to rectify the problem that they created. I was transferred several times and hung up on in the process, I was advised a manager would return my call however never received a call back until I refused to hang up until I spoke with one, he called me back once the rep released her call. Sam (manager) was a little bit helpful, we spoke for 2 hours he provided a package and a credit to bring me back to the original amount of my bill. When we went to watch TV we were missing several channels, he stated he needed about 2 hours but promised that he would call me back, he never did so I called him back on his direct line and left a voice message to return my call. he never called back so i called again, no answer so I called customer service again and explained what had happened. I then spoke with a rep who transferred me to the retention department and spoke with John who pretty continuously told me that the channels I was asking for I never had and and pretty much called me a liar after I continually told him I know what channels I had. He then stated the best he could do was to give me a package which was \$62.00 more a month and a 1 time credit to bring me back to what my normal bill of \$108.12 but only for 1 month. I asked for his manager and he said she would call me back, I said i didn't trust a call back and would wait. John that said she became available and was transferring me to her (his Manager)he transferred me to a phone that continually rang then hung up on me. I called back yet again and the rep transferred me back to customer service without telling which had over an hour wait time. I called back and finally spoke with a rep (Jay Darden) who listened to me and showed compassion and empathy for my extremely frustrating experience. She was able to get me a package with the same channels and similar price as my previous bill and Starz Movie Channel as a courtesy due to the inconvenience. I spent over 10 hours trying to resolve this issue and spoke with 7 reps and 3 managers all who tried to upsell me instead of rectifying the situation that their company caused, with the acception of Jay Darden regular rep with no authority who managed to fix my problem in less than 10 minutes. I feel as if they are purposely trying to upgrade services to customers who are paying on packages that are no longer in the best interest of Comcast/Xfinity, then purposely do not provide what they agreed to so that the customer can call in and be told that they must have a different program package which of course cost more money. The customer service was absolutely HORRIBLE (with the acception of Jay Darden). I am in quarantine and am sick. My husband works from home and my daughter does her

schooling at home due to the Covid 19 outbreak, so we need the service, otherwise I would have cancelled the service. I feel they are using this to their advantage and preying on people during such difficult times. If I hadn't continued to call they would have charged me more money and only had given me local channels. Had I not known better, they would have fooled me into paying over \$750.00 a year for less channels because they all continued to lie and say that's the best they could do. This is unacceptable and I can't imagine how many people they do this to and get away with it. They are completely taking advantage of people. I have been a customer for over 10 years and this is how they treat me, I can't imagine what they do to newer customers or the elderly. I appreciate your time and hope that something can be done to avoid this from happening to more people.

Thank you!

Ticket: # 3916836 - T-Mobile Security Breaches**Date:** 4/6/2020 8:43:33 PM**City/State/Zip:** Bellevue, Washington 98009**Company Complaining About:** T Mobile

Description

On March 25, 2020 I received a letter from T-Mobile, stating that they are terminating my cell service FOR COMPLAINING THAT I AM BEING HACKED. Not only did they terminate my service, but they gave me less than a week to obtain new cell service during a time that almost all of metro Seattle, and its cell phone stores, are shut down due to the coronavirus.

I have sent emails, used the online customer service chat feature, called customer service – yet nobody can help me. Almost 1 year ago, on March 20, 2019 at 12:30pm, “someone” walked into a T-Mobile store in Bend, OR (I was in Bellevue, WA at the time) and asked for access into my account. They were denied, but at 4:31pm, they returned and were “given a bypass code” by a customer service agent. T-Mobile denies this, but I have an approved recording from a T-Mobile supervisor on the phone stating that this was what was given. The Bellevue Police then issued a request for the surveillance footage, but the legal department sent them an email stating that it had “disappeared”.

In addition to the Bend, OR account breach, I’ve had mobile trackers put on my phones, and numerous other long-standing issues with my T-Mobile devices. I have spent hundreds of hours trying to get back into hacked accounts and I have spent hundreds of hours crying, stressing and upset. I have had 2 companies almost destroyed due to my hacking issues, oftentimes due to issues that have happened through my T-Mobile phones via business apps put on their devices.

Ticket: # 3916841 - Covid-19 Stimulus Check Text message

Date: 4/6/2020 8:48:48 PM

City/State/Zip: Negreet, Louisiana 71460

Company Complaining About: Consumer Cellular

Description

Received a text message that we needed to contact a certain web site to get our stimulus check. the phone number the text was sent from was 206-774-6732. I deleted the text message and didn't go to the site, I'm sure it was a scam as the number was from Seattle, WA.

Ticket: # 3916849 - CBS repeatedly blatantly lying about COVID-19

Date: 4/6/2020 8:57:20 PM

City/State/Zip: Oroville, Washington 98844

Description

CBS has repeatedly, blatantly lied about coronavirus to sensationalize a serious situation. The VERY example of yelling fire in a crowded theater!

First by taking footage from an Italian hospital and portraying it as a New York hospital! Second, putting up a crying woman falsely portraying a nurse who quit over lack of proper equipment.

CBS needs to lose their broadcasting license for the good of the American people!

Ticket: # 3916883 - Cannot process order online to transfer my phone number from my father's account to my own prepaid AT&T account from a postpaid AT&T account

Date: 4/6/2020 9:15:39 PM

City/State/Zip: Longview, Texas 75601

Company Complaining About: AT&T

Description

My father and I have spent hours on the phone trying to move my phone number from his post paid account to a prepaid account, with no resolution. We have been on hold multiple times for hours, hung up on, given a phone number that isn't in service along with several other instructions that still have not fixed the issue. The last instruction I was given by ATT rep at the store was my father and I both must come to the store, which cannot happen due to shelter in place order in Longview and my father lives in Louisiana and Governor Abbott has restricted travel from that state into Texas. I was told the rep at the store couldnt do anything over the phone they are required to scan our drivers license. I dont understand what is the difference between talking to them and customer service on the phone. I do not feel I or anyone should risk their health being exposed to coronavirus, and I am very hopeful that ATT will compensate my father and I for the exorbitant time spent on this. And that the will make huge strides to make concessions to help customers in this time of national emergency who are no doubt facing some of the same issues.

Ticket: # 3916908 - Cox Communications not helping

Date: 4/6/2020 9:34:46 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

Cox Communications is helping this pandemic in no way they are only following the 60 days as forced to. As they get enough of a cash grab from data caps that are not regulated in any way. While ISPs like spectrum are offering free access to internet and WiFi actually making an impact not to mention these ISPs give back everyday by not enforcing data caps. Still is to many families with no internet access if anyone is having outages there is no excuse for this because as they try justifying it as money they need to put back into the network (which obviously has not happened). Please stop data caps altogether.

As I was forced to make a payment Cox gave the warning of this

"You chose to pay less than the amount due on your TV, Internet & Telephone Statement. We can process this payment, but please note it won't delay pending service disconnects or further collections activity. Change payment amount."

Ticket: # 3916923 - Spectrum Business Internet Service**Date:** 4/6/2020 9:57:32 PM**City/State/Zip:** Birmingham, Alabama 35204**Company Complaining About:** Spectrum

Description

Due to the State of Alabama Shelter in place order that was issued for April 2020 with regard to the COVID-19 pandemic. I paid my internet bill for three months in advance. Since I am required to stay away from my office as a non- essential business, I requested that Spectrum suspend my service and/ or apply my advance payments once we are able to return to work. They gave me two options as follows:

1. Relinquish my rate of \$125.00 that I have held in good standing since 2012 and accept a new current rate of \$225.00 for the exact same service that I am paying for right now, or;
2. Cancel my account completely and be eligible for new customer pricing which they can't say anything definitive other than it will be more expensive and additionally, I would lose my telephone and fax number that I have had since 2012 and is on my letterhead, business cards and outdoor signage.

Needless to say neither of these options seem fair to me or representative of the business relationship that I have had with the company since 2012. I cannot afford to pay for a service that I can't use or access especially while I am unable to work or earn an income. I was told today that there was no one else I could speak to and they all follow this policy.

Ticket: # 3916952 - comcast billing

Date: 4/6/2020 10:30:01 PM

City/State/Zip: Jacksonville, Florida 32226

Company Complaining About: Comcast

Description

comcast turn off my service during covid 19 and my bill was \$303 nearly \$100 over my month bill at a time like this

plus comcast failed to resolve the past complaint and lied about reaching me then closed the case

comcast charged me \$5.99 a month for a wire service that was free for over 13 months

comcast continues to charge current customers unnecessary billing due to the lost of many customers

comcast failed to advertise the option to not pay for boxes when the app is available for smart tvs

comcast is the bully of cable service and it's ridiculous

with the same line up and now i'm sitting with no service after paying \$303 for this horrible services while stuck in the house for covid 19

Ticket: # 3916978 - Suddenlink Issues

Date: 4/6/2020 11:06:15 PM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: Sudden Link

Description

Good evening. I am being forced to file another complaint with suddenlink after their latest stunt. After getting a call from them about the previous complaint. They essentially informed me that I would have to pay the entire \$480 balance and then they would review and refund me for the 3 months I had no service. I informed them that I will not pay them another dime until they refund me the amount I was already tricked into paying when they said that I had to pay for January's late charges in order for them to come out and fix it. I was foolish enough to believe them as I was desperate to working internet. They sent out a tech who once again unable to fix it. For three months I had absolutely zero WiFi or cable. I called multiple times and had several technicians out to no prevail. All the time suddenlink continued to charge me and rack up late charges. Once they finally were able to change out the ped and provide the service I desperately needed. They cut it off and demanded I pay all of the charges. I refuse to be walked all over. They are now trying to leverage me into paying nearly \$500 by using this pandemic. That was my last straw. They have until Wednesday before I begin legal action. They are putting my families life in danger as I'm forced to leave quarantine to do my work and provide for my family. This is now personal. Please do what you can to prevent this company ruining others lives.

Thank you,

(b) (6)

Ticket: # 3916982 - Unable to get service and number ported.

Date: 4/6/2020 11:08:49 PM

City/State/Zip: Amarillo, Texas 79109-4519

Company Complaining About: Sudden Link

Description

Suddenlink has not been able to get me phone service even though the billing statement shows it. Evidently Suddenlink has tried to port the line and failed repeatedly.

I have called and talked to 9 different Suddenlink representatives starting March 6, 2020.

Today is April 6, 2020. So for about a full month I've been trying to get phone service from Suddenlink. I have had this phone number since 1993.

I also use it for a home based business. However, It is not a business phone. Between Covid and Suddenlink, my business is really hurting. I have not had a dial tone for 5 days.

All my cards and signs have the phone number I have used for 27 years. Now they don't seem to be able to get it going even though AT&T told me, (after running a check), that Suddenlink owns the number.

I really need some help with this. I need phone service with the old number.

Ticket: # 3917003 - Wechat is blocking messages in group chat

Date: 4/7/2020 12:14:22 AM

City/State/Zip: Walnut Creek, California 94597

Company Complaining About: Wechat

Description

We use wechat app to communicate with a group of weekend hiking friends. Since covid-19 crisis started, some friends who created wechat account in China can not receive our messages anymore. Also we are not able to add new people anymore to this group. All of group users live in the US.

Ticket: # 3917011 - Optimum.com cancelled services during COVID-19

Date: 4/7/2020 12:46:30 AM

City/State/Zip: Suffern, New York 10901

Company Complaining About: Optimum

Description

To Whom It May Concern, Optimum Online (former Cablevision) disconnected my small business services yesterday at April 6, 2020 due to unable to pay. As a restaurant owner, I am struggling to keep up. Optimum has performed price gouging. We were paying for the service at 125. They have increased the charges to 230 stating all our discounts were deducted. I am getting less than 60Mbps server, 1 fax line and 2 lines. A service I used to pay 125 was increased to 230. Optimum kept charging me extra fees and raised by fees to 492 for 2 months of service. Now, they disconnected my service when FCC has provided a legislation not to disconnect services for 60 days. The agent kept prompting me he will give lineage until May. But failed to restore my services until I paid them. They kept disconnecting my phone service until I paid my full balance. At this tough moment, I had to borrow funds just to keep afloat. I feel this is unfair as they are not abiding to FCC legislations related to COVID-19 disconnections. This prompted me to file a formal complaint. Thanks

Ticket: # 3917021 - Price gouging , theft

Date: 4/7/2020 1:05:25 AM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

Suddenlink turned my internet off, paid the bill.....not once but twice.....then was charged another \$10 to "activate" my account, after numerous recorded phone calls and getting the run aroundguess what it's still not on. Shame on Suddenlink to take advantage of people during this time" coronavirus", barley can find anything on the shelves,money is tight right now and not only did you price gouge but are charging my for services I can't even use!!!!!!

Ticket: # 3917034 - Viasat Internet

Date: 4/7/2020 2:05:50 AM

City/State/Zip: Jayess, Mississippi 39641

Company Complaining About: Viasat

Description

I have Viasat satellite internet I live in a rural area viasat and Hughes net are the only providers available I'm paying 200 a month for 25 gb viasat is aware most customers were only getting 3gbps because they have had more traffic due to covid but still expect customers to pay for services not received I haven't paid my bill because I haven't been able to get someone on the line they have put a block on streaming or any type of video satellite internet should be covered under the FCC because we are being taken advantage of my mother has heart failure her appointment are now being done on video chat which is impossible with viasat there lowest price plan was 70 a month which I increase to 200 plan after covid

Ticket: # 3917035 - ATT not providing adequate service to fixed wireless customers

Date: 4/7/2020 2:20:01 AM

City/State/Zip: Mascot, Tennessee 37806

Company Complaining About: AT&T

Description

My att fixed wireless internet has been out for almost a week from a failure at the tower. Customer service lacks the ability to check on tower status and make sure repairs will be done. They can only submit tickets to another department for a repair order, which are being automatically closed as soon as they are submitted. Neither the customer service, nor the repair technicians seem to have the capacity to make sure repairs will be carried out and can give no timeline in when they will have a team repair the tower and restore internet to my area. I teach college classes and due to the coronavirus outbreak, I have to teach from home, which I can not do without internet. This is affecting me, my neighbors, my students, and is costing me money, but ATT can not provide adequate support for fixed wireless customers, their staff do not even seem to be trained on this platform. One addendum, ATT has wired infrastructure for DSL in this area, and my house even has a line run, but they refuse to allow this service as an alternative.

Ticket: # 3917039 - Cell Phone service

Date: 4/7/2020 2:39:53 AM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Metropcs

Description

I have Metro by T-Mobile (b) (6) I have had my phone for over a year just fine. Now in the middle of the Covid -19 They said my phone doesn't work with my data plan. I'm a senior left stranded without data service and unable to contact them...HELP, in the middle of a pandemic !!!

Ticket: # 3917051 - I'm a victim of spoofing (according to CenturyLink).

Date: 4/7/2020 3:03:36 AM

City/State/Zip: Chambersburg, Pennsylvania 17202

Description

I have contacted CenturyLink several times about this. They state there is nothing they can do about this. I must either change my phone number or use *60. I have had my number for almost 20 years. not changing it now. As for *60, this won't work because there are new people calling every business day thinking I am a lab, and they are asking for their Covid-19 results. I am not always home to sue *60, and my voice mail machine erased messages that were on it; due to this, do not know.

Ticket: # 3917097 - Unfair Charges**Date:** 4/7/2020 8:32:17 AM**City/State/Zip:** Hacker Valley, West Virginia 26222**Company Complaining About:** Frontier Communications

Description

We have internet here in the mountains of Webster County, and due to the terrain, the internet is presented through the telephone line. It is slow, but understandable. I pay a big price for this service \$92.00. With the COVID-19 issue and pupils being home doing work on-line, I can access my internet maybe 2 hours a day. I contacted Frontier about reducing my bill during this time to half, but they have refused. There is no other choice here; so they have a corner on this market, and believe it is wrong to charge the amount they are charging, for 1/4 the service. Is there some guideline they should be following in this circumstance? Thank you. (b) (6)

Ticket: # 3917191 - Scam lawsuit intimidation call

Date: 4/7/2020 9:56:51 AM

City/State/Zip: Allison Park, Pennsylvania 15101

Description

My family received an apparent, Stimulus Check?, scam lawsuit phone call on our landline saying that we had a court injunction against us, and that we needed to call within three days or a court order would be issued against me. I assumed with the U.S. federal government about to begin sending out CARES Act payments of \$1,200 for individuals (within \$99,000 tax bracket via 2019 1040 IRS tax form, \$2,400 for married couples filing jointly under \$198,000), and \$500 for every eligible child under 16, via the IRS direct deposit starting April 15th that this was a phone scam attempting to phish for unsuspecting citizens.

The phone call ID said Camden/Wymng, DE at 4:06 pm (time stamp) with the number 1-302-202-5746. My family lives in Allison Park, PA. I suspected it was a scam because if I was under any court order to appear at a magistrate's court, I would expect a court subpoena would be issued and mailed to my home address, and I would not be getting these court calls by phone. I believe the scammers just assumed that since we have a landline, we also have three cell phones, that we were just poor enough to be scammed or intimidated into picking up the phone. Could you please investigate the phone number? Thanks for supporting families during the COVID-19 crisis and providing a complaint form for families to protect themselves and others against scammers.

Ticket: # 3917240 - Frontier Communications - Late fee

Date: 4/7/2020 10:21:27 AM

City/State/Zip: Collinsville, Connecticut 06019-3405

Company Complaining About: Frontier Communications

Description

My billing due date was March 25, 2020. I placed my bill in a USPS box in Granby Connecticut on Friday March 20th before the pick up time of 4:30. I received my bill 03/06/2020 and it had a late fee of \$7. I called Frontier and the blamed it on the coronavirus slowing mail delivery. They would not remove the late fee. I then ask to have my long distance cancelled and they refused to do so.

Ticket: # 3917255 - Internet interruption of service

Date: 4/7/2020 10:31:30 AM

City/State/Zip: Phoenix, Arizona 85018

Company Complaining About: Cox

Description

Consumers provider is Cox Communications. She is calling regarding her internet service. Consumer is out of work due to the Covid-19 pandemic and her husband has to work from home. Consumer spoke to provider on 4/6 and set up payment arrangements to pay on 4/30 and 5/30. Provider agreed and confirmed that she would receiving no interruption in service. Provider disconnected her service at midnight today. Consumer states she was current on her bill. Consumer wants provider to re connect her services based on the Keep America Connected Pledge.

CTR 392-phone

Ticket: # 3917280 - Comcast Xfinity Assistance Plan

Date: 4/7/2020 10:45:41 AM

City/State/Zip: Elkton, Maryland 21921

Company Complaining About: Comcast

Description

Comcast is telling me they will soon move me to the Xfinity Assistance Plan, which is going to bring my internet and cable down to the bare minimum. I believe this is not in the spirit of Maryland's Covid executive order prohibiting utility disconnects.

Ticket: # 3917292 - spoofing

Date: 4/7/2020 10:51:05 AM

City/State/Zip: Marion, Illinois 62959

Description

Consumer phone number has been spoofed. Consumer receive a call from her nice telling her that someone was using her number to collect funds for the COVID-19. Consumer wanted to report this.

ctr408-phone

Ticket: # 3917300 - Windstream internet issues

Date: 4/7/2020 10:53:34 AM

City/State/Zip: Heavener, Oklahoma 74937

Company Complaining About: Windstream Communications

Description

So I know that we have the covid-19 pandemic but I have had issues with Windstream service repeatedly for the last 15 plus years. I call and they may temporary repairs but never resolve the issue permantly. I am constantly loosing connection. This morning I called was on the phone 2 plus hours and then they tell me that they have to send a tech out. Fine that's great! However they can not tell me when a tech will be out to make repairs. I currently have 3 kids that have to use the internet for distance learning for their school! Please help I pay way to much money to have crappy internet! My phone # is (b) (6) .

Ticket: # 3917328 - Fake COVID-19 alert texts

Date: 4/7/2020 11:08:08 AM

City/State/Zip: Eagle Creek, Oregon 97022

Description

Receiving several fake text messages regarding Covid-19. Ranging from alerts to sales pitches. These calls and texts have been occurring for several years. A phone feature that disables VOIP calls from unknown numbers would solve this problem.

Ticket: # 3917337 - Boost COVID-19 response

Date: 4/7/2020 11:09:24 AM

City/State/Zip: Harvey, Illinois 60426

Company Complaining About: Boost Mobile

Description

Consumer called Boost today about getting financial assistance during COVID-19.

Consumer was told by the Boost CSR to call the FCC to have her bill paid by the government.

After learning her provider misled her in calling the FCC, consumer requested to file a complaint asking Boost Mobile Corporate to address the false information as well as offer some type of financial assistance to her during the unprecedented time.

CTR404-phone

Ticket: # 3917383 - Fox News

Date: 4/7/2020 11:31:10 AM

City/State/Zip: Long Beach, California 90808

Description

Fox News has, for years, been deliberately disseminating false news to support republican talking points and this republican president. Blatant partisanship should be banned by a company given a public license to make a zillion dollars for serving a public "good". And now, they spread false news about Covid-19 that surely has, or will, lead to deaths. "Opinion" correspondents are not immune to ethical behavior. But this is more than ethical lapses, their conduct is treasonous. Time and date below are not responsive to this problem. It is a constant violation.

Ticket: # 3917404 - ATT Directv Overcharge & No Way to Speak to Customer Service Have to Pay All to keep TV

Date: 4/7/2020 11:39:47 AM

City/State/Zip: Hickory, North Carolina 28601

Company Complaining About: Directv

Description

Sometime around the middle of March 2020 I received an email from AT&T saying that my Directv Auto Pay would be deducted from my bank account on March 20 as it always is. The amount was \$64.20 more than it should have been so I called customer service right away. At that time I was told I had a promotion that had expired. I pleaded with AT&T to let me keep my promotion because I am a 60 year old disabled veteran and a long time customer who could not afford the extra \$64.20 a month so they let me keep it. A few weeks later on March 20th when the money came out of my bank account, they had taken the whole \$148.72. I only found out because I was at the grocery store and my card was declined. They had left me with just \$15.04 in my bank account and I still had days to go before getting paid. As mentioned, I was in the line at the store with a weeks worth of food due to this pandemic and the people I deal with on a daily basis at my local grocery store had to put it all back. This is a whole other issue but - we have not been able to log in to our AT&T My Blue (Directv) account for a very long time and had no way (or no reason) to confirm that the auto pay was going to be correct before being deducted on March 20th. We mistakenly had believed AT&T would do as promised and would be taking the regular amount (\$84.52), or something close to that, out of our account. My wife called AT&T immediately and was transferred numerous times - each time having to go through the entire situation again. The whole process took nearly 4 hours. Finally, she was able to get someone to confirm that our promotion had indeed continued and the bill should have been close to, or exactly, as it had been which was \$84.52 a month. Still, they said they could not return the money into our account. So - finally after numerous calls she was given to a supervisor (Kay) who transferred her to the collections department who supposedly could help. Please keep in mind, as previously mentioned, we can't log in to our account throughout this entire process.

After another extremely long hold time (due to the virus) my wife spoke with the person in collections who assured her he COULD not assist in this matter and told her she would have to call our bank to get the money back. My wife called Wells Fargo right away who very kindly said they would return our money and put a stop payment, at no charge to us, on that exact amount only. She confirmed with the bank that should AT&T try to get the correct amount, they would be able to; they just could not get the incorrect overcharged amount. We were finally refunded the money 11 days later on March 31st. Now - AT&T is sending threatening emails saying they are going to suspend our service if we don't pay the whole amount. Please note that we have only been able to log in to our account one time due to the fact that AT&T has our old service accounts from another town and many years ago showing as Disconnected when we try to log in. We have tried everything we can think of to log in to our current account.

So - my wife called the AT&T Customer Service late on the night of April 6th and of course, could not actually get through to a person. The automated message told her that she could not speak to anyone until we paid the entire \$148.72. They will not even speak with us. We can't even chat until we pay. We are truly stressing out over all of this at a very difficult time in our lives (and everyone's

lives) and are afraid to have a Spectrum worker come into our house to hook up new service. While we understand that AT&T cannot suspend our service for 60 days due to the pandemic, we are trying very hard to pay our bills on time and really need help with this. We have done everything we know to do - and way more. We have spent many hours on this situation and are really hoping this will in some way help us to keep our tv service while just paying the promised \$84.52 which we set aside already to pay our Directv bill. We do not trust that if we pay the entire \$148.72 now that AT&T will give it back next month and as mentioned and we could not pay that much right now if we wanted to. As stated previously, we have no way to monitor this situation due to the inability to log in or speak to someone. Thank You.

Ticket: # 3917435 - Optimum Services

Date: 4/7/2020 11:53:32 AM

City/State/Zip: Bronx, New York 10467

Company Complaining About: Optimum

Description

- Consumer had contacted Optimum to have them install their services. On Sunday March 22nd, 2020 between 11:30 - 2:30 but they never showed and Optimum changed the appt to Monday March 23rd, 2020 without notifying.
- Consumer called Optimum on Tuesday March 24th, 2020 to have her service cancelled Confirmation # 8160621 spoke with Michael. Michael stated that she would receive her refund \$59.00 within 2-business days, which she has not received.
- Each time consumer calls Optimum they keep her on hold and then the automated system would hang up but when she able to talk to rep they always had an excuse about why they couldn't do certain things due the Corona Virus.
- Consumer would like this resolved by having her money refunded to her for \$59,00 back on her Visa Card.

CTR395-phone

Ticket: # 3917456 - CBS Telling false fraudulent stories during a pandemic.

Date: 4/7/2020 12:01:52 PM

City/State/Zip: Issaquah, Washington 98027

Description

Stories about hospital rooms being packed and no where to put new patients in NY. All of those were debunked as that Hospital was in Italy. Now a nurse who claimed she was forced to work in a covid 19 ICU and nurses are going in with no PPE's (Personal Protective Equipment) when you walk into any hospital or look at first responders they are all wearing PPE's. With all this misinformation the FCC needs to step in.

Ticket: # 3917575 - Suddenlink placing employee and customer health at risk

Date: 4/7/2020 12:38:34 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

We recently contacted Suddenlink about upgrading our internet service. We also have landline service through them. I spoke to several technicians, all of whom said to purchase a certain kind of modem. Immediately after installing the modem, our phone line died. Nor did our internet service improve. After multiple additional contacts (hindered by a system that would not connect us to assistance), Suddenlink said the problem must be with our line or equipment and sent a tech who had to come into the house. He was not supplied with gloves or a mask. It turns out this was unnecessary. Our line and equipment were fine, but we learned that 1) phone service can only be provided through a Suddenlink-owned modem and 2) that the grade of service we subscribed to is not actually available in our area, although Suddenlink markets it heavily. None of the many people we spoke told us either of these things until it was time to get someone to the house. It appears that Suddenlink is cutting corners in employee training as well as marketing services that are not available. This is leading to unnecessary service calls that, during a pandemic, place both their employees and customers at risk. I am absolutely livid that Suddenlink would impose public health risks to save a little money on training and/or to make money by selling services that they cannot provide. At a minimum, Suddenlink needs to properly train its call center employees, stop selling services they do not provide, and appropriately equip their local technicians. However, given their consistent disregard for customer and community safety, I think they should have their ability to operate as a telecom provider suspended.

Ticket: # 3917589 - Elderly Consumer has Health Issues - No working Phone Services

Date: 4/7/2020 12:43:55 PM

City/State/Zip: Tampa, Florida 33610

Company Complaining About: Charter

Description

This consumer is elderly and has no home phone service. She stated that the phone service is with Charter Spectrum. Charter has still not repaired the problem ...even after 3 1/2 weeks. She cannot go outside because she has health issues and has sheltered in place due to COVID-19. She has had problems for 3 1/2 weeks. They sent the tech out, she has spoken to 4 supervisors. He advised her that the problem is with the party that she is calling. She stated that Charter recently performed an upgrade (about 1 month ago). She stated that two years ago, she had changed her phone number. However, the system was showing her old telephone number used two years ago, whenever she called anyone. (It was showing up on the called party's caller ID as well). She stated that the phone had reverted to the phone number that she had about 2 years ago, before changing it with Spectrum.

Her voicemail has been out for 3-4 days. She stated that she is constantly receiving the error message "no route found".

It appears that somehow, her old number (b) (6), was activated. She asked Charter why they were trying to put her old number back in place. She asked why the people calling her cannot reach her either (they receive the error message, "no Route Found") - the tech told her that is because it has been pulled out! She asked him to repeat this info and he quickly became very quiet!

She stated that if she calls from any other phone line, the call goes through. However, if she uses Charter's phone service, she receives error messages "No route found" or Network Difficulties. She stated that this makes it apparent that this is a problem with her phone service, with Charter and they have not been honest about the problem.

She stated that her calls, to businesses, complete as expected. However, when she attempts to make calls to friends, children, and other people, the calls do not complete. (They appear to be all local calls or in state calls).

She stated that the calls worked fine all weekend. However, as soon as Monday of this week began, she was right back to not being able to make in state calls again.

She requested that Charter immediately repair this issue and provide appropriate credit. They continue to try to tell her it is a problem with T-Mobile/MetroPCS and to call them (this is the provider for some of the people to whom she is placing calls). However, she does not understand why her old phone number is now showing up on other person's caller id, to whom she placed the call(s)!

Ticket: # 3917593 - COVID-19 help with charges

Date: 4/7/2020 12:45:10 PM

City/State/Zip: Cedar Rapids, Iowa 52404

Company Complaining About: Mediacom

Description

I am a small business owner that operates 3 hotels that has cable service from Mediacom. We have been a Mediacom customer since I bought these hotels. The earlier owner too have been with Mediacom. Due to the ongoing COVID-19 situation, the hotel occupancy has been severely impacted. I requested Mediacom via email on 3/22/10 ((b) (6)) business_support@mediacomcc.com) to reduce the room count temporarily for 90 days to help us cut down cost due to the unprecedented situations and even gave examples of what other cable companies have done to help hotels around the nation. They have been unwilling to reduce the room count and have offered to shutdown services at the entire hotel. They know that is not feasible and we will not take up that offer since few rooms are still used by guests. In these trying times we expect these big corporations to be accommodating to help keep our doors open and staff employed. The behavior from Mediacom towards long time client that has multiple accounts with them is disappointing

Ticket: # 3917652 - RE: [FCC Complaints] Re: Radio Tower Light Health Complaint

Date: 4/7/2020 1:04:19 PM

City/State/Zip: Rockledge, Florida 32955

Description

This is a follow-up to your previous request (b) (6) "Radio Tower Light Health Co..."

Please respond, I would like that specific strobe light changed out or blocked from hitting my homestead. I need help doing so.

What else may I do to get this moving? Now that I am home all day in the Pandemic Restriction it is even more of an issue.

If you can tell me the contact information for that tower that would help but need intervention here. Have tried city and county officials.

Please advise.

Sincerely,

(b) (6)

Have you checked this out ?

Need a response.

I want that strobe light changed back.

I may have to call my congressman.

Sincerely

(b) (6)

From: (b) (6)
Sent: Wednesday, July 3, 2019 5:25 PM
To: 'FCC' <consumercomplaints@fcc.gov>
Subject: RE: [FCC Complaints] Re: Radio Tower Light Health Complaint

I guess youre not going to help either..... this does not fit in any of your normal categories.... Please read it.

Thank you .

From: FCC <consumercomplaints@fcc.gov>
Sent: Friday, June 28, 2019 12:36 PM
To: (b) (6)
Subject: [FCC Complaints] Re: Radio Tower Light Health Complaint

Ticket: # 3917673 - Fox News channel and 47 CFR § 73.1217

Date: 4/7/2020 1:11:35 PM

City/State/Zip: Lutherville, Maryland 21093

Description

The Fox News Channel has consistently broadcast false and misleading reporting masquerading as news for decades. Obviously this could be considered protected speech in most cases, but with COVID-19 pandemic information, this false information is getting people killed. If ever there was a time to enforce regulations against false information or hoaxes, I believe this is it.

Ticket: # 3917722 - Issues with very intermittent internet service

Date: 4/7/2020 1:31:13 PM

City/State/Zip: Hurricane, Wv, West Virginia 25526-8500

Company Complaining About: Sudden Link

Description

About 3 months ago I had very intermittent Internet service through my ISP, SuddenLink. I was experiencing around 30% up time and 70% downtime.

When I informed them via a phone complaint they let me rent a new modem (which did not help), then sent out a technician, who explained the company was updating their system state-wide. The issue seemed to resolve on its own in about 6 weeks.

About 2 weeks ago this same issue started again- very intermittent internet service. I've called the company 8 times in the last week, many times needing them to call me back due to their very busy call lines; sometimes they would return my calls, most times they would not.

I pay over \$100 a month for high speed service through this company, and rarely am able to get on the internet for more than 15 minutes at a time at this point.

They said a technician would arrive today (04/07/2020); so far the tech is 2 hours past the arrival window (8am to 11am - it's currently 1:15pm). I'm unemployed due to COVID, and having internet is critical for my husband's job - which is our only income currently. Thank you for your time and understanding.

Ticket: # 3917731 - 210-957-1719

Date: 4/7/2020 1:33:57 PM

City/State/Zip: San Antonio, Texas 78231

Description

No message from this scammer. COVID-19 worries make people more vulnerable to scams. The FCC should be taking steps to halt Indian call centers from spoofing local numbers NOW.

Ticket: # 3917751 - Hughes net internet service

Date: 4/7/2020 1:42:17 PM

City/State/Zip: Curwensville, Pennsylvania 16833

Company Complaining About: Hughes Net

Description

Purchased Hughes net after being told by their salesperson the internet service they provided would be better than what I have. It was a nightmare and I never recieved the service I paid for. Now I am being penalized \$400 to terminate this terrible service. They did not deliver on their end and now during this Pandemic I have to pay this in order to cancel and find a different provider.

Ticket: # 3917764 - Continued Internet Issues

Date: 4/7/2020 1:48:47 PM

City/State/Zip: West Branch, Iowa 52358

Company Complaining About: Mediacom

Description

We have had continued Internet issues with Mediacom and currently are in the middle of an outage. I am a teacher that needs the internet to run my classes, due to the coronavirus closures. Something needs to be done about this corrupt company that is allowed to do whatever they want because they are a large corporation.

Ticket: # 3917812 - Shutting me off in the middle of a pandemic

Date: 4/7/2020 2:02:24 PM

City/State/Zip: Saint Joseph, Missouri 64503

Company Complaining About: Sudden Link

Description

They sent me a bill on the 5th of March saying my bill was due on the 25th for \$104. I thought they were keeping america connected for 60 days during the pandemic. We are a family of 7 with 5 children 3 school age. When they shut my services off without any notice it really pit us in a major hardship. Our only source of income has been out on halt. Then this happens and instead of trying to help me they forced me to pay the 104 dollars and then for 5 day my phone wouldnt work. We called every day sometimes multiple times waiting for hours and hours. We spoke too many people over the week one told me she needed to send a tech out that might cost me \$60 then another said she was gonna get it fixed internally and call us back but she never called back amd the phone still didnt work. One of the ladies was talking about compensating us for our trouble but she never called back too finish the call. Then we finally got a guy who had a ticket made and it was fixed within the hour. But this guy would not provide any compensation for us at all just flat out refused. I had to sit at a wifi spot at a gas station for hours trying to get ahold of suddenlink because they disconnected my phone. Almost 3 years with them and ive never been shut off. I feel like a very valued customer. They treat people like this in Saint Joseph because they have a monopoly on the internet here. What could be done is someone aknowledge that they shouldnt have shut us off in the middle of the night in a pandemic. Or compensation like one of their reps said she was gonna do.

Ticket: # 3917897 - Boost Mobile COVID-19

Date: 4/7/2020 2:40:41 PM

City/State/Zip: Gastonia, North Carolina 28052

Company Complaining About: Boost Mobile

Description

The consumer states that because of COVID-19 pandemic the consumer is not working currently and therefore is unable to make her phone payment.

The consumer called Boost Mobile and the representative said they couldn't do anything and to call us.

The consumer wants an extended time to get the payment and then keep her services on but they already went ahead and canceled her service.

The consumer doesn't think this was an appropriate thing to do during this difficult time.

The consumer would like if you could give some sort of credit for the time she had no service and was unable to make calls to her family in this difficult time.

CTR-415

Ticket: # 3917909 - Frontier Billing dispute

Date: 4/7/2020 2:46:48 PM

City/State/Zip: Irving, Texas 75062

Company Complaining About: Frontier Communications

Description

Consumer stated his carrier stated they would not disconnect the service due to the Pandemic

Consumer stated his service was disconnected

Carrier told consumer his service would not be connected until his bill was paid

Carrier stated he would get a \$100.00 Visa card

Consumer stated he did not receive the Visa card

Consumer has severe health issues that require the internet

Consumer has a form on file about this issue, no one has contacted the consumer

Consumer ask to speak to someone in the President's office

Carrier has not contacted the consumer

Consumer would like his service re-connected during the Pandemic and his bill credited

Ticket: # 3917957 - COVID-10 Updates

Date: 4/7/2020 3:02:49 PM

City/State/Zip: Newark, Ohio 43055

Company Complaining About: Wtvn 6.10

Description

Consumer wanted to place a complaint against WTVN am 6.10 because they have fail on broadcasting updates with the COVID-19. They have change the broadcasting of the governor of Columbus, Ohio. She wants to be able to hear all the news about the COVID-19.

ctr408-phone

Ticket: # 3918004 - Still being charged for services I am unable to use

Date: 4/7/2020 3:18:29 PM

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

Company Complaining About: Verizon

Description

Due to the pandemic, I have not been to my apartment since the week of march 9th 2020. I have been in Manhattan since the initial NYC lockdown. The only option Verizon is offering is to suspend my services due to "vacation". This is not a vacation, this is far from one. There is not consideration here no sympathy for what is happening to everyone. This is not a choice! If i suspend the services I will still be charged taxes and surcharges and when this is all said and done and we are safe to return to normalcy I will be charged \$50 dollars. I do not understand this one bit. And I am almost certain all massive companies will get their fair shares once this is all said and done.

Ticket: # 3918068 - Complaint Against Charter Cable Internet Service, Whittier, CA

Date: 4/7/2020 3:41:58 PM

City/State/Zip: Whittier, California 90603-2608

Company Complaining About: Charter

Description

Yesterday afternoon (April 6), I was informed that Charter Cable (Spectrum) was raising my contract pricing for Internet and phone service by \$15 per month. I certainly would expect that in good times, but I have a problem accepting the fact that they are doing so during this particular period, during the coronavirus pandemic.

During normal times, I could contact their retention group and threaten to take my business elsewhere. In this case, however, their competitors will probably not be interested in my business, because they are short-staffed and I would have to wait some time before I would be able to install somebody else's equipment.

Luckily, after a 45-minute wait, I finally got through to a retention specialist who was willing to put me on a special program that would increase my payments by only \$5 per month. And yet, I have a difficult time believing that any business would try to raise their prices during this period--- especially a business that has a monopoly in the areas that it serves and a business that knows that most of us right now are just trying to keep in place what they have. We either need more competition for cable services, or we should force them to hold down their prices during this period when people are being laid off their jobs right and left. Personally, I think that their actions border on criminal.

Ticket: # 3918076 - Internet staying down for days at a time

Date: 4/7/2020 3:43:50 PM

City/State/Zip: Pikeville, Kentucky 41501

Company Complaining About: AT&T

Description

My internet has failed to connect/ work for 3 days now going on 4. With the pandemic going on right now I have had to do work from home and with this issue have been unable to. I've had a servicer come out twice now since I've moved here 2 months ago and have a scheduled third time. This is a persisting issue that has impacted myself in more ways than one.

Ticket: # 3918095 - Intermittent Internet service

Date: 4/7/2020 3:49:03 PM

City/State/Zip: Leesville, Louisiana 71446

Company Complaining About: Sudden Link

Description

Consumers provider is Sudden Link. Consumer states his service has been going in and out since Saturday. Provider tried to trouble shoot over the phone and advised consumer that they could see where he was losing connection. A technician was supposed to be out today between 11:00 - 2:00 pm. Consumer reached out to provider and was informed that the tech cold be running late. Consumer works from home due to Covid-19. Consumer wants provider to fix his internet.

CTR 392-phone

Ticket: # 3918132 - Coronavirus Scam by Frontier**Date:** 4/7/2020 4:02:11 PM**City/State/Zip:** West Covina, California 91790**Company Complaining About:** Frontier Communications

Description

I had a 2-year promotion with Frontier, where I was paying \$128.00 per month until 10/16/2019. On 10/4/2019, before the end of my promotion, I called Frontier to ask if I can either update my plan to lower my bill to a reasonable cost or if I should switch to another provider. They told me that they would be able to help me by removing some of my services to lower the cost of my monthly bill. The final agreement was that I was to pay \$104.00 for the span of one year, to which I agreed. However, after six months during this coronavirus global pandemic, I received a bill for \$172.47. I then proceeded to call Frontier on 3/10/2020 and spoke with a Frontier representative, Sam. He told me that my deal was only for a span of 6 months. I told him that I had never heard of a deal that only lasted 6 months, considering that deals are always for one or two years. He then proceeded to say that Frontier will pull my call record from that day (10/4/2019) to see what the deal I got was; six months or one year and, for now, to just pay what I was currently paying, \$106.00. I agreed, saying that this was fair and he asked me to call Frontier after one week. On 3/20/2020, I called Frontier and I spoke to another representative, Nikka, and her supervisor, Michael, to ask them what had happened; the answer was nothing. Now they keep sending me bills which are shown in what I have attached. For this month, my bill was \$240.02.

I am wondering as to how the government and divisions such as the FCC are designed to help the people from being scammed by companies, such as Frontier, but is letting the scamming occur, especially during this current global crisis. I have two children who are both full-time college students and everything for them has switched to remote learning. The stay at home order in the state of California and the switch to remote learning for my children, has made it so that internet is a necessity and in this circumstance, more of a necessity than food and water.

Today (4/7/2020), I called Frontier and I cancelled my services, but I could not even finalize my bill. I simply just want this company to leave me alone, so that I can live. The stress of this entire situation is about to kill me, not the coronavirus.

Attached are my last three bills. You can see how vastly different in cost they are.

Ticket: # 3918139 - Optimum COVID-19

Date: 4/7/2020 4:03:42 PM

City/State/Zip: Hoboken, New Jersey 07030

Company Complaining About: Optimum

Description

The consumer is calling to file a complaint against Optimum whom she has Internet, TV and phone services with.

The consumer states that she had been calling Optimum for the past 2 weeks because she was trying to make her payment online because of COVID-19.

The consumer states that she was unable to make the payment online because it kept asking for a code that she had no clue what it was.

The consumer was finally able to contact Optimum about making a payment on the phone but it was already to late because they shut all of her services off.

The consumer states that they had no right to do that because every time she tried to call no one would answer.

The consumer states that out of respect Optimum should not have shut her down because she is trying to make business and she has 5 accounts with them and was making an effort to reach out.

The consumer states she never got a notice about them shutting her down.

The consumer states she would like some sort of compensation because she lost business because of this issues and wants Optimum to understand what they are doing is wrong.

CTR-415

Ticket: # 3918143 - Cramming**Date:** 4/7/2020 4:06:09 PM**City/State/Zip:** Fairfax, Virginia 22032-1810**Company Complaining About:** Verizon

Description

At about 12:00PM April 6, 2020 my VerizonAOL email account stopped functioning on my PC, iMac, iPhone, and Android phone. I spent the next four or 5 hours trying to reestablish connection with my VerizonAOL account. Although I did not know it at the time (because I could not access my email via any of my devices, at or about 5:30 PM, my account received an email from "AOL Member Info <AOLMemberInfo@comms.aol.net>," offering me a "gift for being a member" and telling me that I could "try it now" for "free." The bottom line is that I was being offered the opportunity to download the AOL Desktop Gold webbrowser that would provide me with: "*Enhanced Security: Let AOL help protect you from hackers and identity thieves with anti-key logging, screen grab protection, and anti-phishing features. *Customizable Web Experiences: Enjoy shortcuts to all your favorite websites right from the toolbar. Plus, swap out whatever you don't need easily. and *Live Support: If you ever have questions or need support with AOL Desktop Gold, live AOL experts are available to help 24x7 by phone or chat." At about 6 PM, I went online to my VerizonAOL account, where I could access email (send and receive) without difficulty. I looked for the "Help" desk and ran across information on the VerizonAOL website also indicated that VerizonAOL was requiring me to change my password to one that VerizonAOL generated for me, and informed me that my use of email clients other than AOL Mail would require me to use two step verification. I dutifully generated the VerizonAOL password, and used it appropriately to reestablish email service on my four devices. Use of the generated password worked with ONE EXCEPTION. My iMac (using the Outlook for Mac email program) began receiving, but would not - and will not - send email. I then, again, sought out the VerizonAOL "Help" desk, which is where I found that in order to get tech support I would have to sign up for a \$4.99 per month "Help" service. I find this to be outrageous for two reasons: 1. VerizonAOL is owned by Verizon, from which I purchase cell phone, land line, TV, internet, and email services for about \$350 per month; and 2. Verizon, and its subsidiary VerizonAOL, appear to be taking advantage of the need for email communication during the CORVID-19 crisis to sell its VerizonAOL troubleshooting services. ESSENTIALLY, VerizonAOL is attempting to CRAM another charge onto my monthly bill by effectively denying me service for which I pay handsomely, and the charging me to fix a problem that VerizonAOL created. I have tried to contact VerizonAOL, but there is no answer, and the website informs me that COVID-19 prevents it from using email and chat for contact. HELP, PLEASE

Ticket: # 3918145 - lifeline equipment issue

Date: 4/7/2020 4:06:37 PM

City/State/Zip: Philadelphia, Pennsylvania 19130

Company Complaining About: Safelink Wireless

Description

I am a Social Worker filing this complaint on behalf of my resident. She has service with Safelink Wireless and her original phone was damaged and would not even hold a charge. She is not very mobile so I had to go to her to sit and request a replacement phone. That process went well. When the phone arrived there was an issue. The sim card is lodged in the phone and will not come out. The phone will not work and says there's no sim card. After working with multiple representatives and talking with numerous supervisors over multiple days, we asked that they send a return label along with a working phone. They have refused this request and also refused to provide a number to their corporate office. This has caused a huge strain on her and she has become very depressed and withdrawn. Due to the COVID-19 Pandemic, she is no longer able to communicate with her family. Her family is not able to visit and she can rarely use the community phone. I am hoping something comes out of this. This has changed her overall mood.

Ticket: # 3918304 - Unwanted call

Date: 4/7/2020 4:54:54 PM

City/State/Zip: Charlotte, North Carolina 28202

Company Complaining About: Trump Campaign

Description

Robot call from Laura Trump about COVID 19

Ticket: # 3918316 - Recurring Internet Issues

Date: 4/7/2020 5:00:06 PM

City/State/Zip: San Diego, California 92154

Company Complaining About: Cox

Description

Over the last 6 months I have been paying full price for internet service that is of terrible quality. When I call Cox Customer Support, I get the same basic troubleshooting questions and reboot options, all of which do not work, and in order to get further assistance I am told to pay a \$10/month fee for Cox Complete Care, a service that still gets me nowhere.

I am currently paying hundreds every month for internet service that is advertised with speeds of 300mbps download and 30mbps upload. What I am getting is EXACTLY half of those speeds and often times my internet drops completely or never surpasses 10mbps download OR upload speeds. If they are throttling or limiting bandwidth due to COVID-19, they have not been transparent with their customers regarding the matter and still get away with charging people full price for less than half of the internet speeds they advertise.

Cox Customer Service often gives me the runaround and blames my internet connection on my hardware when they cannot come to a reasonable conclusion as to why my internet is so bad. The last technician to come into my home a couple months ago to check connection was very rude and told me my connection problems lie within my internet router. I bought a brand new router for \$100 and still have terrible internet.

I have asked Cox multiple times for them to send out a technician to my neighborhood to check on the nodes and wires OUTSIDE of my house (without having to come into physical contact with anyone) and they have declined my request every time due to COVID-19. At this rate I am convinced that Cox has oversold their internet service to my neighborhood, overloading all internet nodes/wires within my vicinity and still charging me full price for internet they know is not good quality.

I need Cox to stop falsely advertising their internet speeds and I need them to reimburse/refund me for the months that I have paid for bad quality internet. This issue has been happening long before COVID-19.

I would like my money back for the months that I have not received the internet speeds I've been paying for, and I would love to get the full 300mbps download speed and 30mbps upload speed. If they cannot provide me with those speeds, I would like them to explicitly tell me (both in writing and verbally) so I can downgrade my internet service and stop paying so much money for a falsely advertised service

Ticket: # 3918362 - internet availability

Date: 4/7/2020 5:26:49 PM

City/State/Zip: Carthage, Missouri 64836

Company Complaining About: Viasat

Description

She lives in a rural area. She has called CE Network and Pixius to install internet.

Both carriers refuse to service her home. They are servicing other homes in her area. Viasat is the only other choice and they do not provide quality internet.

She said rural area is suppose to be serviced also especially with Covid 19 going around. She was told by CE Networks and Pixius. CE told her they could service her for \$199 installation \$69.99 a month. Called them back and scheduled installation and some one else said he was out setting up a customer. he would not answer or set it up. Finally got a reply that said they are not taking on new customers.

Ticket: # 3918380 - DSL cut off when ported telephone number away from Frontier

Date: 4/7/2020 5:37:45 PM

City/State/Zip: Hayesville, North Carolina 28904

Company Complaining About: Frontier Communications

Description

I reported to Frontier that I was porting my telephone number to Ooma so that my DSL would not go out as recommended by Ooma before ordering the port to Ooma and was assured my DSL would not be turned off. It was turned off. Because of that not only do not have internet, phone, or television since they all run through the internet. April 2nd was the port out. I still do not have service even though talking to many at Frontier including the President of the company's secretary. My husband and I are over 70 years old and need the phone in case of emergency, especially during this pandemic. Getting my modem and router back up would solve the problem.

Ticket: # 3918408 - Cox Communications is still disconnecting Consumer Services even after signing the "Keep Americans Connected" Pledge

Date: 4/7/2020 5:50:19 PM

City/State/Zip: New Orleans, Louisiana 70126

Company Complaining About: Cox

Description

Cox communications is continuing disconnections even after signing and agreeing to abide by the "Keep America Connected Pledge." Myself as well as several other citizens of New Orleans are being disconnected due to the inability to pay bills due to lack of income during the Corona Pandemic.

Ticket: # 3918490 - Seattle Broadcast Stations Complaint

Date: 4/7/2020 6:54:53 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

KIRO7, KOMO and KONG are not airing the Presidential addresses concerning Covid19, they are showing regular daytime programs like Judge Judy. The public needs to be informed!

Ticket: # 3918502 - Billing increase

Date: 4/7/2020 7:03:16 PM

City/State/Zip: Sagamore Hills, Ohio 44067

Company Complaining About: Spectrum

Description

I subscribe to Spectrum cable and internet services. I received a 10.00 increase in my bill without any notification. This is shameful especially during a pandemic situation such as we are experiencing.

Ticket: # 3918503 - No Landline (POTS) Telephone Service**Date:** 4/7/2020 7:03:36 PM**City/State/Zip:** Fallbrook, California 92028**Company Complaining About:** AT&T

Description

Again, I have NO Landline (POTS) telephone service as it rained here once again. Every time it rains this occurs. This is not new technology; Alexander Graham Bell invented it in 1876. One would expect after 144 years AT&T would have learned how this basic technology works. This is the fourth time since late November 2019 that this has occurred. My wife and I are seniors and have medical issues that require us to communicate with our doctors, especially now during the Pandemic.

Ticket: # 3918507 - Turning off internet service during Covid crisis

Date: 4/7/2020 7:10:44 PM

City/State/Zip: Pottsboro, Texas 75076

Company Complaining About: Vyve Broadband

Description

My internet was shut off on 4/7/2020 when we called them they said we were late on our bill and informed them they signed the FCC Pledge they said well that dosnt mean they will keep it on. We called them on 3/27 and informed them we had been laid off due to virus. When we called them the 2nd time to complain they said they turned it back on and somehow the "computer system" messed up even though they showed up unemployed due to the virus and our call of 3/27

Ticket: # 3918511 - Service disruption during pandemic

Date: 4/7/2020 7:12:23 PM

City/State/Zip: Tarentum, Pennsylvania 15084

Company Complaining About: Comcast

Description

Comcast has disrupted our services on a paid in full account during the paid for period during a pandemic after pledging to not disrupt services. Comcast disrupted our services due to an account that was 4 years old from a prior address. We have had services for the entire 4 years with Comcast with no notification that there was an outstanding balance on the old address. Comcast waited for a pandemic to ensure that we were not able to address this the day it happened as they disrupted services 15 minutes prior to the special departments closure. The disruption has limited access to news and cut off all access to child's educational materials.

Ticket: # 3918518 - Internet being throttled during Covid-19 emergency

Date: 4/7/2020 7:17:47 PM

City/State/Zip: Hondo, Texas 78861

Company Complaining About: Viasat

Description

We have our internet through Viasat and they have admitted to us that they have been throttling us back during this time. I called them on March 26th to ask what we could do because my husband couldn't work from home because of our unreliable internet and they explained there was nothing they could do because we had already used our 60 GB of priority data there was nothing they could do.

Ticket: # 3918532 - The lack of availability of the COVID Press Conference ..ABC, NBC, CBC failed to provide

Date: 4/7/2020 7:25:11 PM

City/State/Zip: Springfield, Virginia 22150

Company Complaining About: Local Air News From Antennae And Cable News Stations

Description

Complaint for major networks and cable news. We have a state of Emergency. Less fortunate Americans are the most affected by the virus and can't afford cable. There is absolutely no reason that all of the major networks or at least one of them are not providing the full coverage of the Pres/VP COVID19 Press conference. Some stations start the conference then annoyingly cut it off part way through. I have Cox cable but they have not allowed it free on the paid stations either. This is not acceptable especially when we hear how badly it is affecting the Black Community.

Ticket: # 3918556 - Robo recorded call for political solicitaiton

Date: 4/7/2020 7:54:01 PM

City/State/Zip: Fenton, Michigan 48430

Company Complaining About: Americans For Prosperity

Description

Call had unclear caller ID, recorded message began as Covid-19 information but continued as solicitation to join group call for Americans for Prosperity. At no time was a live person or option to identify do not contact or remove from call list made available

Ticket: # 3918662 - Unwanted Robotexts and Calls

Date: 4/7/2020 10:00:49 PM

City/State/Zip: Beckley, West Virginia 25801

Description

This complaint is for just one number. I block one number and they call/text from another. It's a never ending process.

Ticket: # 3918669 - Spectrum shuts off our internet during Pandemic

Date: 4/7/2020 10:12:20 PM

City/State/Zip: Crestline, California 92325

Company Complaining About: Spectrum

Description

We are longtime Spectrum internet customers. We live in a rural mountain community. Our ability to make any phone calls is dependent on Spectrum internet service. Spectrum turned off our service at 3:00 a.m. on Sunday, April 05 because they hadn't received an overdue payment - which was paid on the morning of Friday, April 03. We had to call them from town and beg to have our internet turned on. Finally, internet service was restored in the afternoon of Monday, April 06.

Ticket: # 3918670 - price gouging by Comcast/Xfinity

Date: 4/7/2020 10:17:23 PM

City/State/Zip: Abingdon, Virginia 24211

Company Complaining About: Comcast

Description

I am writing in regard to a previous complaint ((b) (6)). Since corresponding with you regarding a rate increase for my Comcast Xfinity monthly bill in February, the company has now retaliated as I will explain below. I need to know who controls Comcast, who is their governing body, as they are not only price gouging me in a time when we have a pandemic but they are in breach of my 2-yr. contract with them for which they impose a \$200 penalty on me if I break it. In February my bill was increased by \$5.15 which amounts to \$65.65 increase for the year. After I contacted FCC, my April bill was increased by \$10.42 amounting to \$125.04. Comcast has doubled the increase. This is not justified and especially a greedy and unacceptable retaliation in light of the pandemic and economic problems. I need you to take action re this. When I contacted Comcast via telephone, I was told by the representative he could not offer any help so I asked to speak to someone higher up and I was disconnected. When I tried more than once to call back, I was not able to even get to an agent. I want a refund for the overcharge for the months of February and April. The amount of a refund I want for these two months is \$15.57. I also want Comcast to furnish the name and address of the agency that oversees them and governs their rate increases. I read that you can investigate companies who are guilty of the above and I am requesting FCC to do a formal investigation of this company. What is happening to me is happening to lots of other families and someone needs to put a stop to this price gouging. Thank you.

Ticket: # 3918698 - Cable regional sports fee

Date: 4/7/2020 10:52:41 PM

City/State/Zip: Glenmoore, Pennsylvania 19343

Company Complaining About: Comcast

Description

Comcast refuses to remove my regional sports fee even though I'm not receiving any regional sports during the pandemic. I feel as I'm being forced to pay for a service I'm not receiving.

Ticket: # 3918702 - Internet Issues**Date:** 4/7/2020 11:00:33 PM**City/State/Zip:** Temperance, Michigan 48182**Company Complaining About:** Buckeye Broadband

Description

I continue to have the same issues with my Internet service...loading and buffering issues...speed issues...etc. Our entire community has been having these issues. This has been going on for over two years. I have already made complaints to Buckeye Broadband and to the FCC. Buckeye refuses to come to my home to fix the issues. I have screenshots, through their online chat, of them refusing to come to my home. I asked them NUMEROUS times to send someone out here to check all of the OUTSIDE lines and equipment in my area...from pole to pole. They refuse! I can email these screenshots to you if necessary. Now Buckeye is trying to blame these issues on the COVID19 virus and it being utilization issues. Really? FOR TWO YEARS? COVID19 has not been around that long.

PLEASE DO SOMETHING!!!!

Ticket: # 3918750 - Rate of increase

Date: 4/8/2020 2:10:08 AM

City/State/Zip: East Greenbush, New York 12061

Company Complaining About: Spectrum

Description

My current internet provider Charter Communications/Spectrum increased my service rate without notification during our international pandemic. My previous rate was the same for three years after being raised twice. I find it nauseating that they decided to raise it again now. I contacted there customer service and they stated that I am still lucky not to be paying there full retail price. There is not another comparable provider in my area so Spectrum is Monopolizing and I do not have any other choice but to give in.

Ticket: # 3918772 - Designated Market Area

Date: 4/8/2020 4:19:41 AM

City/State/Zip: Palestine, Texas 75803

Company Complaining About: Youtube Tv

Description

Hi;

If I contacted the wrong department, please direct me to the correct department.

I am using Youtube TV as my provider.

I live in Palestine, Zip Code 75803, maybe 40 miles South from Tyler Tx. Even less to a Zip Code that covers Tyler. Youtube TV puts me in the Dallas Tx market area that is 120 miles NW. I have ask to be in the Tyler viewing and market area,

This is Youtube TV answer:

—
For clarification, 75803 only has a single market area which belongs to Dallas/Fort Worth Area. I just wanted to make it clear that this is not a system generated assignment of your markets but it is actually assigned by the FCC to Networks and this has something that we can't change.
—

I do not go to Dallas and Dallas does not cover news for my area. I would like to be in the Tyler Tx viewing area for shopping and news as Tyler covers my town. Local emergency notices for weather, storms, traffic and now with this pandemic outbreak it would be very helpful and essential.

The Tyler TV stations carry the same network shows. The only different is local news and local market advertisement.

I understand Designated Market Area concept but, does all this sound silly to you? Wouldn't you think the markets in Tyler Tx would want me to watch local advertisement?

Why am I put in a viewing and market area that does not serve me? How can I be included in a market area that serves me?

Your understanding in this matter would be greatly appreciated.

If I contacted the wrong department, please direct me to the correct department.—Thanks;

—(b) (6)

Ticket: # 3918782 - Service

Date: 4/8/2020 6:08:52 AM

City/State/Zip: Leavenworth, Kansas 66027-0044

Company Complaining About: Freedompop

Description

I bought LTE SIM Kit - 3-in-1 - Voice/Data Bundle last year and i never able to get it working until 9 months later. When I called 855 703 5785 the first time to get my phone configured, a live person told me they could not help me since I bought the basic 3-1 SIM, not the entire phone package. They only refer me to their website. If I want additional help, I will have to pay additional fee.

To add another additional problem, I had to reinstall their apps on my android phone. When I tried to use the apps, it prompted me for user name and password. Well, I didn't know so I clicked on both apps on the android and at desktop "forget my password" I been waiting for them to send me a reset link since April 5, 2020. I been clicking multiple times each day and they still did not send me reset link. I even checked my SPAM folder to ensured it did not go there. I able to login to my account from the desktop due to cache credential and I can't submit a ticket because it prompts me to enter my password, which I have no idea.

During the pandemic crises, I can't call out since their apps is not working and I have lost all hope to get my phone working. Before, my apps were working on my android phone, I received their email and text and their message stated "do not rely to this message" and I even reply to them to see, and they didn't reply. I even called their phone number (855 703 5785) and this time you cannot get a live person, I only can get a recording message to directed me to their website to look up for support information. If I push any other provide menu options, it just hangs up.

Before pandemic crises hit, I very seldom use the phone until now. I am fairly old and live by myself, this is reason I need to get their apps working so I can make a nonthreatening emergency call. When I got my apps working after 9 month later, I primary been using with WIFI so it does not eat up my times. I do understand I only paid for their basic service. I feel, if they sold their product, they should still provide a basic support so I can get their SIM working conjunction with their apps so, I can least make a call and nothing else. I am NOT asking how to use android. I feel, why sell their product if they are not willing to provide a simple basic support to get their apps working on my android.

Ticket: # 3918824 - Altice optimum tv and INTERNET

Date: 4/8/2020 8:48:24 AM

City/State/Zip: Lake Grove, New York 11755

Company Complaining About: Optimum

Description

Altice shut off our services. We now have now way of watching the news updates for this pandemic and we also now HAVE NO INTERNET FOR OUR SON WHO IS HOMESCHOOLING. When you try to speak to someone they put you on hold for hours and then the system hangs up on you. You cannot get through to ANY OFY to correct the issue meanwhile they are not suppose to shut anyone off.

Ticket: # 3918893 - Attempted billing for services not rendered

Date: 4/8/2020 9:24:43 AM

City/State/Zip: Tarpon Springs, Florida 34689

Company Complaining About: AT&T

Description

After losing my job I requested to put my Directv account on hold and ATT wants to charge me \$7 for no service. As a 23 year customer I was insulted and disconnected service. They are thieves and are not supporting their customers in this critical time in our country. I lost my job to Covid-19. Please do something! This is wrong!

Ticket: # 3918916 - Dove Body Wash

Date: 4/8/2020 9:42:18 AM

City/State/Zip: Springfield, Missouri 65804

Description

Woman with a double mastectomy disrobes to show scars during Primetime network programming in a commercial for Dove Bodywash.

Extremely inappropriate, poorly conceived and using the covid-19 timeframe to release this highly controversial topic. They certainly lost me as a customer, I am just furious that common decency seems to be eroding at a rapid pace. The very manner in which the woman throws open her robe in front of the camera is, in its self, an action that should not be considered ok!

Ticket: # 3918948 - Spectrum Internet increasing bills... I have school age children

Date: 4/8/2020 10:04:41 AM

City/State/Zip: Waldoboro, Maine 04572

Company Complaining About: Spectrum

Description

They won't honor the reduced rate they keep mentioning after I fill forms out and am approved because I am a "Current Customer" however I am a customer that was brought from another company Time warner cable and have NO contract with Spectrum. They also are delivering slower speed to me as I am not a Spectrum customer... I get less than 30mbps. Their service is 100 mbps for \$44.99. They want me to cancel service for 30 days and then they will honor price of \$22.99 for the package of 30mbps. This month they increased my bill from \$49.99 to \$59.99. I want them to honor the package I qualify for... I can't cancel service as I have school age children and a medical need for my Type 1 diabetic daughter and due to Covid-19 I cant switch to another company. Her doctors review her blood sugars and insulin intake and make adjustments from this and only way to get the info and graphs is via internet access.

Ticket: # 3918983 - Internet outage day 3 Centurylink

Date: 4/8/2020 10:34:39 AM

City/State/Zip: Issaquah, Washington 98029

Company Complaining About: Centurylink

Description

Internet outage to upgrade equipment no notice to customers and different stories to different customers we are asked to work from home due to Covid-19 but cannot get service! They keep changing date/time that service will returned. No transparency at all.

Ticket: # 3918989 - Boost mobile

Date: 4/8/2020 10:37:06 AM

City/State/Zip: O'fallon, Illinois 62269

Company Complaining About: Boost Mobile

Description

Due to covid 19 and being out of a job I can't pay my phone bill.

Ticket: # 3919041 - SIMPLE Number Porting Delayed 17 days

Date: 4/8/2020 11:08:28 AM

City/State/Zip: Celebration, Florida 34747

Company Complaining About: Spectrum

Description

On March 23, 2020 I requested our ONE phone number to be ported from Spectrum Business to Vonage Business. This request was rejected on the grounds that the address of record did not match the address of the port request. I noticed that the Suite number "G" was missing from the form -- DESPITE both Vonage and Spectrum having my correct and complete address which has not changed in 9 years AND is the same one used by the USPS.gov address and zip-code verification website. I entered "STE G" and submitted the form. This second submission was again REJECTED on the same grounds as the first rejection. The only other anomaly I notice is that the Zip Code is 5 digits while on my Spectrum statement it is a Zip+4. A representative from Vonage's number-porting department stated that in his experience missing the 4 from the Zip+4 does not typically cause a port request to reject. So, he had me provide a copy of a recent Spectrum statement and his department will DISPUTE the rejection. The thing that INFURIATES me the most is what the representative said next. He stated that the zip-code is only the FIRST STOP in address verification AND even if the Zip-code passes verification, they may then turn to a second field and either PASS or REJECT based on this second field. So, if one by one the Street number AND the street direction AND the street suffix AND Address Line 2 AND the City AND the State AND the Country should happen to FAIL, each and every failure would require a separate rejection, re-submission and re-test. AND this is only the address. There are other considerations that can cause a reject. For example, not having provided a PIN number which I did not have handy on 3/23 but which I promptly called Vonage to inform them of the PIN number on 3/24 and then confirmed with Spectrum that the PIN number WILL be required to complete the port request. At that point, the Spectrum rep was not able to make note of the fact that I do know and have provided my PIN number because it would be subject to the AUTOMATED process which doesn't allow for the insertion of the PIN number until the request actually rejects for exactly that reason. In the PRE-COVID-19 world, none of this would be an issue because we simply would have continued using the old phone system until the port was complete; however, because of the situation, we have all of our therapists working from home providing mental health therapy via telehealth and using the new phone system seamlessly to the patients who when they call our main phone number, the calls are forwarded to the new phone system. Where we have a MAJOR ISSUE and one that could have disastrous implications when dealing with an already fragile subset of the population is that since the number port has not completed, our OUTBOUND caller ID is some random number our patients are not familiar with and would have every reason to NOT ANSWER. Vonage explained that until the number port is not complete, they are prevented BY LAW to provide an outbound caller ID for a number they do not own. So there is my complaint. Anything you can do to speed up this process would be greatly appreciated.

Ticket: # 3919042 - Cox Keep Americans Connected Pledge

Date: 4/8/2020 11:08:48 AM

City/State/Zip: Virginia Beach, Virginia 23462

Company Complaining About: Cox

Description

The consumer states that she has bundled service with Cox Communications.

The consumer states that they were to follow the pledge and not disconnect her services.

The consumer states that last night at 11pm all of her services were shut off.

The consumer is home schooling her kids and she is working from home so these services are necessary, especially internet.

The consumer states she had to call and make an online payment to get her services restored this morning.

The consumer believes that this was a bad response to the issue going on with COVID-19.

If you could somehow credit her for the time being that she had to miss time from work to get her services restored that would be appreciated.

CTR-415

Ticket: # 3919107 - Disconnected for no reason, then charged for reconnection and reduced service speed

Date: 4/8/2020 11:38:54 AM

City/State/Zip: Bahama, North Carolina 27503

Company Complaining About: Frontier Communications

Description

During this COVID-19 situation Frontier disconnected my service on March 16th, 2020 without reason (I am on an auto-pay service) the day my son was to begin his mandatory home schooling in Durham County. It took two days to get my service reinstated and I received a bill to reconnect service \$30.00 they disconnected without reasons. They then cut my internet speed by 1/3 and refused to put it back to the speed I had for the previous two years. Frontier is billing me for a "Broadband Max" package that is not available on their website which is nearly double the price (39.99) of the current packages for my location (24.99) but refuse to give me the same package that is available to my neighbors. I was told by a service rep "I can cancel and request new service but with COVID-19 we won't be out to turn you back on for months [laughs]".

Ticket: # 3919141 - Service issues with new provider

Date: 4/8/2020 11:54:08 AM

City/State/Zip: Apollo Beach, Florida 33572

Company Complaining About: Frontier Communications

Description

Have had Spectrum for years. Frontier Rep sells us on converting with promises of saving money and better service (technical and modem speed). Frontier Rep tells us Frontier handles the switch from Spectrum to Frontier. One month into our new internet provider, internet goes down on 1/26/20. Call for technical support and they say everything is fine and we have internet yet we can not ring in any food/drink orders nor process payment. Frontier promises to have a tech out 27th or 28th (which is not acceptable as business is interrupted). I had a hunch that Spectrum had just turned our service off. Hunch was correct and after payment to them, internet was back on in 5 minutes. Frontier never sent anyone out. Called Frontier sales rep to complain about the situation. Later in February, phone service stopped. Now guest cannot call. Found out our phone was ported from Spectrum to Frontier successfully and I must pay Frontier (internet & phone) to get phone service turned back on. Paid \$186.52. Two business days later, phone was back on. Complained to Frontier Rep about this situation. Internet was down again 4/7/20. Did not bother calling Frontier, called Spectrum. Internet was restored. 4/8/20 called Frontier to find a solution for this saga. Pay the full 546.22 and they will restore service and we are in a binding contract. I explained that Frontier should have made sure we were up and running successfully and to date, they have never sent a technician out to check on our complaints. They wont help until I pay full amount. Meanwhile, I have been paying Spectrum monthly for internet service. Now with COVID-19 going on, we have been closed since 3/20/20 and it is imperative this issue gets resolved prior to re-open, including having our phone back (same number).

Ticket: # 3919142 - Optimum/altice disconnecting services during coronavirus for non payment

Date: 4/8/2020 11:54:08 AM

City/State/Zip: Greenwich, Connecticut 06830

Company Complaining About: Optimum

Description

Hi, just want to let you know that Optimum/Altice is disconnecting services to customers for non payment during coronavirus pandemic even after they pledged not to do so. It just happened to me and happening to many. Just check the Twitter feed under optimum/ service disconnected. They lied and to make matters worse, you can't call them or chat with them. I think they are doing this on purpose!! They made the pledge as a PR stunt and behind the scenes disconnecting everyone for non payment during these times. The company is a scam and liars. It's illegal what they are doing. The FCC should investigate them, and they purposely make it impossible to contact them for that very convenient reason. Worse service ever and more importantly, absolute liars!!! Please contact them, as they are doing this to everyone behind their backs!!!

Ticket: # 3919159 - Fox News culpability in COVID 19 Health Crisis

Date: 4/8/2020 11:59:09 AM

City/State/Zip: Clarksville, Tennessee 37043

Description

Fox News Network repeatedly reported COVID 19 a false narrative of propaganda that the virus was a "hoax," a Democratic tactic to undermine the President, and posing little to no risk to the American people. The firing of a single employee for this behavior does not erase the networks culpability of false reporting. I urge you to investigate the networks repeated false reports that put the American public at risk and increased the spread of the disease as a result of their disinformation campaign. You do not need my submission of attachments, there are too many to submit.

Ticket: # 3919160 - Internet access

Date: 4/8/2020 11:59:21 AM

City/State/Zip: Northport, New York 11768

Company Complaining About: Optimum

Description

I am a optimum customer. I am supposed to be getting internet but lately because of covid 19 service is very very slow. I tried calling optimum many times and it hangs up on me after telling me to figure out my problem on their site. Their site just gives me opportunities to get better service by paying 39.99 a month. This is price gouging to the fullest extent. I am paying them a lot of money every month for internet that is NOT working and they want to charge me an extra 40 dollars a month for "faster internet"

Ticket: # 3919225 - Service COVID-19

Date: 4/8/2020 12:27:10 PM

City/State/Zip: Fairview Park, Ohio 44126

Company Complaining About: Straight Talk

Description

Consumer is having concerns about keeping his service on during this time. Consumer states that he called the executive office to address this issue a couple weeks ago and nobody called him back. Consumer wants to keeps his home-line one and he wants to be able to make calls during this outbreak and he wanted to know what does he needs to do in order of keeping his service on. Consumer does not want any interruptions in his line. Consumer try to be patience with provider but they never return his call.

ctr408-phone

Ticket: # 3919284 - Suddenlink disconnect

Date: 4/8/2020 12:56:29 PM

City/State/Zip: Bastrop, Louisiana 71220

Company Complaining About: Sudden Link

Description

Service was disconnected during pandemic

Ticket: # 3919389 - paying too much for electric bill, get rebate check

Date: 4/8/2020 1:23:26 PM

City/State/Zip: Bethlehem, Pennsylvania 18018

Description

I was getting one of these calls every day before the coronavirus shut down. It seemed there was a different number every day. The calls stopped but started again today. I can't imagine this is an essential service and now I have the time to do something about it.

Ticket: # 3919431 - unwanted call

Date: 4/8/2020 1:36:24 PM

City/State/Zip: Fayetteville, Georgia 30215

Company Complaining About: Unknown Name

Description

Caller continues to call during pandemic to solicit burial insurance.

Ticket: # 3919441 - Internet disconnection during Corona Virus

Date: 4/8/2020 1:39:51 PM

City/State/Zip: Pompton Lakes, New Jersey 07442

Company Complaining About: Optimum

Description

I lost my job due to the corona virus and applied for unemployment. I spoke to Optimum and they, like every other creditor told me not to worry about it. Today, April 8, 2020 they shut my service again and i have been trying to call them for over 4 hours and they disconnected my call. It was automatic disconnection as the recording said they are experiencing high call volume and go to their website for all issues. I have no internet to go to a website. Please help me! Thank you

Ticket: # 3919495 - Billing fraud

Date: 4/8/2020 1:54:18 PM

City/State/Zip: Ozark, Missouri 65721

Company Complaining About: Sudden Link

Description

I closed my Suddenlink Branson account, access code 2583, in Nov 2019. I was not issued a refund for overpayment so I contacted Suddenlink on 1/11/20, and was told I had a credit of \$119.94. I was told this would be issued back to me. I assumed it would be credited to my new ozark account access code 7023 opened in Nov 2019. I did not see it appear on my statement so I continued paying my monthly bills as I received them. I later received forwarded mail from the 2583 account with a debit gift card in the amount of 119.94. I assumed this was my refund. I began receiving bills for the old account still being sent to the old address for 119.94. I called Suddenlink and they stated it was an error and the account would be closed out and I did not have a balance due, as of 3/3/20. I received another bill for 119.94 three weeks later with a pay date of April 10th. I also received a referral to collections requiring payment of the debt before April 10th. I contacted Suddenlink again and was told this time that I had been issued a transfer to my new account, and a gift card on the same date 2/4/20. I was also issued a late fee for the transfer being put into my account on the 4th when it was due on the first. I had been paying the bills as I received them and did not see that an amount was due.

I was told that I would have to pay the 119.94 even though the issue was a Suddenlink billing error, and even after I was told the billing error had been resolved and the account had been closed. Jason C. ID# LM4, manager, advised me to pay the bill using my debit gift card issued by Suddenlink on 4/8/20. I paid the amount using the refund card that was issued to me.

To summarize, Suddenlink's errors result in a financial profit to the company. Accruing late fees for "debts incurred by "employee error", result in profits for the company. If Suddenlink does this for each customer at least one time during a contract they can make significant profits. I also have not received a 50\$ amazon gift card as promised for signing another Suddenlink contract for my new address. Suddenlink employee incompetence causes benefit for the company and they do not provide the services promised. I had an internet and tv outage lasting well over a week and a half earlier this year and received no partial refund for the loss of service. Suddenlink has profited from the confusion they caused. No customer could possibly understand the billing requirements when so much chaos and confusion is caused. That is in addition to all of the chaos caused by CoVid and many of us working extra hours and long days. It has been nearly impossible to reach an agent and I had to take 2 hours off of work to do so today!

Ticket: # 3919496 - receiving repeated unwanted JUNK faxes

Date: 4/8/2020 1:54:41 PM

City/State/Zip: Apopka, Florida 32712

Description

Unwanted faxes. Does not have permission to fax. No relationship to this business owner. We're being harassed. Please fine them and make them stop faxing us and using up our toner. Especially during covid-19 lockdown, PLEASE MAKE THEM STOP.

Ticket: # 3919523 - Continued Disregard for Customer Service resolutions**Date:** 4/8/2020 2:01:26 PM**City/State/Zip:** Chicago, Illinois 60617**Company Complaining About:** Comcast

Description

I have been waiting weeks for Andrea B. from Xfinity corporate office to respond. The last conversation we had I was told she would get back in touch with me regarding her crediting the account for a months worth of installation charges and that she would be reaching out to the other department to ensure that the credit for internet services would be credited back to the account for the promotion that was offered for the unfortunate pandemic event we are undergoing. When I called into the office today I was told that Andrea closed the case complaint out without ever reaching back to me at all. I as well emailed her with no reply. I have as well been having ongoing issues with Xfinity mobile with them billing me for mobile services I have never used. Im being billed for a phone that hasnt even been on since two weeks after it was ordered never made a call or used any data. Im being billed for home security and I haven't even been able to use the alarm due to a sensor issue for months now. i dont even arm or disarm it so at this point i just want to cancel all services and they should waive whatever fees there are less the actual charges i need to pay for services when i did use them.

Ticket: # 3919533 - Unwanted call

Date: 4/8/2020 2:04:00 PM

City/State/Zip: Glendale, California 91205

Description

I was asked if I could take a survey about the coronavirus pandemic. I told him I was busy and he then asked if he can call later. I want to report this number as a scam 916.488.8160

Ticket: # 3919544 - Equipment

Date: 4/8/2020 2:07:54 PM

City/State/Zip: Cameron Park, California 95682

Company Complaining About: Verizon

Description

Verizon Wireless. I placed an order for a new phone for my daughter on 4/02/2020 to replace a damaged phone. She is on my Verizon account. I live in CA and she lives in NJ. The phone was ordered via on-line chat; however the agent put in an incorrect/undeliverable address for shipping. As of today, 4/07/2020, this issue has still not been resolved & we are unable to order a new phone for her until the other one is returned and "cleared out" of their system. I have spent literally six hours on-line and on the phone trying to resolve the issue and have asked multiple times to escalate my issue to a manager to resolve it, which has been refused. The option offered today is to order a new phone on a different line, then try to 'switch things around' once she receives the phone. Please assist. She is working from home, with a toddler, in the epicenter of a pandemic and needs a phone asap.

Ticket: # 3919573 - I believe my internet is being throttled by Verizon Fios

Date: 4/8/2020 2:15:28 PM

City/State/Zip: Syracuse, New York 13219

Company Complaining About: Verizon

Description

Millions of Americans are home working now due to COVID pandemic. And my internet is barely working and my company is frustrated. And is asking all of us working from home our internet speeds. We are trying to diagnose what is going on. I am informely filing a throttling complaint.

Ticket: # 3919587 - Spectrum Billing

Date: 4/8/2020 2:19:49 PM

City/State/Zip: Cincinnati, Ohio 45246

Company Complaining About: Spectrum

Description

The consumer is 82 years old and in January 2020 she called Spectrum to add cable (she already had Internet with them) since she got her SS check they said it would be \$60.

The consumer agreed and said she could afford it but then she got a bill for \$149 and she kept calling them and they don't tell her what it's for.

On Sunday the consumer borrowed money to pay Spectrum and no one wanted to take her money and she called back and now its \$190 she owes.

Now the consumer called today and they changed her bill again.

The consumer states that they don't return her calls and they shut off her TV and internet

The consumer also want her internet on because she doesn't have internet availability and with COVID-19 going on she needs this.

The consumer needs the internet because she pays for her medicine online.

The consumer was told the internet was \$22 and the TV would be \$60 so she is not going to pay \$190 she will pay \$82 for the services if they turn them back on.

On sunday when the consumer went to the store and the representative about early 20s with tattoos told her to "get the h*ll out of my store" simply because she said how could he raise the prices in one day and if she came back he would call the police.

CTR-415

Ticket: # 3919590 - Offensive language

Date: 4/8/2020 2:20:48 PM

City/State/Zip: Sarasota, Florida 34238

Company Complaining About: Comcast

Description

Since we all are staying inside our homes and trying to prevent the spread of Covid-19 we are watching TV more. As for myself I am watching programs that are what I would call appropriate for all ages. My favorite is HGTV. I have noticed new programs that have not learned that people are offended by the phrase "Oh My God." Over and over people on these remodel programs say it. So do the host. Makes me sick to my stomach. I would imagine it makes God sick to his stomach also.....

Ticket: # 3919593 - Preventing shut off due to Covid 19 Virus

Date: 4/8/2020 2:22:24 PM

City/State/Zip: Orlando, Florida 32835

Company Complaining About: AT&T

Description

Due to the Covid 19 Virus they are not going to be able to pay the bill on time this month.

It is important to keep the internet since their children are having to do their school work at home. Consumer needs to ask the provider to not shut off their service.

Ticket: # 3919607 - Atts garbage internet

Date: 4/8/2020 2:26:48 PM

City/State/Zip: Malvern, Arkansas 72104

Company Complaining About: AT&T

Description

Fixed wireless and att phone internet are complete garbage. This happened before the pandemic. The federal government keeps sending these companies OUR tax dollars and they deliver garbage. I'm tired of telecom companies doing this to consumers. Hold these companies to higher standards!

Ticket: # 3919636 - Lack of Service

Date: 4/8/2020 2:39:18 PM

City/State/Zip: Mobile, Alabama 36610

Company Complaining About: Boost Mobile

Description

Consumer's cellphone service was shut off.

Consumer is unable to work due to the Covid 19 virus.

Consumer requests her service be reinstated.***CTR412-phone***

Ticket: # 3919680 - Optimum COVID-19

Date: 4/8/2020 2:55:42 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

Optimum company discontinued her service with internet phone and cable and she has doctors appointment with tele-medicine

The consumer got cut off for \$17 she didn't have to finish paying the full amount owed because of her income due to COVID-19.

The consumer has tried to contact them and she gets an automated voicemail, and is told to go online, but she has no service to do so.

The consumer states that she wants her service on now.

The consumer believes its beyond reason to shut down her service during this time, she has online medical appointments because she is sick.

The consumer was credit on her account for the time she went without service. (currently no service)

The consumer states she is 66 years old and can't leave her home but needs these services ASAP.

CTR-415

Ticket: # 3919737 - Dish TV

Date: 4/8/2020 3:12:56 PM

City/State/Zip: San Antonio, Texas 78245

Company Complaining About: Dish Network

Description

Going to this pandemic, Dish TV still insist that I make a payment on my account. Right now I do not have the funds nor the means to make a payment yet they keep calling me constantly and they have shut off my my services

Ticket: # 3919781 - Discrimination by a social networking site/administrator due to being alarmed about COVID-19

Date: 4/8/2020 3:27:56 PM

City/State/Zip: Sf, California 94122

Description

Hello, I'd like to report the following website and individuals:

www.nextdoor.com/MaeligMorvan<reply+GQ4DKNBWGUZTAX3QOJXWI5LDORUW63S7KBGV6MJRGEZDEMBZHE3DMXZTGA3TQNBUGFPQ====@reply.nextdoor.com> for violating my constitutional/civil rights, freedom of speech/expression, and for censoring/removing the content I had published on an electronic message board for neighbors regarding an unsafe behavior by a postal worker. He was constantly coughing & sneezing, wiping his face with tissue and hands, while NOT wearing a mask! And then handling mail: packages and envelopes! I felt this was inappropriate and potentially dangerous behavior especially during a pandemic crisis we're in and wrote about it. The post was deleted due to being "judgmental", using punctuation, and not providing a solution. All of the claims completely bizarre! The reality was that the website and its administrators/leads wanted to keep the issue hidden from the public and attacked me for reporting it! That is outrageous and quite unacceptable! The website and individuals should be sanctioned for their discriminatory behavior! I'd like FCC to get involved in resolving this situation successfully and let me know the result! Thanks.

Ticket: # 3919785 - Comcast service

Date: 4/8/2020 3:28:58 PM

City/State/Zip: Stockton, California 95207

Company Complaining About: Comcast

Description

Our Comcast service has not worked this month but we are still instructed to pay. Now because of the Coronavirus pandemic we have to close our business. Comcast insists we pay for the majority of the payments we have left until the contract expires in Oct.

Ticket: # 3919840 - Frontier internet service

Date: 4/8/2020 3:38:17 PM

City/State/Zip: Mt Orb, Ohio 45154

Company Complaining About: Frontier Communications

Description

Consumer stated carrier told her they were filing for Chapter 11

Consumer stated her son is home from college because of COVID-19 and he needs the internet

Consumer's husband is working from home also using the internet

Consumer would like her service working through out this Pandemic

Ticket: # 3919884 - Increase the fee to put money on inmate accounts

Date: 4/8/2020 3:45:19 PM

City/State/Zip: Fredericktown, Missouri 63645

Company Complaining About: Cricket

Description

That the processing fee had went up s8nce the COVID-19 issue has started and they have stooped inmate visiting. I don't think it is right you right taking advantage of people even if it's only \$0.60 right now what is it going to be next week or the week after that. Some people aren't getting phone calls as it is because the phone calls to begin with are already expensive without You raising the processing fee.

Ticket: # 3919941 - Receiving unwanted harassing calls

Date: 4/8/2020 4:05:46 PM

City/State/Zip: Fairfield, Alabama 35064

Description

Caller asking if we have been affected by Covid and they will be coming by to ask questions

Ticket: # 3919961 - ATT Not providing the credit for trade-in device and a 50.00 monthly credit

Date: 4/8/2020 4:17:48 PM

City/State/Zip: Hensley, Arkansas 72065

Company Complaining About: AT&T

Description

I traded 3 iPhone 7 plus on 11/2/2019. TJ the representative told us since the phones are in immaculate condition, we would receive a 200.00 credit per phone. As of 4/8/2020, I've yet to receive the monthly adjustment to my account for the trade-ins. I've been calling and calling customer service to get this issue resolved, however since this was done in the stores (closed due to COVID19) no one can help me. I was told on 3/31/2020 I would receive a 10 per line credit for my account due to my issues. The representative stated since I have 5 lines on my account, I would receive a 50.00 credit. If I had 1 line, I'd receive a 10.00 credit. I received my bill today which reflects only a 10.00 credit. The representatives today are now telling me the rep from 3/31 gave the incorrect information. ATT continues to lie to their customers. No one supposedly listens to the recordings. When we ask for a supervisor, we are given to another representative stating they are a supervisor which is a lie. One impersonator said: my co-worker, I mean employee. A supervisor does not mess up like that.

Ticket: # 3920003 - Fox news

Date: 4/8/2020 4:28:58 PM

City/State/Zip: Martinsburg, West Virginia 25404

Company Complaining About: AT&T

Description

the above noted entertainment outlet has been providing viewers with fictitious treatment recommendAtions for corona virus infections. These recommendations have led to the deaths of untold numbers of unsuspecting viewers. I would like to urge the FCC to order to cease and desist identifying itself as Ames's outlet. I would also like to see an investigation of how many people have lost their lives from this misinformation

Ticket: # 3920056 - Comcast

Date: 4/8/2020 4:50:11 PM

City/State/Zip: Chicago, Illinois 60620

Company Complaining About: Comcast

Description

I spoke to a representative regarding my past due bill. I explained to the representative My income has been affected due to covid 19. The representative explained that I needed to make a payment of \$ 190 and my service would not be disconnected. I made a payment after speaking to a representative for 190. After making the payment my cable was disconnected one day later. I spoke to a manager and was told I needed to make another payment. They did not honor there word and this is deceptive practice

Ticket: # 3920059 - Spectrum COVID19

Date: 4/8/2020 4:51:10 PM

City/State/Zip: Charlotte, North Carolina 28217-7926

Company Complaining About: Spectrum

Description

She has service with Spectrum but her phone service is not working properly. The phone does not ring on her end but if someone calls they can hear the ring. She has went through troubleshooting steps with Spectrum but the issues persist. She needs the service as she is stuck at home because of COVID-19 and is elderly. She was told that the tech would come out but would not have gloves or a mask. She is afraid of getting exposed to COVID-19 and has not consented to a tech coming to her home without wearing protective gear. She feels she is being forced to choose between exposure to the virus and having access to needed services that she pays for. She is upset because the company is not willing to protect their customers or the techs. She is African American and the news has already stated that people of her race are disproportionately at risk. She is also requesting a credit for the time out of service.

Ticket: # 3920094 - Suddenlink internet service Charleston and Sissonville WV

Date: 4/8/2020 5:02:40 PM

City/State/Zip: South Charleston, West Virginia 25309

Company Complaining About: Sudden Link

Description

Today Suddenlink cut off my service over a disputed \$60 fee for an appointment they say I did not cancel (in January). I did cancel it because I was aware that \$60 would be charged if I did not cancel. I have called and written to dispute this with a supervisor or billing person, but no one responded ever. It is impossible to get past their boiler room staff with their scripts. They gave me no notice of suspending my service (now in corona virus time.) They are the only available internet service in my area, and can thus abuse customers. I had to pay by charge card immediately today to get my service back. I would like to get my \$60 back.

Ticket: # 3920122 - Credit deception and unable to confirm/alter plan

Date: 4/8/2020 5:15:22 PM

City/State/Zip: University Place, Washington 98466

Company Complaining About: Comcast

Description

I was told my Comcast bill would be \$138 plus tax. It is \$198. I have not been able to get a person on the phone or on chat. I have been wanting to modify or cancel my contract. Since then I have also lost my job because of Covid, and can't get anyone on the phone. The agent who was in charge of my account I would be given \$150 in credits last month. That has not materialized. I am unsure how to proceed.

Ticket: # 3920168 - Internet availability

Date: 4/8/2020 5:52:03 PM

City/State/Zip: Parsonsburg, Maryland 21849

Company Complaining About: Comcast

Description

Comcast refuses to extend cable internet to my neighborhood. We have been trying for 3 years and they won't relent. I work for a public utility and as such am an essential employee. My company is setting up our employees to work from but I am forced to report to the office due to lack of internet. To be clear, I don't live in the middle of nowhere. I am 100 yards from a major highway (Md route 50) and 2 miles from a major college (Wor-Wic Community College). By not having internet my children are forced to go to their 75 yr old grandmother's (who has Comcast) to do their online schoolwork putting her at risk of catching the virus. From what I understand we are in Comcast's service territory, they just refuse to bring internet down our street. It's available on other streets within walking distance from our house, just not our neighborhood of approximately 20 houses. On the road leading to our neighborhood are several businesses including a towing company and a brewery/restaurant. There are plenty of potential customers for Comcast to serve, they just CHOOSE not to serve us. And since they have a MONOPOLY we can't appeal to other companies to help us out of this dilemma! PLEASE help us! It's 2020 and I can't get cable internet in my home!! How ridiculous does that statement sound to you??????? We were willing to live with this until this pandemic hit, but now working from home is integral to my family's safety! I need cable internet to be able to do the job I do....satellite/hotspot/wi-fi etc won't work. Comcast's monopoly in our area is putting my family's safety at risk! I'm BEGGING them to give them my money and they refuse to take it!! PLEASE HELP!!!

Ticket: # 3920221 - Fox Network False news about the Coronavirus

Date: 4/8/2020 6:26:44 PM

City/State/Zip: Eugene, Oregon 97404

Description

Fox has been broadcasting segments that Trump has been victorious over the Coronavirus pandemic. Not only that, there have been segments alluding that projected numbers of infections and deaths are overstated to create panic. The broadcast license of Fox must be cancelled and their network dismantled. We need Truth in Broadcasting, not what Kellyanne Conway calls 'Alternative Facts'.

Ticket: # 3920226 - local news blackout

Date: 4/8/2020 6:28:27 PM

City/State/Zip: Enfield, Connecticut 06082

Company Complaining About: Wfsb 3 Wwlp 22 Wvit 30 Wggb 40 Wtic 61

Description

all local tv referring covid presidential briefing to their internet/facebook pages.little to no broadcasting. they're broadcast tv stations.not internet.

Ticket: # 3920251 - Jaime Vega Lied and Mislead me as well as was incompetent

Date: 4/8/2020 6:45:08 PM

City/State/Zip: South Charleston, West Virginia 25303

Company Complaining About: AT&T

Description

Date: Wed, 8 Apr 2020 18:41:04 -0400

References: <202004082111.038L91iG011716@alpi153.aldc.att.com>

In-Reply-To: <202004082111.038L91iG011716@alpi153.aldc.att.com>

Message-ID:

<CAKLtCjhyRWOSw7NMKSrfeU4S=SGm6egR6PBOB99xoqp30Su9Jg@mail.gmail.com>

Subject: Re: Regarding AT&T Office of the President inquiry

From: (b) (6)

To: "AT&T Office of the President" <g12959@att.com>

Content-Type: multipart/related; boundary="00000000000005d9ed05a2cf32d5"

--00000000000005d9ed05a2cf32d5

Content-Type: multipart/alternative; boundary="00000000000005d9eb05a2cf32d4"

--00000000000005d9eb05a2cf32d4

Content-Type: text/plain; charset="UTF-8"

Mr. Vega,

It is disheartening that you do not have first hand knowledge of the signature program or FAN foundation account numbers. I am on the phone with Josh ID J911N. He has accessed my account and assured me that the cost of the elite plan and the cost of our current plan is the same after all discounts. He said this without being prompted about a signature account. His customer service skills and ability to be a human with common sense. He said there will be no prorated charge. The change will be effective immediately. He indicated there will be an email that generates after he saves and closes the account. I received an email that gave me a link to click to see the changes. I clicked and did not get a response from the website or the terms and conditions. Josh said he does not know if we will get anything in the mail in 14 days or less, and that the email should have all the information. He talked with his back office and the manager said he would push out a letter confirmation. I went and logged in without using the link and found a way to look at the account. I've made a screenshot of the account. It is a very high quality photo that is not blurry at all. It shows clearly that the price of \$130 includes the discounts. It is very sad that you, as "the highest person" do not have this basic information at your disposal.

He let me know also that all calls are recorded. The only people that can access those are the back office. You told me it was random that they are recorded. The information you provided me was misleading if not totally

false. I feel that you played a terrible game trying to not help me as much as possible.

Your customer service skills are abhorrent. You do not wish to help a customer. Your only concern is ATT and protecting ATT. You acted like a robot. You displayed total lack of understanding and went as far as to blame me for your company's total lack of proper handling of this situation. You indicated that if I want to file a complaint against you that it would come directly to you and that you would review with "your team" and they would get back in touch with me. I am submitting this formal complaint against you for you to take to your team and review, so they can contact me and let me know that you have been retrained.

Here it is.

I am issuing a formal complaint against you Jaime Vega for your total disregard in resolving the issue. You did half of your job by issuing a credit. The other half was to change my plan and you were unable to do so because you would not promise any pricing other than what was on your screen. You claimed to not know what a signature discount is. You claimed that you were unable to find out what it is. Even after I prompted you to simply GOOGLE it you wouldn't. You also do not know what a FAN is. A first level person at ATT that does not know what a Foundation Account Number is has either never been to training, or never paid any attention. The only other conclusion is that you were being OBTUSE. If you don't know what that means please google it. It would explain exactly why you are the worst candidate for a position of any power. I appreciate that you may be stressed by COVID. Maybe that is why you were unable to deal with the issue. Maybe you are new? Maybe you are working from home with limited resources. Maybe you are incompetent without "your team" sitting beside you holding your hand.

Whatever your issue, it needs to be resolved properly by someone who has the ability to teach you. That does also require the ability for you to learn. I hope you have that ability, or find it quickly.

As you stated. "You will receive a response from the team within 48-72 hours after submitting your complaint."

I await the phone call.

[image: att wireless change.JPG]

Ticket: # 3920257 - Number Spoofing

Date: 4/8/2020 6:52:20 PM

City/State/Zip: Sacramento, California 95816

Description

My number is being spoofed and used by someone selling fake COVID test kits. Someone called me to let me know.

**Ticket: # 3920267 - Internet, TV, and Phone Service - Complete Outage/Covid-19
Children do NOT have Internet for School**

Date: 4/8/2020 6:57:26 PM

City/State/Zip: Paintsville, Kentucky 41240

Company Complaining About: Sudden Link

Description

The consumer stated that her service has been out 03/29/2020. Phone, Internet, Cable TV.

She called Suddenlink on 03/29/2020. However, when she just called back in to ask how much longer, she was told that it was never reported. The consumer stated that she has a log of dates and times when she called so she feels that SuddenLink is playing games with the people in this area.

She stated that multiple people have also filed complaints with the FCC. Her sister-in-law reported that her was service out and Suddenlink continues to insist on sending techs to the homes when they know it is in their own equipment. They are just stalling for time and creating more frustration for consumers. The techs show and state that the issue is NOT inside and they must send a bucket truck....thereby putting you on hold once again....while you have no services.

The consumer stated that her children must have the internet to complete their school work, daily due to the Covid-19 Pandemic. However, they have no phone service, no internet. The also do not have cable TV service.

She requested that SuddenLink immediately repair the services in this area and provide the services for which she pays. She also requested full credit dating back to 03/29/2020 when services first went completely out.

Ticket: # 3920273 - Lack of Service

Date: 4/8/2020 7:01:04 PM

City/State/Zip: La Habra, California 90631

Company Complaining About: Frontier Communications

Description

Frontier provides incredibly slow and terrible copper wire 3mbps service for my home. That is all they provide. They will not upgrade the lines to provide 25mbps or more. This is 2020, I shouldn't be restricted to these ridiculously low speeds at the same cost of a 25 Mbps service everywhere else. In the midst of covid, livelihoods are being hampered here with our jobs

Ticket: # 3920281 - Price Gouging

Date: 4/8/2020 7:09:01 PM

City/State/Zip: Dayton, Ohio 45424

Company Complaining About: Spectrum

Description

20% price increase

can't drop internet because college coarse's were mandated to online because of Ohio's stay at home order during the pandemic. Was told the increase was justified for the delivery of services.

Stop the price gouging and facilitate real competition in this monopolistic setting or bring in real regulation and over site.

Ticket: # 3920303 - AT&T Issue

Date: 4/8/2020 7:27:31 PM

City/State/Zip: Fort Mill, South Carolina 29715

Company Complaining About: AT&T

Description

After multiple visits and calls I still have not received the money for the four phones I traded in. Four iPhone 8 Plus phones in excellent condition. This guaranteed that my four new phones Iphone 11 would be free. This has been going on since December with AT&T and now the store manager who assured me he would correct this is not returning my calls and the local store is closed because of Covid 19. AT&T continues to overcharge me every month by \$98.36. This is unacceptable

Ticket: # 3920307 - Internet is being throttled by optimum

Date: 4/8/2020 7:28:56 PM

City/State/Zip: Bronx, New York 10457

Company Complaining About: Optimum

Description

I have speed test from different sites with different numbers. I have had this issue for more than just a year or COVID 19 with optimum. websites like twitch wwenetwork netflix buffer constantly. always told to reset router and it never fixes the issue .mind you earlier today il had an issue with my internet. checked with my local friend to see how his service is. it was not as bad as mine but the moment i tweeted about it mine magically started working like normal. and it isnt my house hold because i dont live in a building and im the only one using the services in the house. My point is were paying for 100Mbps and only getting 0-2.8Mbps and it isnt right.

Ticket: # 3920316 - Disconnected Service

Date: 4/8/2020 7:39:09 PM

City/State/Zip: Culpeper, Virginia 22701

Company Complaining About: Verizon

Description

1. Verizon said they would not disconnect services for those impacted by COVID-19, but mine is disconnected.
2. I'm an essential employer and Verizon said they would direct more network service to those of us that are essential, my internet has been slower.
3. I made a payment yesterday, sacrificing buying groceries and necessities because I need the internet for my job. My internet is still not on and now Verizon wants another payment from someone named Brittnay (not my name). I've been with Verizon for over a decade. This is disheartening, I'm an essential employee and employer who has been financially impacted and this is how I'm being treated.
4. I do not know why, but my Verizon Fios account is not linked to my Verizon Wireless account still. I have called about this numerous times. I have had my service suspended when I actually made my payment on time and one in advance, but you all had the payments sent to the wrong account. Fix this problem, turn on my service, speed up my internet, and please be understanding during this tough times.

<https://www.verizon.com/about/news/covid-response-customers>

Ticket: # 3920329 - xFinity

Date: 4/8/2020 7:53:20 PM

City/State/Zip: Covington, Georgia 30016

Company Complaining About: Comcast

Description

xFinity has cut my service off April 5, 2020 and enrolled me in a plan xFinity's assistance plan until May 13, 2020. I made payment of \$200.00 and still unable to have my service restored. No cable connection to my television, no ABC, selected channels like Hallmark, Lifetime, things I don't watch. This is censorship and selected service. On the website and a text message from Xfinity requesting an additional \$40 -\$74 whereas representatives is seeking \$130. I'm a high-risk person this COVID-19 pandemic. My account was supposed to be internet plus cable for one price but I'm paying separately for each service. Each time I call xFinity, I get representative from the Philipppians. xFinity has reduce my steaming services and cut my broadband to 25Mbps and uploading. I'm not getting the xFinity blast with 150 Mbps, I'm being required to pay. How can I get my service back on to stay inform of COVID-19 and get a reasonable monthly bill?

Ticket: # 3920357 - Monitoring data used myself and not accurate to what is metered

Date: 4/8/2020 8:29:47 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

I been monitoring data since before the pandemic and there seems to be inaccuracy to what is "metered" to what I am actually using. Please explain how this is allowed?

Ticket: # 3920426 - xFinity

Date: 4/8/2020 9:22:55 PM

City/State/Zip: Covington, Georgia 30016

Company Complaining About: Comcast

Description

xFinity has cut my service off April 5, 2020 and enrolled me in a plan xFinity's assistance plan until May 13, 2020. I made payment of \$200.00 and still unable to have my service restored. No cable connection to my television, no ABC, selected channels like Hallmark, Lifetime, things I don't watch. This is censorship and selected service. On the website and a text message from Xfinity requesting an additional \$40 -\$74 whereas representatives is seeking \$130. I'm a high-risk person this COVID-19 pandemic. My account was supposed to be internet plus cable for one price but I'm paying separately for each service. Each time I call xFinity, I get representative from the Philipppians. xFinity has reduce my steaming services and cut my broadband to 25Mbps and uploading. I'm not getting the xFinity blast with 150 Mbps, I'm being required to pay. How can I get my service back on to stay inform of COVID-19 and get a reasonable monthly bill?

Ticket: # 3920464 - ISP (Cox Communications) Overloaded

Date: 4/8/2020 10:15:34 PM

City/State/Zip: Cave Springs, Arkansas 72718

Company Complaining About: Cox

Description

My ISP (Cox Communications) is having an overload of residential accounts bogging down their servers due to the COVID-19 Pandemic, however, I am still paying full price for a service that is not able to meet the demand. Cox Communications shod drastically reduce customer's bills, or reimburse customers for far slower than usual internet speeds.

Ticket: # 3920466 - Charging of services not used

Date: 4/8/2020 10:22:42 PM

City/State/Zip: Cookeville, Tennessee 38501

Company Complaining About: Spectrum

Description

I called Spectrum today to cancel my services for April 14th. They claim I have a subscription since last summer and I have to pay for the whole month. I have had the service since summer 2016 and never signed up for a subscription. They are refusing to prorate my termination of services. However, they still prorate new services. I would like my last bill to be prorated given I never signed up for a subscription, there is a global pandemic resulting in layoffs making payments difficult, and they have made other policy violations (e.g., longer dates before disconnection) but not one for the subscription policy to help those affected by the global pandemic and coronavirus.

Ticket: # 3920476 - TDS Fiber 1 Gig Issue**Date:** 4/8/2020 10:33:50 PM**City/State/Zip:** Knoxville, Tennessee 37934**Company Complaining About:** Tds

Description

I have TDS Telecom at our home and I've been paying for Fiber 1 Gig for the last few years, but they are throttling me down to 8mbps, which is not even 1% of what I'm supposed to get and what I'm paying for. This has been going on for months, if not years. What do I need to do to get help? Any wisdom and/or insight to help me out would be great. I can't connect to my servers oversea, let alone to those in NY. With the COVID-19 we are forced to work from home, and I can't because I can't get TDS to provide me with enough speed even though I have FIBER and I'm paying for 1 Gig. Please help us out. I'm loosing a ton of income because I can't even work.

Be safe!

Thanks,

NS

Ticket: # 3920480 - Denial of service and providing non-functioning equipment

Date: 4/8/2020 10:43:15 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: Comcast

Description

Xfinity has decided my address is UNSERVICEABLE during a national pandemic where school-aged children require internet access for their education.

They then pushed my family off to Comcast Prepaid Services with a Cambodian number to contact. They have since sent me TWO defective used routers and refuse to let me PURCHASE a new one through them or purchase one which is compatible on my own.

Ticket: # 3920491 - AT&T Yahoo Email

Date: 4/8/2020 10:56:32 PM

City/State/Zip: San Antonio, Texas 78261

Company Complaining About: AT&T

Description

Password was not changed and cannot access email. Performed password change as we have done in the past, but then diverts to att.com instead of att.net. Now cannot even access att.com and we are stuck in a loop. No customer service due to Covid-19 and no way to resolve so our email is unavailable during this scary time. We have successfully performed password changes and updates in the past and something is clearly broken. My fear is that att.net has been severely compromised or hacked during this crisis and att has no resources or way to contact outside the automated fake chat assistants that keep me in a perpetual loop where we cannot resolve. I understand that Covid-19 is straining business continuity plans, but to have no connectivity to a major communication channel like email, not to mention a major utility like AT&T is only adding to our fear and isolation during the shelter in place happening now. The irony is I will be unable to even check the status of this complaint as we are unable to access our email account and cannot contact AT&T to resolve. I assure you this is not user error as we access our email account regularly and it was working perfectly as of yesterday and no changes to our email account was initiated. Very scary to think that a national infrastructure provider is so severely crippled that paying customers cannot conduct normal business. AT&T and other telephone, internet and cable providers are well known for their lackluster customer service, but this seems extreme and my hope is the FCC will investigate this potential hack or total lack of business continuity on the part of AT&T.

Ticket: # 3920495 - Unwanted Calls**Date:** 4/8/2020 11:02:53 PM**City/State/Zip:** Lenox, Michigan 48050-2303

Description

For over two or three months now I'm receiving calls from someone I don't know. I think they use two numbers. 313-603-4295 & 313-284-6469. I'm getting two and three calls a day. Vulger from a male and female. They know our first names , I was told on one call my wife tested positive for covid 19. Can someone stop these morons? Please I wsed AT&T's *57 and was told they got a comfirmed trace, I don't know who to call now. My Phone says Unknown Caller.

Ticket: # 3920587 - COVID-19 Cox Communications Disconnection Due to Non-Payment

Date: 4/9/2020 2:36:04 AM

City/State/Zip: Irvine, California 92603

Company Complaining About: Cox

Description

Our Internet and television services with Cox Communications were disconnected due to non-payment on April 8th despite the fact that I had confirmed the day before with their customer service that service would not be disconnected since Cox had signed a deal with the FCC not to disconnect customers that have been impacted by COVID-19. Cox Communications is not honoring their deal with the FCC.

Ticket: # 3920591 - Outrageous billing

Date: 4/9/2020 2:49:28 AM

City/State/Zip: Newport News, Virginia 23607

Company Complaining About: Cox

Description

I'm being effected by covid-19 and my internet was turned off tonight. I have a child with an IEP school learning plan.

Ticket: # 3920602 - Billing

Date: 4/9/2020 3:18:38 AM

City/State/Zip: New York, New York 10040

Company Complaining About: Spectrum

Description

I use Spectrum I was charged for TV services I never received. The charges were not removed after repeated calls. I was told I'd receive a credit on next bill, I did not. I am also being charged more than I was told for Internet services. I have not paid the bill because I do not want to pay and be unable to receive my money back and I was also laid off due to the pandemic so money is tight.

Ticket: # 3920623 - Internet Availability Inquiry

Date: 4/9/2020 6:48:35 AM

City/State/Zip: Houston, Texas 77047

Company Complaining About: AT&T

Description

I am senior 78 years..disable..I read the pledge..I have att cell phone..and comcast cable...covid 19..will this company keep there promise...???..do I need to call them..??...you say 60 days...what was the effective started & when will it end...???.please answer all three questions.....(b) (6)

(b) (6) ..houston tx (b) (6)

Ticket: # 3920624 - Internet Service Improvement Request**Date:** 4/9/2020 6:57:43 AM**Company Complaining About:** Frontier Communications

Description

My name is (b) (6). My wife and I along with our 3 little kids reside on a farm in rural Bowerston, Ohio. We are in desperate need of better internet and or cell phone service in our area. Bowerston is a great place to live with a low population density, great local school system, beautiful lakes for recreation and fishing all surrounded by rolling hills of farmland. The only problem is that those hills create areas of no cell service and the low population density doesn't make it worth it for a telecommunication company to install cell towers or provide internet service to us. We rely on a landline because there is no cell service in our home or surrounding property. We currently have satellite internet through Frontier (terrible company but the only option in our area). My current upload speed is less than 1 mbps. It's pretty much impossible for my kids to do any homework that's required of them during the pandemic. It's ridiculous and I'm frustrated beyond words that in 2020 we can't be connected friends, family and online learning during this isolation.

I know the FCC has received funds from the Federal Government recently and you're working towards bringing internet to rural America but I need a timeline. Telling me it's coming is not good enough.

Thanks for your time,

(b) (6)

Ticket: # 3920630 - Boost Mobile Availability Complaint**Date:** 4/9/2020 7:13:04 AM**City/State/Zip:** Ludington, Michigan 49431**Company Complaining About:** Boost Mobile

Description

Boost Mobile has stated on their website that due to the pandemic, they are waiving reactivation fees for customers and then denying customers that credit. They state that a customer doesn't "qualify" but can't tell you why AND there is no mention of needing to qualify on the website. Since my communication with them, I have also been locked out of my account. I am still able to use my service, I am unable to log in to check my account status. This is despicable.

(b) (6) r

Ticket: # 3920632 - T-Mobile Billing Complaint

Date: 4/9/2020 7:20:13 AM

City/State/Zip: Banning, California 92220

Company Complaining About: T Mobile

Description

I hope everything going good for you and your family on what's going on with this corona virus.. My Name (b) (6) cia can you help me out with this situation about my bill my bill due i pay my monthly bill at the t mobile store the reason for that because i don't have no credit cards or a bank i pay cash i would like to know what can i do? i definitely don't want to loose your service because t mobile been very hollis day good to me i definitely love your service .. please help me out My Cell number is (b) (6) thank you have a safe and good day hope to hear from you soon..

Ticket: # 3920653 - Comcast cable changes in our area

Date: 4/9/2020 7:57:29 AM

City/State/Zip: Brooklyn, Michigan 49230-8456

Company Complaining About: Comcast

Description

This is extremely important with this COVID19 emergency!!!! Comcast has switched our local stations to out of state Toledo Ohio stations. We live in Brooklyn Mi. And used to get Jackson/Lansing Mi. Stations.

We have no access to our State and local news on Comcast TV.

Ticket: # 3920655 - Telephone Lifeline Complaint

Date: 4/9/2020 7:57:42 AM

City/State/Zip: Milam, Texas 75959

Company Complaining About: Windstream Communications

Description

What do I need to do about being de-enrolled from the lifeline credit? I contacted my phone service provider and made them aware of the FCC order. This was to no avail. I'm not sure why we were de-enrolled especially in the middle of this pandemic. And especially since the FCC said no de-enroll. Thank you for your time,

(b) (6)

Ticket: # 3920663 - Coronavirus

Date: 4/9/2020 8:16:43 AM

City/State/Zip: Na, Washington 98101

Description

Komo News 4 in Seattle I know for a fact is not verifying their resources (about the Coronavirus) before they put it on the air. They are just reporting on everything they hear. I'm a Edward R. Murrow School of Communication Alumni, and I know they are not doing their research, they are just making the community more paranoid. I will continue to research this and report back to you, but please let them know that they should not report on everything they hear...they don't even have a works cited page for their reports. Please help this over media response to the Coronavirus. (THINK ABOUT IT KOMONEWS.COM IS NOT A .ORG)

Ticket: # 3920669 - Coast to Coast AM had guest claiming MLM products can treat and prevent COVID 10

Date: 4/9/2020 8:24:05 AM

City/State/Zip: Rochester, New York 14617

Company Complaining About: Na

Description

The shows first half had guest Dr. Joel Wallach. This guest has a product line youngevity which sell supplements using an MLM format. On last nights show, both Wallach and Noory claimed multiple times that Wallach's products could prevent and treat COVID 19. The link to the show is <https://www.coasttocoastam.com/show/2020/04/08>

Ticket: # 3920671 - Boost - Keep America Connected - COVID 19

Date: 4/9/2020 8:26:01 AM

City/State/Zip: Muskegon, Michigan 49444

Company Complaining About: Boost Mobile

Description

She was speaking to the Boost and they disconnected her. Her bill was paid in full on March 13. She kept attempting to speak to Boost but they disconnected her this morning.

Boost told her they could do nothing that she had to ask the FCC to give her number to the Keep America Connected - COVID 19 fund to keep her service on. She has been laid off.

Resolution the caller seeks is for Boost Mobile to turn her service back on per Keep America Connected. ***CTR386-phone***

Ticket: # 3920683 - Deceptive and Unlawful Media Reporting

Date: 4/9/2020 8:47:24 AM

City/State/Zip: New Braunfels, Texas 78130

Company Complaining About: Cnn, Abc, Cbs, Fox All News Media

Description

Why are media outlets presenting false and misleading information on the current Health conditions? Blaming every death on the COVID-19 is ridiculous! As the oversight for these misrepresentations, the FCC becomes complicit for its failure to inform these agencies of false and misrepresentation. Specifically, reporting on events or scenarios without any Bonafide factual support! This is out of control.

These reports (to numerous to place in this complaint) contain or have direct result across this country! Deceptive and unlawful reporting; Emergency conditions and Public Safety; Media General reporting.

Ticket: # 3920688 - False and Dangerous Information Causing Harm and Possible Death

Date: 4/9/2020 8:59:40 AM

City/State/Zip: Antioch, California 94509

Company Complaining About: Other

Description

For many months the Fox Business News channel, including radio, and internet has been spreading false news and promoting actions and activities that could be harmful to US citizens. During the onset of the current COVID-19 epidemic they have been documented and recorded as promoting unsafe and dangerous recommendations to the American public. In the past FCC would not allow anyone to disseminate such harmful and dangerous information and should make an example of FOX Business and censor or shut them down. If social media platforms have been charged with stopping mis-information then the FCC has an obligation to do the same on public television.

Ticket: # 3920704 - Billing

Date: 4/9/2020 9:13:12 AM

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Sprint

Description

Sprint is offsetting there costs do to Covid19 and adding surcharges when they said they wouldn't.

Ticket: # 3920803 - COvid19 Sudden Link by Altice USA

Date: 4/9/2020 10:22:11 AM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: Sudden Link

Description

This Internet provider turned my service off even after receiving two forms of payment. Because of my inability to pay they have not reached out to consumers regarding this information of keeping Americans connected. They have provided no information that is readily available for the public to see. They have sent no communications via any of their media formats informing consumers of They are pledge to keep Americans connected. I am unable to use the Internet for my school age child who needs the Internet in order to continue his schoolwork. We have been without service now for a month. They seem unwilling to comply with their pledge.

Ticket: # 3920831 - Cable

Date: 4/9/2020 10:35:37 AM

City/State/Zip: Davie, Florida 33331

Company Complaining About: Comcast

Description

I contacted Comcast to provide extension to my account on March 30th and I was informed my services were extended until May 30th. Today, April 9th in the middle of a pandemic Comcast cut my cable services off without notice. When I tried to call they were demanding payment.

Ticket: # 3920832 - Hughesnet

Date: 4/9/2020 10:35:52 AM

City/State/Zip: De Pere, Wisconsin 54115

Company Complaining About: Hughes Net

Description

My internet service is spotty and slow. I have tried contacting a representative via, email, chat and calling to cancel my service and they will not answer or speak to me. My service has been this way before the pandemic and I have tried contacting them before the pandemic. I want to cancel my service and shouldn't have to pay a cancellation fee as their service is horrible.

Ticket: # 3920846 - Dish Network Availability

Date: 4/9/2020 10:41:34 AM

City/State/Zip: Crawfordville, Florida 32326

Company Complaining About: Dish Network

Description

- Asking about outdoor and indoor antennae.
- asking who could give some type of word or push to get Dish Network to be sign up for the "Keep Americans Connected Pledge" and resolve his current issue.
- Consumer is self-employed and has not been working and has gotten behind in his billing.
- The consumer stated that he is being told he needs to pay \$109.00, which the consumer does not understand why.
- The consumer said that his monthly bill should be around \$60.00.
- The consumer stated that he did reach out to the carrier about the issue. He stated that he was given a extension to pay his bill.
- Consumer would like this issue resolved by having Dish Network to be a little compassionate about the service due to the Corona Virus.

CTR395-phone

Ticket: # 3920872 - Suddenlink Internet Service

Date: 4/9/2020 10:55:08 AM

City/State/Zip: Baytown, Texas 77523

Company Complaining About: Sudden Link

Description

Suddenlink has failed to repair an internet cable for service for over 3 1/2 weeks starting on 3-15-20. I have reported the break that was done by Inframark while doing utility repair work. I have filed three reports for the outage and nothing has been done. Suddenlink still wants to charge me for service. since the COVID-19 I have been required to work from home.

Ticket: # 3920945 - XFINITY UAUTHORIZED DEBIT FROM BANKING ACCOUNT

Date: 4/9/2020 11:27:00 AM

City/State/Zip: Jacksonville, Florida 32218

Company Complaining About: Comcast

Description

Xfinity debited \$47.92 out of my account that was not due. they would not provide me an explanation and only that I was issued a credit but would not provide a refund. In the midst of covid-19 when people are out of work, xfinity is doing unauthorized debits and refusing to refund the money

Ticket: # 3920955 - Billing

Date: 4/9/2020 11:30:46 AM

City/State/Zip: Springfield, Massachusetts 01119

Company Complaining About: Verizon

Description

Consumer states that she receive a letter from Verizon home phone asking her to pay \$31.99 when she already send the money order. Consumer states that she even gave the the referral number for them to refer the check but they still do not want to help her. Consumer states that they are threading her to shut off her service and as far a consumer is aware Verizon sign a pledge where they promised not to shut off the service in the COVID-19 outbreak. Consumer will not send other money order.

ctr408-phone

Ticket: # 3920980 - Verizon issues with my billing

Date: 4/9/2020 11:38:37 AM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Verizon Wireless

Description

Every month i get a different charge and/or balance amount. I have tried calling several times but either get disconnected or nobody can answer my questions. I have been a long time customer with Verizon and I don't like being treated like this. I am a widow living on a single income and with the coronavirus, I am unable to work. This needs to be fixed right away

Ticket: # 3921007 - Dangerous medical advice offered by Joel Wallach

Date: 4/9/2020 11:46:01 AM

City/State/Zip: Santa Barbara, California 93105

Description

Joel Wallach is a monthly guest on the Coast to Coast with George Noory late night radio show. It is quite obvious from the regular appearances, commercials, etc that this is either an undisclosed paid promotion or Noory is part of this scam. Normal advice given to callers such as "eat a stick of butter like a candy bar" will cure ALS is bad, but during this current pandemic, what Wallach is saying is very dangerous. Among the things said or implied in last night's program:

Covid19 is caused by preexisting conditions that can be cured by his suppliments.

Colloidal silver sold by his company and sprayed on your tea will "kill the (coronavirus) bug"

The regional differences in cases of Covid19 are directly related to the amount of gluten eaten there.

His new product consisting of ground up chicken eggs that have been injected with viruses have antibodies that can "kill many different viruses".

This quack is an ongoing problem with C2C and the pathetic callers getting terrible advice about terminal illnesses is mild compared to the dangerous things he says about Covid19.

Ticket: # 3921012 - Number Portability Issue with Windstream Enterprise**Date:** 4/9/2020 11:47:11 AM**City/State/Zip:** Kutztown, Pennsylvania 19530-9461**Company Complaining About:** Windstream Communications

Description

I have been trying to port a telephone number from Windstream Enterprise to Service Electric Cable Vision for the past month. SECV has told me that they have tried to port the telephone number on several different occasions. The telephone number does not have a pin associated with it. The first time SECV tried to port the number, we did it without submitting a pin. Windstream rejected the port saying that they needed the pin. We tried submitting the porting request with a pin that is listed on the bill. Windstream rejected that request. I believe SECV tried submitting requests a second time, again without the pin and again with the pin. All were rejected by Windstream.

I called Windstream and spoke with a gentleman about the situation. After giving Windstream all of the account information, the gentleman told me the following information: He said that the pin that is listed on the bill is NOT a pin associated with the telephone number - the pin listed on the bill is to set up an account on Windstream's web portal. The gentleman said that he reviewed the account for the telephone number and that THERE IS NO PIN ASSOCIATED WITH THE ACCOUNT. The gentleman at Windstream told me that NO PIN IS NECESSARY WHEN APPLYING TO PORT THE TELEPHONE NUMBER.

The gentleman from Windstream also looked further into the situation and told me that Windstream has not received ANY porting requests from Service Electric Cable Vision. He said that SECV must be using a third party to request the portion. He said that Windstream does not have an interconnection agreement with SECV. He said that I should tell SECV to resubmit the porting request without a pin, but that I should also give SECV the following information: that the telephone number we are trying to port is a toll guided number. He told me that in addition to the telephone number that we are trying to port, I should also give them the toll guided number that is associated with the number we are trying to port.

I spoke with SECV and gave them all this additional information and asked them to resubmit the request to port the telephone number. SECV has told me that they have resubmitted the information twice now and it has been rejected both times.

Without any other recourse, I am filing this complaint with the FCC. My name is Kathy Kemp. I have been doing all of the above for my 80 year old mother. The account with Windstream is in the name of (b) (6) (Windstream also said to always submit the information EXACTLY as shown on the bill - hence the all caps). Please be aware that my father, (b) (6) passed away in August 2019. Both Windstream and SECV have my Power of Attorney papers in their files.

Today, Thursday, April 9, 2020, I contacted the FCC by telephone and spoke with Brianna, who professionally and politely helped me with information on how to file this complaint. I thanked her, but I hope you will also notify her superiors of how helpful and compassionate she was in dealing with me.

Please understand the circumstances on why it is so important that we need to port my mother's telephone number: She is 80 years old. She has had the same telephone number for the past 60 years. She also suffers from short term memory loss and the beginning of dementia. She has no problem remembering her telephone number of 60 years! She has had to leave the house that she lived in for the past 60 years and move into an apartment. And all of this is happening in the midst of the Covid19 pandemic, when we are all supposed to be staying at home. The lack of her not having a landline phone has meant that I have had to make trips to check on her rather than calling her on the telephone.

SHE NEEDS TO HAVE THE SAME PHONE NUMBER SHE HAS HAD FOR THE PAST 60 YEARS AND THAT NUMBER SHOULDN'T HAVE TAKEN MORE THAN A MONTH TO PORT.

I'm sorry, I really don't understand what the problem is with porting this telephone number. She's lost her husband of 62 years. She's had to leave her home of 60 years. And now she's been without a phone for a month. What is the problem here? Windstream, are you so greedy that you can't leave go of one phone number of an 80 year old woman with the beginning of dementia? Have you no morals or compassion?

When the FCC serves this complaint on Windstream Enterprises, I expect a telephone call from the president of Windstream Enterprises to explain to me what the issue is. So to the President of Windstream Enterprises, my name is [REDACTED] I expect a call from you within 24 hours of your receipt of this complaint.

If Windstream passes the buck (again) to SECV, I also expect a telephone call from the president of SECV to explain to me what SECV is doing to help with this phone porting situation. SECV came and installed cable tv and internet in my mom's apartment (Thank You!), now I need you to install the phone service that you assured me a month ago would be installed within 7-10 days.

So again, for the President of SECV, my name is (b) (6) [REDACTED] and my telephone number is [REDACTED] (b) (6)

I'd say Thank you to end this complaint, but that would imply that Windstream Enterprises and SECV have accomplished the porting of this telephone number and that simply hasn't happened.

Ticket: # 3921015 - Illegal billing

Date: 4/9/2020 11:47:22 AM

City/State/Zip: York, Pennsylvania 17403

Company Complaining About: Directv

Description

Directv keeps refusing to credit / remove the amounts that are in bankruptcy and credit back what was paid that is in bankruptcy. Many messages have been left with there bankruptcy dept and no one has called us back. For the 2nd day in a row, the service has been turned off. This company is violating bankruptcy law. You can not collect on a debt in a bankruptcy. They are also violating state / federal law by turning off the service during the covid-19 when no one is working.

Ticket: # 3921016 - Payment Arrangement/ Covid 19

Date: 4/9/2020 11:47:27 AM

City/State/Zip: Little Rock, Arkansas 72205

Company Complaining About: Comcast

Description

I have made payment arrangement for full payment of past due balance for April 17, 2020. I received a text that because of Covid 19 they will suspend the cable portion of the services but not the internet and change the charge of the internet to \$14.95. I immediately called and advised of payment arrangement and that I did not agree to the price change. I was told that it was because of Covid 19. I told them it was not affecting me as of yet but if it did in the future then maybe I would need that. I asked if I could terminate my services since they changing the contract and pricing. I was advised they would charge me the termination fee.

Ticket: # 3921044 - AlticeUSA/Suddenlink

Date: 4/9/2020 12:00:05 PM

City/State/Zip: Magnolia, Arkansas 71753

Company Complaining About: Sudden Link

Description

Considering we are in a pandemic, Suddenlink continues to cut off people's services, and I know I'm not the only one. They signed and agreed to keep Americans connected during this time. Unfortunately, they like to gouge people's money and still disconnect them when they agreed not to. There will be attachments to prove everyone's documented complaints.

Ticket: # 3921086 - Complaint Against Cox Communications AZ

Date: 4/9/2020 12:17:04 PM

City/State/Zip: Peoria, Arizona 85383

Company Complaining About: Cox

Description

Continued and consistent known outages since Mid-March 2020 in our Rock Springs Community. Cox is utilizing a split node with another community and Cox will not run a separate node line which is resulting in no internet due to packet loss. This node is over-utilized at 100% and cannot provide service. Approx. 20 calls have been made by me reporting no internet access. They do not have an ETA for resolution and at times, their recording says there is a known outage and then the call is disconnected, all with no resolve. The internet, which we currently pay \$130 per month is unusable for work purposes. It is imperative that Cox fix the known issue as we need internet to perform our work duties since we are Work at Home employees. It also keeps my children from completing their online work assigned by the school district, as AZ has suspended in person school. While this pandemic is unexpected, this has been a known issue with Cox and by Cox for quite some time.

Ticket: # 3921122 - Frontier

Date: 4/9/2020 12:29:02 PM

City/State/Zip: Hillsboro, Oregon 97123

Company Complaining About: Frontier Communications

Description

She has Internet with Frontier. She has wanted to file 100 complaints because the issues with the service has been ongoing. She is having issues with the internet connection. She can be watching something and gets a notification that the internet connection was lost. This happens on three of her connected services. It goes in and out intermittently for days at a time. She has reported this to the company but they say they don't see drops on her end so everything is fine. She has been on the phone with an agent when its gone out and they say they don't see anything. She gets no credit for the time out of service and there has been no diagnosis or planned resolution to the connection.

They also have a system that is supposed to read her router but there system that does this has been down since January 1st. She feels its unfair for her to pay full price for services that do not work work.

She wants to also note that they are one of the only companies not committed to Keep America Connected during the pandemic.

Ticket: # 3921207 - No Phone Service**Date:** 4/9/2020 1:03:01 PM**City/State/Zip:** Chicago, Illinois 60652**Company Complaining About:** AT&T

Description

I have been an AT&T customer for approximately 15 years. My cell phone broke on Friday 4/3/2020. I attempted to purchase a new phone online but was unable to because their system wanted to send a verification to my broken phone. I attempted to reach customer service via phone, online chat, and Facebook private messenger and was either met by hold times exceeding 2.5 hours and/or representatives that would abruptly disconnect the call. Two days later, I finally reached a customer service agent via the online chat that placed the phone order to be delivered the following day. The Enjoy (AT&T delivery service) driver pulled up, removed the phone from his trunk, sat back in the car for 10 minutes and then drove off. Moments later I received an email saying that my phone could not be delivered due to an AT&T system issue. I have been charged for a phone that do not have and am paying for service that I do not have and have yet to be able to contact anyone at AT&T to resolve this issue. I am immunocompromised and have a child with a disability and no means of communication and it is 100% unsafe for me to travel to a cell phone store during a pandemic. I would like this situation resolved immediately.

Ticket: # 3921290 - Vice President Pence's Office

Date: 4/9/2020 1:25:36 PM

City/State/Zip: Lititz, Pennsylvania 17543

Company Complaining About: U.s Government

Description

I would like to file a complaint against Vice President Pence's office for limiting access to Federal employees during the National emergence of the COVID-19. He has blocked top CDC officials from appearing on CNN until they agree to cover his entire news conference. Independent verification of facts should be allowed by all networks. As such, every network should be allowed to interview all top CDC officials during this time. Please see: <https://www.cnn.com/2020/04/09/media/pence-office-tv-bookings-coronavirus/index.html>

Ticket: # 3921298 - cable payment

Date: 4/9/2020 1:28:30 PM

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Comcast

Description

Xfinity has block on my account for payment type only can payment at store with cash. Store is closed due to covid19. They will not extend payment until store reopens. Closest store is 40 miles one way.

Ticket: # 3921302 - Spectrum Service

Date: 4/9/2020 1:31:37 PM

City/State/Zip: Weaverville, North Carolina 28787

Company Complaining About: Spectrum

Description

The consumer has a complaint against Spectrum whom she had TV, Internet, and phone services with.

The consumer just moved into a new home and is 72 years old and lives alone.

The consumer states that she just found out that Spectrum cannot get service to her because her home is too far away from the power source, but yet the neighbors across the street have Spectrum services.

The consumer wants equal grounds with her neighbors that are getting your services.

The consumer wants Spectrum to come out and make service available in case she has an emergency and to stay up to date on the virus (COVID-19).

CTR-415

Ticket: # 3921335 - Billing Dispute

Date: 4/9/2020 1:42:20 PM

City/State/Zip: Ossining, New York 10562

Company Complaining About: Optimum

Description

My wife and I cancelled on 2/28/20 and have receiving bills from optimum. She's a frontline healthcare worker and my whole household including my 3 kids just recovered from COVID-19..I've called multiple times and she has while at work trying to save dying and sick patients. These people keep lying and making things up. They are trying to keep us and force us to pay these bills but I had Verizon since 2/28/20. We have a lot of proof!

Ticket: # 3921349 - Unwarranted Increase and Price-Gouging**Date:** 4/9/2020 1:46:16 PM**City/State/Zip:** Lufkin, Texas 75904**Company Complaining About:** Sudden Link

Description

My household subscribed to Internet services with Suddenlink Communications in August of 2019 at the rate of \$54.99 (\$61.19 after tax). We were initially told this rate was good "for life" on the day we subscribed, so long as we continued our services and used auto-pay to pay our bill. In February 2020, our bill increased to \$71.94 without warning. We had not authorized any changes to our services and called to inquire about the increase. We were informed that the lower rate (\$61.19) was only good for 12 months but that due to some clerical error we were overcharged. We were not offered a refund for the overages but were told that the bill would reflect the correct charges (\$61.19) on our next statement in March. When March's statement arrived, it had increased further to \$96.38. This time the Suddenlink representative told us that Trump and the FCC had passed new regulations requiring Internet Service Providers to charge a one-time, annual fee so that they could avoid data caps. Given that we are facing a pandemic, we did not research much into the claim and took Suddenlink's word on the increase. Once again, the representative told us that our bill would go back down to \$61.19 on the next statement. Our most recent statement just arrived for April 2020 and now the bill is up to \$109. 56. I called Suddenlink and after waiting patiently on hold, was told by a representative that Suddenlink is no longer offering "special discounts" to existing customers. We were never informed that we were receiving any special discounts. It appears that Suddenlink is cleverly offering "free" Internet services to students during the COVID-19 pandemic and passing on the cost to existing customers by increasing our bills. I myself am a student (nursing major) but do not qualify for the promotion as it only applies to new customers. Suddenlink is using a global pandemic to price-gouge and deceive customers. It's unethical and unacceptable.

Ticket: # 3921379 - Cox will not rectify node capacity issues

Date: 4/9/2020 1:57:09 PM

City/State/Zip: San Marcos, California 92069

Company Complaining About: Cox

Description

On 3/30/2020 - I reported an issue that had been observed for approximately 2 weeks. I reported packet loss upwards of 31% and extremely high jitter. This effected my ability to make phone calls through VoIP. Also, download/upload speeds were a fraction of what my advertised speed should have been.

on 3/30/2020 - Cox responded asking me to unplug my modem and Coax for 3 minutes then plug back in. This did not resolve the issue.

Communication continued back and forth (all communication has been attached). They also decided to send out two technicians to my location to check the cable, connections and modem. Neither technician found any issues and both reported probable node capacity issues. Regardless of testing results pointing to a capacity issue on Cox's network, they will not provide an explanation or ETA of resolution. They continue to charge me for services that are unable to provide me a way to effectively communicate during this pandemic.

There are multiple customers within this region and multiple other regions reporting the same exact issues. Cox needs to communicate to their customers that they are experiencing capacity issues and what their plan is to resolve it. For those impacted, those accounts should be compensated until services are restored to an acceptable level.

Ticket: # 3921390 - UNIVISION 2020 ELECTION INTERFERENCE

Date: 4/9/2020 1:59:03 PM

City/State/Zip: Marietta, Georgia 30067

Description

I would like to report UNIVISION-Univision is a North American Spanish-language free-to-air television network that is owned by Univision Communications.

Univision is spreading false news against the government hindering the government's ability to accomplish anything effective.

In addition, they are using negative propaganda and trying to influence the upcoming 2020 election.

Univision is encouraging voters not to pay attention to sources of information and vote against Donald Trump over the COVID-19. Falsely reporting information with the purpose of changing the results of the 2020 election.

They are creating fear and alarming the public in order to get a Democrat elected.

Reporters are advising the public not to vote for Republicans (Donald Trump) and vote for the most eligible candidate (Joe Biden). No less than foreign interference since they are a Spanish-owned network.

Your prompt response and resolution would be highly appreciated.

Ticket: # 3921391 - Harrassing phone calls

Date: 4/9/2020 1:59:03 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: United Health Care

Description

Phone call with a robot asking for personal information. Supposedly United Health Care. Call was said to be giving helpful information about Covid-19.

Ticket: # 3921411 - Internet Speed/Price**Date:** 4/9/2020 2:03:23 PM**City/State/Zip:** Princeton, West Virginia 24740**Company Complaining About:** Sudden Link

Description

This is my second time filing, because I am under the impression that Suddenlink considers my issue resolved, when it is far from it. Over a year ago, they gave us the false claim "lifetime deal" of \$80 a month for 1GB of download speed internet. Since then, our internet has never been what it was advertised to be, in fact, it averages out to 7Mbps when we are paying for 1000Mbps. On top of this false advertising and failure to provide even one hundredth of the internet speed promised, every month, they attempt to hike our price up for no true reason. \$99, then \$105, then \$115. When I call customer service to dispute these monthly upcharges (ranging from \$10-\$20) every agent gives me a different made up reason for the increase, I actually had one agent flat out hang up on me. Luckily, I have started recording my phone calls between myself and their customer service reps, as well as the corporate office number that they emailed me. I've also screenshotted our daily internet speeds. While battling these charges, I also convinced them to finally send a technician, who upon arriving discovered that the problem appeared to be a local tap or cable issue, according to him. He promised it to be fixed and we should be receiving our 1Gig internet speeds by next week. That was months ago, and there were no changes whatsoever. After continuing my dispute, I received an email from Suddenlink stating that they have adjusted my bill for my troubles. It was adjusted to \$25 for this month rather than the usual \$80, followed by the empty promise of keeping my internet running and strong throughout the current COVID19 pandemic, but heres where it gets even fishier. I call to check my bill again a week later out of curiosity, and they hiked the bill up to \$80 before I paid the \$25!. That fake price reduction was all for show, or to entice me to drop my claims against them. Being the only internet provider in my area, I have no choice other than them, and they know this. I have failed my college classes because of this internet speed, I have missed shifts for my job which requires me to be online constantly. Internet is not an option for my household, it is a necessity, and I will continue to progress my levels of legal action against these acts until I am both reimbursed for all these months I have been paying for the most powerful internet plan and getting not even a tenth of their cheapest plans speed, and until I receive the internet speed I have been paying for the past year.

Ticket: # 3921464 - Ads on TV by Hidalgo County HHS on Covid 19

Date: 4/9/2020 2:23:45 PM

City/State/Zip: Rio Grande City, Texas 78582

Description

TV stations in the Rio Grande Valley are running false information in commercial from Eddie Olivarez HHS director in Hidalgo Co, TX. The number of deaths he reports are way below actual deaths and he says it is no more dangerous than the Flu. Nonsense. This is dangerous and promotes a laissez faire attitude about the virus. I want it stopped

Ticket: # 3921469 - AT&T False Charges

Date: 4/9/2020 2:25:51 PM

City/State/Zip: Hampton, Georgia 30228

Company Complaining About: AT&T

Description

Hello,

I recently had a disgraceful experience with AT&T who charged me for international calls made during the Covid Pandemic AFTER I had been assured via AT&T in person that I was placed on an international temporary pass so I could contact the embassy. I have written transcripts via email from AT&T directly assuring me of the problem and now they are refusing to keep likely in an attempt to gather as much funds as possible due to the numerous customers probably incapable of paying due to the outbreak.

Ticket: # 3921506 - DirectTV

Date: 4/9/2020 2:44:23 PM

City/State/Zip: Bloomingdale, Ohio 43910-7828

Company Complaining About: Directv

Description

DirectTV is still charging a regional sports fee, associated with live local sports, during the Federal Stay at Home order to all of its customers. I contacted them in March about the fee and the representative was quite surprised when I indicated that no sports were being played due to COVID19. Granted, it's a nominal fee of \$9.99/month, but how many customers are they collecting this from during the pandemic? How many of their customers are currently not working and can't afford these exuberant bills?

Ticket: # 3921523 - Disconnection of Boost Mobile service

Date: 4/9/2020 2:53:54 PM

City/State/Zip: New York, New York 10029

Company Complaining About: Boost Mobile

Description

Consumer states that his provider is Boost Mobile. Consumer states provider shut his phone service off. Consumer was not delinquent. Consumer states he is out of work due to Covid-19. Provider should not have disconnected his phone due to Keep America Connected Pledge. Consumer wants his service re instated asap.

***CTR 392-phone

Ticket: # 3921605 - Grande billing

Date: 4/9/2020 3:18:12 PM

City/State/Zip: Frisco, Texas 75034

Company Complaining About: Grande Communications

Description

Consumer changed his billing on 3/22/20 with a new credit card

Consumer said they keep billing his old credit card

Consumer called them and was told that he owes money and they can't turn it back on since he owes money

Consumer's children do home schooling and according to covid-19, he wants it turned back on

Consumer filed for unemployment and is waiting for some money

Consumer needs the internet turned back on

CTR407-phone

Ticket: # 3921625 - 210-787-2516

Date: 4/9/2020 3:24:55 PM

City/State/Zip: San Antonio, Texas 78231

Description

STOP LOCAL SPOOFS. IT'S A PANDEMIC AND WE SURELY DON'T NEED SCAMS.

Ticket: # 3921653 - Phone scam

Date: 4/9/2020 3:33:53 PM

City/State/Zip: Prospect, Connecticut 06712

Company Complaining About: Damian Latimore

Description

Another phone scam involving credit card card services. Claimed to be from Mastercard and comes up on my caller I.D. as Damian Latimore. When are you people at the FCC going to do something to ban these robocalls? Don't you think people have enough to worry about with this Corona virus without having to be worried about these scammers too?

Ticket: # 3921688 - Wi-Fi service is unacceptable

Date: 4/9/2020 3:40:59 PM

City/State/Zip: Stanfield, North Carolina 28163

Company Complaining About: AT&T

Description

For the past one to two years we have watched our internet service decrease. We have reached out to our provider which is AT&T multiple times with no avail. They refuse to address the issue that the lines need to be upgraded with the amount of people coming in and building in the area. The issue is also trying to access internet for school work and also working from home due to covid-19. We are not able to have our children get on the internet to access School properly and it is very frustrating.

Ticket: # 3921755 - intentional interference

Date: 4/9/2020 4:05:20 PM

City/State/Zip: Canal Winchester, Ohio 43110

Company Complaining About: AT&T

Description

I believe there are people in my apt complex that are doing Terrorist work by causing extreme interference on the TV and internet Every time the President or Governor comes on to talk about Covid-19. Its obvious that this is someone trying to instigate fear when the broadcasts come on.

Ticket: # 3921762 - Verizon Communications Inc has "price gouged" my FIOS TV account during covid19 "State of Emergency"

Date: 4/9/2020 4:09:44 PM

City/State/Zip: Severna Park, Maryland 21146

Company Complaining About: Verizon

Description

Verizon Communications Inc has "price gouged" my FIOS TV account during the Maryland coronavirus19 "State of Emergency".

Tim D. (1 833-888-6121 prompt 1 extension 4440614) called me to discuss renewal of my contract. During the phone call Tim D. discussed the information he had from accessing my account information and from that he knew the daily amount of time that my wife and I use the Verizon FIOS TV, and the amount of time my wife and I watch the Verizon FIOS cable channels. Tim D. indicated the new contract would be entitled to continuing the "\$25.00 monthly Agreement Incentive", and that monthly Agreement Incentive discount would show up on the order confirmation summary, which would be received by mail in several days. And that new order would show the net monthly amount would be \$89.00 (\$114.00 less \$25.00 = net monthly of \$89.00.)

However, when that Verizon order summary was received, it showed that Tim D. (1 833-888-6121 prompt 1 extension 4440614) removed the monthly agreement incentive that I was entitled to. (see attached order summary)

Pricing Gouging customer FIOS TV accounts has become a common practice of Verizon. A common way Verizon "price gouges" is by making incentive agreements by telephone and then removing those incentive agreements from the order when Verizon sends the order summary to the customer by mail.

Ticket: # 3921767 - DIRECT TV BILLING AND NO CUSTOMER SERVICE HELP

Date: 4/9/2020 4:13:20 PM

City/State/Zip: Lone Tree, Iowa 52755

Company Complaining About: Directv

Description

Billed me more than \$500 in Jan 2020.

Called cust. service multiple times on hold 37 minutes, non English speaker couldn't explain it fix. Not never called me back, email not answered, crazy billing. Think they are targeting us seniors. No coincidence they are doing this during a pandemic...!!

Ticket: # 3921792 - Boost Mobile COVID 19

Date: 4/9/2020 4:21:13 PM

City/State/Zip: Peioira, Illinois 61606

Company Complaining About: Boost Mobile

Description

He has asked Boost Mobile keep his service connected because he is unable to pay for services right now. He is laid off from work because of COVID-19.

Ticket: # 3921839 - Cell phone interruption

Date: 4/9/2020 4:37:02 PM

City/State/Zip: South Gate, California 90280

Company Complaining About: Sprint

Description

On April 9 2020 around 1pm I contacted sprint to let them know I am still waiting on my unemployment so that my service isn't interrupted/disconnected. I spoke with financial services Dean and I explained the situation and he said he no choice but to interrupt my service. My cell phone is what I use especially during covid19 and I consider it essential. Sprint and other carriers made a vow to keep service on while we face this crisis. And now I have reconnection fee....

Ticket: # 3921899 - Optimum issues

Date: 4/9/2020 4:55:45 PM

City/State/Zip: Brooklyn, New York 11214

Company Complaining About: Optimum

Description

Consumer is home due to COVID-19.

Consumer is out of work due to the pandemic.

Consumer has children at home trying to do school work.

His service was disconnected due to non-payment.

Consumer tried calling Optimum, but was unable to speak to an agent.

Consumer would like someone from the corporate level to contact them about the issue and come to a payment agreement.

CTR404-phone

Ticket: # 3921909 - Harrassment & vulgarities

Date: 4/9/2020 5:00:16 PM

City/State/Zip: Hampton, Virginia 23666-4655

Company Complaining About: 800 Service

Description

I received a phone call today and upon answering the call the guy on the other end tells me that I have been selected to receive a complimentary sample of a new FDA approved vaccine to stop COVID-19. When I said this has not been FDA approved the caller starts to insult me with profanity telling me, "You are a piece of shit and I fucked your sister."

Ticket: # 3921991 - Spotty Internet Service and Refusal to help

Date: 4/9/2020 5:33:35 PM

City/State/Zip: Woodville, Texas 75979

Company Complaining About: Hughes Net

Description

I have services with Hughes Net Internet. Since this whole COVID 19 thing started my internet only works about 25% of the time. I have tried calling, and they hung up on me. I chatted in, waited 2 hours in a que for them to tell me that it wasn't working because I was using a FireStick, and not a SmartTV. Umm, the internet wouldn't even work for me to download a file on my laptop the day before. It is not the devices.

I ask for help, they refuse to troubleshoot. I just want to end services, since I am paying for something I am not getting. 75% of the time, it'll say "Connected with Issues/Problems" when I use my HughesNet services. I don't want to pay to close out a contract. They are not providing services, they have broken their end of the contract. Service has been poor since I started, but has gotten worse during this pandemic.

Ticket: # 3922001 - Deactivation of phone during pandemic

Date: 4/9/2020 5:36:02 PM

City/State/Zip: Indianapolis, Indiana 46205

Company Complaining About: Qlink Wireless

Description

Qlink wireless deactivated my phone. As a senior citizen with a medical condition & no car, I now have no means of communication to arrange for acquisition of food, transportation, medical & emergencies.....

Ticket: # 3922046 - I was disconnected for being late during the Covid 19 pandemic

Date: 4/9/2020 5:59:10 PM

City/State/Zip: Payson, Arizona 85541

Company Complaining About: Sudden Link

Description

I was disconnected without notice during the pandemic, when I called and made the payment and asked them they said they had an agreement with the FCC not to disconnect and it was a system glitch it took 2 hours on hold. Its been 10 hours and still no phone. The provider is Suddenlink in Payson Az 85541

Ticket: # 3922090 - Service disconnected during pandemic

Date: 4/9/2020 6:18:46 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

We fell behind on our february and march payment and the April bill is not due until the 23rd if the month. However today comcast decided to disconnect my service when I called and explained that everyone in the house hold had been layed of and we focused our money on getting supplies and food since there is 4 kids that live in the house hold instead of making a payment with comcast since we read in the news they signed an accordance to not disconnect peoples service during the pandemic we figured we would lay as soon as we could. I explained to the rep and supervisor Georgia that we could make a pmt for one month tomorrow and see how we could make a payment plan for the rest and was told that I had put up the full past due amount of \$430 in order for them to put my full service back. I was asking for them to give me free service just for them to work with us. We have 4 kids one who is 14 months. We are doing our best and I'm so dumb founded at how during a time like this comcast would be unwilling to work with someone who is trying to pay the most they can given the circumstances. Let's not forget the fact that the supervisor Georgia claimed they don't have permission to do anything like that and when I asked to speak to someone who does she said she was the highest level, then after arguing she said that even if she transferred me to someone higher I would get the same answer and was left on hold.

Ticket: # 3922146 - Complaint

Date: 4/9/2020 7:01:48 PM

City/State/Zip: Corydon, Indiana 47112

Company Complaining About: AT&T

Description

ABC, NBC, CBS, CNN, and MSNBC are not covering press briefings with updates to this National Emergency during the Covid-19 outbreak.

This is a NATIONAL EMERGENCY!! We are confined in our homes. We want & have the right to updates!

Ticket: # 3922147 - Tv& internet from at&t

Date: 4/9/2020 7:02:07 PM

City/State/Zip: Port Orange, Florida 32127

Company Complaining About: AT&T

Description

I am a senior citizen living in Port Orange when I first arrived here almost a year ago I was looking for an internet service as well as TV I got in touch with a phone number from a Google search it ended up being a third party selling both spectrum AT&t and so on anyway they kept on giving me prices and the best thing was AT&t fastest internet service for 2 years they told me at that time that my bill would be with tax and everything \$114 and some change I said good that sounds good go for it the bill that came the first time was at \$114 my second bill came in and it was \$124.11 I called AT&t to find out what what's going on I was told that the service that I got I was being charged \$8 and something I believe it was \$8.49 for a regional sports fee I don't watch the sports I told them that they insurance told me that because of what I was getting that that was a automatic fee hi insurance as well then put me down to the one that doesn't have the price they told me well if you go to that then you're going to lose the promotion and it'll end up costing you more so I said okay leave it what else am I to do I couldn't cancel them I was already obligated anyway just recently I got a bill telling me that I have a bill for \$140.83 when I got this bill I have been going crazy trying to reach the correct department in order to resolve it they're telling me that from my automatic payments because that's how I pay that I was also charged from my last bill \$5.58 when they automatically take out my money so that confused me then I'm being charged \$5 for pay paperless Bill building \$5 for auto and paperless I don't understand it I tried to get some confirmation like why are you charging me for me helping you by you getting your money on time and by not having to send bills out made no sense to me I call up I get one's apartment it tells me I belong in another department they send me to another department and they tell me I'm in the wrong department they play ping-pong with me I'm going from one to the other I'm on hold for over an hour and time I realized that the coronavirus is here and I realize that that there's a shortage but I called early in the morning and when I do get somebody it's always the wrong somebody then when somebody called me back and I tried to call them back I had an issue they didn't know who I was talking about and they're saying that they didn't promise but I didn't talk to anybody to get any promises I'm very frustrated I don't know why I'm crying paying for a sports fee I'm an elderly person I don't want the sports fee it was snuck on me through a third party they didn't tell me about it they didn't tell me about all the issues that I would have I call up about my internet and tell them that how come I got to slow internet they told me I have excellent I'm the only one using it why I'm always getting a slow connection is beyond me I'm very very frustrated I want them to cancel me I want them to give me back my money and I want them to come take your equipment I don't like their customer service I don't like being made to be a pawn back and forth back and forth back and forth I'm not an idiot I know they want me to get frustrated and just say I forget about it well I can't I live on my social security I'm retired and I don't like being made a fool out of if there's any way that I can be helped fine I appreciate it I don't know what to do I just want them to let me out of the contract give me back all the money for Aldi's crap that they put me through and they should get a better way of dealing with people when they call it this is not just during this time that I've done this it's all the times when I've called up and yes I'm one of those people that got frustrated by being on the phone for an hour or more I have better things to do with my life hopefully this can be resolved and I can go about my business too bad these billion dollar companies treat people so badly thank you

Ticket: # 3922180 - DirectTV Supports Lies and Collections

Date: 4/9/2020 7:49:51 PM

City/State/Zip: Upland, California 91784

Company Complaining About: Directv

Description

I canceled our DirecTV service 6 months ago and was told during 4 separate calls they'd send a box to us to ship the equipment back. After receiving a letter saying I was being sent to collections last week I called again and spoke to a supervisor who apologized for the misinformation, and that I needed to go to a UPS store. After explaining that my wife and 2 year old are high risk for Covid19 and I can't leave the house he told me I wouldn't need to send the 6 year old boxes back for 90 days (late June). It's been less than a week and I now have creditors calling me.

They need to send the box as promised and stop the creditor calls and not damage my near 800 credit score.

Ticket: # 3922199 - optimum WiFi issues

Date: 4/9/2020 8:06:25 PM

City/State/Zip: Manalapan, New Jersey 07726

Company Complaining About: Optimum

Description

I have been internet-less for a week during this pandemic while the company has assured its number one priority is keeping their customers connected. I have called them numerous times a day and am left on hold, not speaking to a human being, for hours at a time. I've reached out to their sales team where they aren't able to even transfer me to a manager because they are "busy". They transferred me to numbers that would either tell me that they are experiencing high call volume and would hang up or would be on hold for hours more with no one available and once, even sent me to a different company, Spectrum.

Ticket: # 3922206 - KOMO news spreading bogus medical claims

Date: 4/9/2020 8:15:07 PM

City/State/Zip: Everett, Washington 98208

Description

KOMO news at 5:00pm Omni April 9th broadcast. Story about a doctor claiming to have a treatment to stop people from needing a ventilator as a result of contracting COVID19. No medical studies are being run, no trials are in process. KOMO 4 news claimed it is a trial and people should request it. Stop this fake prpnoction of something that doesn't exist, there a hundreds of doctors that have theories about what drugs may help in this fight, none have been approved for general use, only a coup,e have been put into a clinical trial and just a handful have been approved for compassionate use.

Ticket: # 3922232 - Internet rate increase - "promotional roll off"

Date: 4/9/2020 8:43:26 PM

City/State/Zip: Kihei, Hawaii 96753

Company Complaining About: Spectrum

Description

Spectrum increased the monthly rate on internet this month (April 2020) by \$10.00 a month during the global pandemic and stay at home orders by . I spoke to the Spectrum representative and she stated that "the rate increase was a promotional roll off".

Rate of my internet service - Extreme Internet (provided by Oceanic Time Warner pre-merger with Spectrum): \$31.99 / month as of 6-5-2019.

Spectrum rate for the same Extreme Internet: \$69.99/month. That is a \$38.00 increase over time!

Ticket: # 3922250 - Why networks not broadcasting COVID19 updates from the White House

Date: 4/9/2020 9:05:40 PM

City/State/Zip: Grand Island, New York 14072

Company Complaining About: Comcast

Description

Please look into the broadcasting practices of NBC and CBS carriers. Both do not broadcast White House updates on COVID19. At a time of a crisis, a TV station/carrier should not make a determination on what citizens can watch. I don't have a political affiliation, but in this case it is obvious bias. Both broadcast NY Governor's update to the last second. Both broadcast County Executive's updates to the last second. Both are democrats. But both do not broadcast POTUS updates. And if they do, it is for a brief time and back to commercials. Viewers are told to watch online the rest. If citizens don't know how or don't have access – what happens next? TV carriers decide should people watch the President's update or not? Who gave them that amount of power? Why can't FCC stop this practice?

Thank you

Ticket: # 3922266 - Harrassment by repeat robocalls

Date: 4/9/2020 9:28:46 PM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: Ssi

Description

Caller ID always says 'SSI' I have received as many as 3 calls in an hour (have never answered). 'SSI' so far has used six different numbers. This is plain harassmt while we follow Covid-19 'stay at home' orders. This has been going on for weeks and is getting worse.

Ticket: # 3922332 - Internet Issues. High Packet loss and inconsistent internet connection and speed.

Date: 4/9/2020 10:55:29 PM

City/State/Zip: Chandler, Arizona 85225

Company Complaining About: Cox

Description

Getting massive packet loss pinging any domain such as google.com. Speedtest on Cox official website shows im getting 31.7 Mbps download speed on a 150 Mbps plan. Speed test also shows 332ms of jitter showing that the connection is extremely unstable. Have had issues with this even before the COVID-19 pandemic that is adding additional strain onto the network.

Ticket: # 3922394 - Inconsistent and low bandwidth with no credit from Cox

Date: 4/10/2020 12:29:47 AM

City/State/Zip: Phoenix, Arizona 85023

Company Complaining About: Cox

Description

We were paying for Cox service of 150 Mbps, which has been extremely unstable even before the Coronavirus pandemic. We have since upgraded to their "GigaBlast" service and are still seeing extremely unpredictable drop-offs in download and upload speeds. I asked Cox support for a credit for the lack of service and they refused to do so. Since we work from home, our internet connection is vital for conducting business. If we aren't going to receive what we are paying for then Cox should offer a credit for that lost service.

Ticket: # 3922444 - disconnected

Date: 4/10/2020 5:53:31 AM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

I was disconnected yesterday, I could not get through to customer service on the phone long wait. I contacted them through chat. They said they sent it through 3 different times and that I would be reconnected between 2-4 hours, but I never was. Mind you first chat was at 8 am. Lat perso I spoke couldl not tell me why I was disconnected eventhough they said that they would not disconnect anyone during covid19. They would not credit my account for the inconvenience. My daughter could kot go to school. I was not able to continue trying to file unemployment.

Ticket: # 3922447 - Shut off during pandemic

Date: 4/10/2020 5:58:41 AM

City/State/Zip: Camp Verde, Arizona 86322

Company Complaining About: Sudden Link

Description

SuddenLink shut off my phone, internet, and tv 3 days after the president of my United States said NO business can shut down services. SuddenLink left me without total communication with the outside world while I was self quarantined in my. Home. The only way I could get communication back was to pay a service fee of 65 dollars that I was currently argueing with Suddenlink about. The service tech came to my home, told me "what you see is what you get", then put me down for a "no show" on my end. I told Suddenlink that they are going to have to take me to court and have the tech lie on the stand before I will pay the fee.

Ticket: # 3922469 - Price increases and disconnects during pandemic

Date: 4/10/2020 7:59:46 AM

City/State/Zip: Abilene, Texas 79603

Company Complaining About: Sudden Link

Description

Suddenlink/ altice in texas raised prices in March 2020! During a time when they were presenting keep America connected publicly . They were disconnecting customers and raising prices. Price gouging. They are a monopoly and the FCC continues to allow them to operate as one. This is your offense as much as it is theirs.

Ticket: # 3922485 - Fox news

Date: 4/10/2020 8:34:19 AM

City/State/Zip: Sugar Grove, Virginia 24375

Description

Fox news has always lied. lying about the covid 19 virus has endangered the lives of an unknown number of americans. My understanding is that they are only licensed for "entertainment" yet they report on news. They need to be taken off the air. Thank you.

Ticket: # 3922520 - Fox "News"

Date: 4/10/2020 9:08:00 AM

City/State/Zip: Centerville, Massachusetts 02632-2153

Description

Something must be done about Fox News. Their disinformation campaign regarding COVID-19, and many other issues, are literally killing people. Is there no regulation for stations pretending to be legitimate news outlets but are only pushing a dangerous far right agenda? If not, there needs to be accountability. Too many people take them seriously and are dying because of it. Just hold them accountable!

Ticket: # 3922525 - Xfinity

Date: 4/10/2020 9:12:32 AM

City/State/Zip: Sunrise, Florida 33313

Company Complaining About: Comcast

Description

Xfinity comcast disconnected our services including I internet during the pandemic time
Convid 19 I have 6 kids at home who need to be my husband and have lost our jobs and cannot afford to pay our bill. They are also billing me higher than usual after I discontinue alot of there services. I call them to ask what was the problem they told me in other to put back on my services I need to pay them \$580 I do not have that type of money
When I call and tell them what happen they say I have to pay or ni services and they also lie and tell me i have internet witch is a lie attach you will find the proof off no internet

Ticket: # 3922551 - Hughesnet

Date: 4/10/2020 9:36:51 AM

City/State/Zip: Delanson, New York 12053

Company Complaining About: Hughes Net

Description

I have attempted to disconnect service every day this week. Every time the automatic system realizes that I am trying to cancel services, they disconnect the call. Every time I choose a different option to try to speak with someone, they say they cannot do cancelations and tell me to call back later. They refuse to have an online option to cancel. In addition, I was charged an additional fee because of the Coronavirus for NO change in service, which goes against the contract.

Ticket: # 3922586 - High Latency, Packet Loss, and Slow Speeds**Date:** 4/10/2020 9:55:47 AM**City/State/Zip:** Omaha, Nebraska 68135**Company Complaining About:** Cox

Description

For the past 6 weeks I experienced high latency (spiking into the 300+ms range), 10%+ packet loss, and my 'gigablast' speed dropping all the way down to 200mbps. I had 3 techs come to the house and none of them could find an issue. Finally a tech admitted that with Covid-19 they are seeing too much bandwidth usage and my only solution is to wait out the virus. I was paying \$144/mo and getting a fraction of my services... they only offered me a 'courtesy' \$15 credit and I've cancelled. It is unacceptable to oversell your services and under-deliver because of an unwillingness to build out proper infrastructure.

Ticket: # 3922591 - Rate Increase for Spectrum Internet Services**Date:** 4/10/2020 9:57:12 AM**City/State/Zip:** Kernersville, North Carolina 27284**Company Complaining About:** Spectrum

Description

I was surprised to discover my monthly internet charges increased from \$65.66 to \$76.66 through Spectrum for April. Some of my friends and family members have also been hit with this rate increase and none of us were notified in advance. Is it a coincidence that that this rate increase coincides with the covid-19 pandemic when so many of us, at least here in North Carolina are dependent on our internet service for work, personal communications, tele-health, applying for unemployment, etc....? I am very fortunate that I have so far maintained employment and can afford this increase, but for so many others, this has just added insult to injury. Please investigate the timing of this rate increase. I have attempted to contact Spectrum but unable to get through via phone or chat.

Ticket: # 3922616 - Constant lies and misinformation emanating from FOX News

Date: 4/10/2020 10:12:07 AM

City/State/Zip: Louisville, Kentucky 40243

Company Complaining About: AT&T

Description

(b) (6) The constant lying from FOX News endangers the American people with regard to COVID 19. How can they continue to get away with such despicable and dangerous behavior?

Ticket: # 3922619 - Lifeline

Date: 4/10/2020 10:12:39 AM

City/State/Zip: Anchorage, Alaska 99508

Company Complaining About: Alaska Communications System

Description

- The consumer is calling about Alaska Communications System
- She only has a landline
- She has been dealing with since December 2019
- She states she is on the Lifeline Program
- She states they sent her an application to renew
- She states they sent her a letter that she was not approved
- She reached out to the carrier and they advised they did not receive her application
- They sent her another application
- She states she received a letter that she was approved
- The carrier promised her a \$25 credit on her bill
- She states she has not paid her bill that was due on 4/9/2020
- She states she never received the credit and they are not giving her the Lifeline Discount
- She reached out to the carrier
- They can not assist her due to them working from home due to COVID-19
- She states they reached out to her twice
- The consumer reached back out to them
- The carrier advised if they can not reach out to her on 4/21/2020 she will lose her Lifeline discount
- She states they need more verification from her
- The consumer is afraid they will cut off her service during this pandemic
- The consumer wants her Lifeline credit applied to her bill
- She also wants final approval for her Lifeline

CTR405-phone

Ticket: # 3922635 - Spectrum easy move and surprised bills

Date: 4/10/2020 10:24:03 AM

City/State/Zip: New York, New York 10001

Company Complaining About: Spectrum

Description

I moved and nothing would change-customers continue paying their bills and my service was fairly new-June 2019 Their tech arrived and the internet service was activated however the tv service was not, he stated for some reason your modem isn't powering on which was false, he left and came back minutes later, in the end he left me without tv service and a big mess as he didn't tack the cable-left a mound on the floor. I had no choice but to call Spectrum female rep stated she couldn't find my account then she was gone no words etc...the next thing hear is a rep from their Sales Dept his name Gideon and that's when i realized i was being deceived. My bill changed and their were charges for services that were not provided. I visited their store 4x three in Manhattan and one in Brooklyn all to no avail and there were many phone calls made by my son and I who has access to my account and i was transferred back and forth and waited and waited and i had to hang up. Two store reps agreed with me as to the charges and after they helped i'm assuming their superiors decided to override their entries. They're charging 49.99 for the tech visit yet i had no tv service and they're charging 9.99 for the self installation-that's right I did the installation and they also decided to raise my tv and internet bills. I also emailed a vp of customer service initials RO? I received one response and never heard from RO again. I even informed RO that i'm ill with the Corona Virus but...I'm also disabled and i find it quite disgusting and deceiving to go through such lengths in obtaining more money from their customers, I guess one lawsuit wasn't enough for them. One rep promised me free wi-fi as compensation but that was obviously overridden as well and another said don't pay these bills until...however i've been making partial payments. Thank you.

Ticket: # 3922637 - Fox news dangerous misinformation

Date: 4/10/2020 10:25:51 AM

City/State/Zip: Laguna Niguel, California 92677-1515

Description

Fox News has long history of presenting conspiracy theories in their opinion segments as if they were "news". Fox News' current misinformation campaign about the Corona virus pandemic is costing American lives. This is unacceptable.

Ticket: # 3922655 - Cancellation fee

Date: 4/10/2020 10:37:44 AM

City/State/Zip: Corinth, Mississippi 38834

Company Complaining About: Hughes Net

Description

I cancelled my internet service and was under the impression I wouldn't be charged the \$400 early termination fee. They took it out of my account yesterday. This was the only money that I have left while this pandemic is happening. I wasn't notified my email or the postal service from HughesNet that this was happening.

Ticket: # 3922674 - Optimum - Price Gouging and Inaccessabilty

Date: 4/10/2020 10:48:11 AM

City/State/Zip: Clifton, New Jersey 07012

Company Complaining About: Optimum

Description

FINALLY got thru to customer service -- promotion ended, my bill increased and I was told they have no current promotions. I asked for an extension on promo. just to get thru pandemic. No luck. Disgusting that they are allowed to gouge us with ridiculous rates/increases, no effective cust. service during this horrific period. I would like an extension of my previous promotion at least for 6 months.

Ticket: # 3922698 - Presidents Daily Briefings not aired by 3 main channels CBS, ABC, NBC & loss of signal during standard shows

Date: 4/10/2020 11:01:44 AM

City/State/Zip: Pittsburgh, Pennsylvania 15208-2436

Company Complaining About: Antenna

Description

1. CBS, ABC, NBC have stopped airing President Trumps Daily Briefings. I do NOT have cable, but I do have an antenna. Isn't it my constitutional right to hear the President speak, & please force stations to air the actual Presidential daily briefings in light of this COVID-19 Pandemic. 2. Commercial signals on CBS, ABC, NBC show STRONG signal strength, however, the news and shows have intermittent consistent LOSS of signal strength, which shows a major discrepancy here.

Ticket: # 3922750 - Harassment Calls, Emails, and Txts from 216-503-5245

Date: 4/10/2020 11:20:42 AM

City/State/Zip: Twinsburg, Ohio 44087

Company Complaining About: Reliance First Capital

Description

A company named Reliance First Capital will not stop. In essence, they relentlessly contact me over five times a day through every communication channel they have of personal data.

I believe this company to be a predatory lender that reach out to vulnerable people, harassed, and taken advantage of due to the Coronavirus pandemic.

Contacted by phone again this morning, I asked the business to remove my data from their list; the caller blatantly replied, rejected my request.

Ticket: # 3922751 - Sudden Link internet

Date: 4/10/2020 11:20:49 AM

City/State/Zip: St Joseph, Missouri 64507

Company Complaining About: Sudden Link

Description

Consumer's internet was turned off and because of covid-19, she called Sudden Link and was told she would get a 60 day extension

Consumer's internet was turned back on for about 10 days and then shut off

Consumer called Sudden Link and was told a request was never given

Consumer wants her internet service turned back on, given the 60 days that she was told she could have, and any current and past fees waived

CTR407-phone

Ticket: # 3922759 - XFINITY horrible service and charge

Date: 4/10/2020 11:24:48 AM

City/State/Zip: Loxahatchee, Florida 33470

Company Complaining About: Comcast

Description

Called Xfinity around 10:50 am on 04/10/2020. Spoke to a representative who was not very helpful. I advised him that I used to pay about \$158. Now my bill is close to \$200. The representative told me at first it was due to government taxes and my box rentals. That didn't add up to the bill amount. He had to ask a supervisor to find out why my bill had gone up since January 2020. The offer had expired. I asked how they can help since many have lost their jobs during this difficult time with the coronavirus. We cannot afford this new high bill. He said there were NO OFFERS for me. I asked for a supervisor. He came back and said supervisors are not available since they are with other clients. This makes no sense!!! Poor customer service and horrible that a large company like Comcast cannot provide any offer during this pandemic. I need a supervisor to speak to and assist a long time customer.

Ticket: # 3922814 - Spoofing of Business Number

Date: 4/10/2020 11:42:12 AM

City/State/Zip: New Rochelle, New York 10801

Description

Our 1-800 business number for Batting Cages USA has been spoofed. We have received 4 phone calls this morning with people asking for insurance re: Covid-19. This has nothing to do with our business

Ticket: # 3922867 - Billing

Date: 4/10/2020 11:59:22 AM

City/State/Zip: Nacogdoches, Texas 75964

Company Complaining About: Boost Mobile

Description

I called my cell phone provider(Boost Mobile) to see about a getting help with paying my bill since I have been furloughed due to the pandemic. On March 9th the employee told me that the computer automatically said I did not qualify for a bill credit nor could he give me the qualifications I had to meet. He instead told me to call the FCC and after I call them I would become eligible for bill credit. I called the FCC on March 10th and was informed that Boost mobile was not supposed to be directing their customers to them for bill pay assistance and that they had done this several times. I called Boost mobile after that to see what else I could do to no avail.

Ticket: # 3922873 - Xfinity Non Customer Friendly

Date: 4/10/2020 12:02:31 PM

City/State/Zip: Berwyn, Illinois 60402

Company Complaining About: Comcast

Description

I have a problem with Xfinity customer service. During this time of needed...they are choosing NOT to work with customers. I have been a customer for over 4 years..and this TOTALLY NOT CUSTOMER FRIENDLY. Due to this covid19 crisis we are on lockdown and finance are a little less...we need our services more than ever. They have been poor with communication and accurate info. Please contact me back regarding this. Thanks in advance. I need my services back on..especially now..they should be willing to work payment out with customers.

Ticket: # 3922883 - Porting Issue Coupled with Availability Issue

Date: 4/10/2020 12:04:52 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: Ting

Description

I have been using the Ting service and tried to change service to T-Mobile in January this year. Despite coordinating with both Ting and T-Mobile to provide the information needed and to get a new SIM card (two, because the first one didn't work), my number still has not been ported. I was told I need to go to the store but given COVID that isn't an option for me. In the meantime I'd continued to use Ting but for the past week, I have had no cell service with them so am entirely reliant on services that are wifi enabled. As you can imagine, this is not ideal if I do want to leave my house! I've spoken with both Ting and T-Mobile customer agents for hours and still not been able to resolve the issue. I'm paying both companies for service and receiving no service.

Ticket: # 3922887 - Verizon Wireless - Keep America Connected

Date: 4/10/2020 12:05:38 PM

City/State/Zip: Avita Sprints, Louisiana 70420

Company Complaining About: Verizon Wireless

Description

Verizon Wireless - no internet and they say they can't assist her. She is saying they are throttling her Jetpack. She tried to get on line this morning and had nothing. She has to work from home due to the COVID 19. Resolution the caller seeks is more internet available to her so she can work from home.

CTR386-phone

Ticket: # 3922898 - Comcast Internet

Date: 4/10/2020 12:10:06 PM

City/State/Zip: Kennett Square, Pennsylvania 19348

Company Complaining About: Comcast

Description

We updgraded from Comcast's 100 mbps offering to the 200 mbps offering to accomodate increased traffic for working from home during Covid19. Since upgrading the speed has not increased at all, and regularly runs at 10-15 mbps. When I asked for a refund, Comcast told me that I should "wait until this all settles down" and then call back. When I pointed out that this could last several more months, they said they couldn't do anything.

Ticket: # 3922918 - Boxes ordered never received**Date:** 4/10/2020 12:22:16 PM**City/State/Zip:** Jax, Florida 32226**Company Complaining About:** Comcast

Description

I called Comcast between 04/02- 04/04 requesting 2 wireless boxes. I was told by the female agent to expect the boxes by 04/09 and gave me order number (b) (6) and this call needs to be pull. as of 04/10/2020 no boxes and I am on the phone with Comcast/xfinity being told this order number is from February which is totally deceptive of the female agent who provided this order number April 2020 and gave me 1-800-742-5877 to call to pick up my old boxes . Xfinity has bad business practices for a company who charges way over the competitor prices I expect quality customer service for every dime I pay you late or on time either way I pay monthly and extra fee if a day and restoration if disconnected therefore I want the customer service that I pay for and not anything less. Why was I lied to and why was I given a Feb order number in April. Pull the call from April my facts are supported. Xfinity is a deceptive company and I want the quality service you need to give as high as your plans are . Now I am being told I have to pay for the return of the old equipment this is absolutely insane and Xfinity better not charge me for boxes I cant return due to covid 19

Ticket: # 3922919 - Internet Speed not staying stable during Novel Coronavirus (COVID-19) pandemic.

Date: 4/10/2020 12:22:22 PM

City/State/Zip: Oceanside, New York 11572

Company Complaining About: Optimum

Description

Before everyone was home I had perfect speeds.. Over the 200 mbps I'm subscribed to. As of now, the speeds have been extremely inconsistent. All directly connected to the One Box &, not over wifi. Sometimes only maxing out at 8mbps. Running another speed test a few seconds later I then get again over 200. I was told by an Altice employee that my RF and the drop look ok, & the modem is operating within specs. Yet, I am still unable to receive consistent speed. Leading me to believe that either Optimum oversubscribed my Node or there is some type of hardware problem on the outside equipment that needs to be looked at. This is the time when internet stability is most needed. We communicate & stay socially connected through the Internet. If we don't stay connected this way we won't be able to social distance. Altice charges every customer a "Network Enhancement Fee" mine is \$3.50. This should have been used to make sure their network could handle this type of stress. They are also planning rolling out 1 Gig speed over their coax network using the DOCSIS 3.1 system. How could current / new subscribers trust that (Altice) Optimum is going to provide 1 Gig speeds (940/50Mbit) if they can't even provide the minimum speed package of 200mbps consistently.

Ticket: # 3922931 - Comcast disconnecting service during Pandemic

Date: 4/10/2020 12:26:50 PM

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Comcast

Description

I was told by an xfinity rep that my cable service would not be disconnected due to nonpayment due to the pandemic which caused a huge financial change. On 4/9/2020 I woke up to my services shut off. I was told they will cut my tv services back on when I pay the bill. If it wasn't for the stay at home order and the pandemic then my bill would have been paid.

Ticket: # 3922956 - Misinformation from Fox News is harming its viewers and the general populous

Date: 4/10/2020 12:37:36 PM

City/State/Zip: Loveland, Colorado 80538

Description

ONGOING PROBLEM starting in early Feb.

- Downplaying the severity of COVID-19
- Giving false facts about COVID-19
- Pushing a drug that has not been proven to cure COVID-19
- Multiple instances of misinformation in relation to COVID-19's spread, transmission rate, mortality rate.

Ticket: # 3923017 - Billing Issues

Date: 4/10/2020 12:53:30 PM

City/State/Zip: Virginia, Minnesota 55792

Company Complaining About: Metropcs

Description

- The consumer is calling about paying her bill
- She states she normally pays her bill in a store
- Due to COVID-19 all the stores are closed
- Her carrier is Metro PCS
- She states she asked if she could send a check
- The carrier advised she could go online to pay her bill
- She states they are going to disconnect her service
- The consumer wants to be able to pay her bill either by phone, going into a store or mailing a check

CTR405-phone

Ticket: # 3923024 - Fox news is deliberately giving viewers wrong information on COVID-19, causing American deaths

Date: 4/10/2020 12:53:51 PM

City/State/Zip: Glendale, Arizona 85304

Description

Fox news is deliberately giving viewers wrong information on COVID-19, causing American deaths. Not retracting statements from their 'experts' that COVID-19 is just like the seasonal flu, like that we should all be going outside even though our local and state authorities are telling us to stay home etc.

Ticket: # 3923027 - TV/Internet Fraud/Price Gauging/dishonesty from COMCAST

Date: 4/10/2020 12:54:11 PM

City/State/Zip: Mt. Airy, Maryland 21771

Company Complaining About: Comcast

Description

REGARDING COVID19 I'm writing regarding my current tv/internet/phone service Comcast. I want to file a complaint regarding the experience I have had and what they are doing to people during this PANDEMIC. I called Comcast yesterday for two reasons, to make a payment arrangement until I get my unemployment due to being laid off due to virus and technical support because some of my channels we're missing and my internet has slowed down. I got a lady on the phone (I have names of all people and times in which I talked to them) she advised that due to my bill being late they won't shut my service off but they will slowly start taking channels from me due to being late. I was upset and stated, what do you mean, so you're charging me the same amount? She repeated the same statement, I asked for a supervisor and she gave me another rep. I spoke with another guy who advised the same thing. I was not happy and demanded to speak with a supervisor. I ended up speaking with a supervisor on the phone for one hour and five minutes who advised that Comcast sent customers a letter to their mail, and to the Comcast email that if bills weren't paid they were automatically putting customer down to another plan that will take away some channels. I advised him while looking through my personal email that I never received an mail, that I don't go on Comcast website nor pay my bills that way, and I never received a letter in the mail. I demanded to know how they could get away with charging people what they sign up for as I was told that I already have the basic package. I don't have anything but basic due to living affordably and I'm in healthcare and work all of the time. I don't spend money on a bunch of channels that I'm not home to watch. Another note the first lady had made the statement that Comcast will start taking channels away and she gave the example CNN. I had asked her what if I watch CNN and this is a time in which we need all the news we can get with whats going on, she said nothing. After speaking with the supervisor for a lengthy time he went over the bill what they would charge etc. I asked him directly, are the going to take anymore channels from me and he stated, "NO". He lied, I got up this morning and sure enough it's bad enough I only have basic cable and now they have suddenly taken at least 6 more channels from me, I'm still going through the channels. I don't get channels anyhow that are great but I can't get a few that I even watch. So now I have a supervisor lying to me, and he told me that all changes we're made on my account on April 8, so nothing else would be messed with. I already told him that I'm on a tight budget but I have a package that is affordable and who is Comcast to state to people if they are a little late getting unemployment that they can't pay their bills. They have basically punished consumers for being a little late oh but they are doing a favor by keeping our services on. Who are they to say that I can't pay my bill, and you mean to tell me at a time like this, they can't let people be a little late? Not to mention if I hadn't have called in I would have never known and thought it was a technical issue.. I've had several problems with Comcast since I lived at this address in which the signal is bad, they don't know what's wrong, they will turn your services off without warning if you simply just forgot about your bill. Twice I had got out of the hospital with an illness and literally forgot to pay and they just turned my things off, no warning. I have hundreds of recorded phone calls with them in which I said, I don't do comcast email, send me a text, my email, or mail and now in this horrific nightmare that we are all living, they have to stress people out and not just do like the rest of the world and take a slight loss meaning hey people are going to be a little late, it's life. I have now told every single family member, friend, and neighbor what they are doing and if you can't help me,

I'm going to talk to someone legally when this is over, and I hope that Comcast loses alot of business over this, this is horrible to do to people when right now, television and internet, is really ALL WE HAVE! I have no idea what my bills will look like and I'm not letting them get away with price gauging myself, my family or friends because they want to be greedy in a time of crisis. If you can't help me, please advise me as to who can. Yesterday I was told by Comcast that their corporate offices we're closed, second rep told me that. I lost my LMN channel among others one week ago. I was told by supervisor that all changes and channels they took from me was officially now taken away on April 8th, and he ensured that nothing else would be taken away. I woke up this morning and now I have no FOX news, HGTV, among others . I took a chance and called corporate, they we're in fact open. I spoke with a corporate employee. I explained everything to them and they advised that I was given miss information and they took away channels as of this morning, April 10th. I advised that I have had channels taken away all week and now they took away my FOX news channel. I'm so disappointed in this company and I will not stay with them.

They are ripping customers off with never giving clear communication, taking away channels and not notifying but we are still paying for them. To take away any news, local, FOX, or CNN should not have been allowed due to this PANDEMIC THAT WE ARE ALL GOING THROUGH. I advised corporate that I will not stay with a company that makes me feel like they are ripping me off after this is over. Someone needs to look into what they are doing. I'm going to be forced to pay my past due amount of a lousy 155.00, I will take the only money I have before they even allow unemployment to kick in just to pay my past due amount, greedy company. I also want to tell you that as of last night my bill was 302.12 with 155.00 past due. When I went into pay my past due now all of a sudden my total bill is 312.12. Now all of a sudden my bill goes up again, but I was told they are not charging late fees disconnecting people????? I called back to corporate and they stated bill still shows 302.12 for balance but their automated is saying, 312.12??? Thank you.

Ticket: # 3923077 - False reporting causing public panic

Date: 4/10/2020 1:09:13 PM

City/State/Zip: Southern Pines, North Carolina 28387

Description

Recently many news organization have been show Hart Island in NYC which has long been used to bury the homeless and unclaimed of NY. Many American are not aware of Hart Island and the media is portraying it as mass graves specifically for covid19 patients. This must stop!

Ticket: # 3923095 - Comcast Service issues/Termination of Service

Date: 4/10/2020 1:16:54 PM

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

Company Complaining About: Comcast

Description

- The consumer was referred to us to file a complaint against Cox Communications.
- The consumer said they disconnected her services for nonpayment of total of around \$340.
- The consumer said her husband called and they also told him they can pay whenever they can but if they can't pay by May, they will try to figure something out for them.
- The consumer said today was when they disconnected her services and when she called to address the issue, they told her she must pay her bill and they will provide her services back.
- The consumer called about 2 weeks ago to let them know they were unable to pay their bill due to COVID-19 and they told her she did not have anything to worry.
- The consumer use to have the whole bundle with them.
- The consumer wants them to honor what they told her and wants them to connect her services back.
- The consumer and her husband have not been able to work for 45 days due to the COVID-19 and she also said where they live is the highest rate in NJ.

CTR-382

Ticket: # 3923154 - Cox Communications not honoring promise during covid-19

Date: 4/10/2020 1:37:47 PM

City/State/Zip: St Martinville, Louisiana 70582

Company Complaining About: Cox

Description

I have attempted to speak with Cox Communications on 3 separate occasions on April 10, 2020 regarding the disconnection of my cable, and internet services on April 9 , 2020. Cox Communications has promised to not disconnect customers during this time due to non payment, etc as stated in a PDF on their website.

Ticket: # 3923160 - Pandemic Misinformation

Date: 4/10/2020 1:39:09 PM

City/State/Zip: Seattle, Washington 98103

Description

Fox news opinion shows (Hannity, Ingraham, etc.), have been disseminating incorrect and dangerous falsehoods about the severity and nature of the Covid-19 pandemic.

Ticket: # 3923207 - KTVK-3TV

Date: 4/10/2020 1:49:16 PM

City/State/Zip: Glendale, Arizona 85302

Description

On Good Morning Arizona this morning, they actually interviewed a supposed physician who informed the viewers that the President's COVID-19 team's instructions to prescribe Hydroxychloroquine & Z-Pack to those affected by the virus was wrong and that he wouldn't recommend it.

HOW CAN THESE SHILLS BE ALLOWED TO BE ON AIR DIRECTLY DISPUTING THE INSTRUCTIONS BEING GIVEN WORLD WIDE.

It's time the FCC do their job and pull the license of every station that is out to disrespect the President on a daily basis.

DO YOUR JOB!!!

Ticket: # 3923309 - Expedite prosecution of solicitors disrupting Virtual Health Service Providers

Date: 4/10/2020 2:24:07 PM

City/State/Zip: Downingtown, Pennsylvania 19335

Company Complaining About: Conshohocken

Description

Is there any way to expedite desist actions against unwanted solicitors disturbing virtual medical care?

My wife, Dr. (b) (6) been on-call performing emergency and high-priority virtual office visits with patients since the onset of the COVID-19 non-essential medical restrictions.

She is on-call 24x7 for these services and MUST respond to each and every call. Her phone is listed in the "do not call" registry for both Federal and Pennsylvania, yet she often finds herself disrupting patient interactions with unwanted solicitations - which is impacting ability to provide medical services.

This has been hard enough for her to adapt to

Ticket: # 3923316 - Fraudulent activity regarding AT&T Fiber Internet

Date: 4/10/2020 2:26:18 PM

City/State/Zip: Raleigh, North Carolina 27615

Company Complaining About: AT&T

Description

On February 20th, 2020, I contacted AT&T and reported fraudulent behavior on their part and they admitted to the actions. The incident was noted as report number 2(b) (6). They assured me that all service charges would be dropped, however they told me that they could not help me with an issue regarding the return of the customer premise equipment (router) that had been erroneously sent to my address. Now I have received a final bill for \$340 for the non-returned equipment. I am currently living 3000 miles from the address where the router was sent and I am unable to get home due to COVID-19 restrictions. ATT has offered no help in this matter and is threatening to send my bill to collections.

Ticket: # 3923328 - False Promises

Date: 4/10/2020 2:31:28 PM

City/State/Zip: Columbus, Ohio 43204

Company Complaining About: Sprint

Description

I switched from Verizon to Sprint because Verizon was over charging us after upgrading. Sprint had promised to buy us out of our Verizon contract as well as buyback our phones. Sprint never processed our buy out for the Verizon contract. I now have a \$2,412.02 bill for Verizon and no job due to Covid-19.

Ticket: # 3923340 - Comcast Xfinity during COVID 19

Date: 4/10/2020 2:34:08 PM

City/State/Zip: Munhall, Pennsylvania 15120

Company Complaining About: Comcast

Description

During COVID 19, Comcast has promised customers that their late fees will be waived and services will not be suspended because of inability to pay during the virus, I was even told personally by an Xfinity chat agent that I had nothing to worry about, as I have until May. to catch up on the balance due Chats with customer service are also recorded, so there is proof of this conversation. Despite this promise, which Comcast also touted publicly last month, my cable along with other customers, was suspended two days ago. I had to use my last 171.00 in my bank account to pay my past due amount. I am a gig worker who still has no access to unemployment benefits as Pennsylvania is yet to release the form for gig workers online. Comcast has threatened to shut off my cable again on the 11th if I don't pay another 171.00 that was due on the third. When I have confronted Comcast about the promise they made not to suspend services, they only apologize and repeat that phone and internet is not suspended. They are forcing customers into slow internet plans without customers permission, instead of waiving suspensions until May. This is false advertisement and also created false hope for customers. Comcast made a promise during this pandemic and they need to keep it. Many articles online feature Comcast's promise to not suspend services. They never mentioned suspended cable services. How does Comcast expect payment when most Americans are not working? Comcast refuses to turn cable services back on unless payment is made. That is completely irrational during this time, and again, Comcast made an original promise not to cut off services. Yet I paid to keep my services on, and am facing another shut off on the 11th, according to Comcast.

Ticket: # 3923381 - Refusal of Internet

Date: 4/10/2020 2:42:03 PM

City/State/Zip: Fairview, Tennessee 37062

Company Complaining About: Comcast

Description

I have absolutely no access to high speed internet through any company and Comcast serves in my area but will not run lines to my house when I can literally see the lines at the end of the road during this pandemic people are forced to work from home but that requires certain internet speeds which Comcast would be able to provide therefore if they brought service to my house the problem would be solved

Ticket: # 3923393 - Slow Internet

Date: 4/10/2020 2:46:37 PM

City/State/Zip: Fairview, Tennessee 37062

Company Complaining About: AT&T

Description

I have had this company for years now and they refuse to offer speeds in my area of more than 1.5 MBps download and .5 upload as a pandemic is currently happening and forcing people to work from home would need to get this address and the systems upgraded like they should have been years ago to get this issue fixed they would need to run lines and give acceptable speeds as of todays times now

Ticket: # 3923424 - Irresponsible radio program - re: Covid-19

Date: 4/10/2020 2:57:27 PM

City/State/Zip: San Francisco, California 94117

Description

Early this morning I tuned in to listen to Coast to Coast AM since I could not sleep. They boast that their listenership is in the millions of people nationwide. They had an Osteopath on the show who was so irresponsible. She was questioning if Covid 19 wasn't actually just the flu. She questioned why people are not allowed to gather, worship, or work. The show was irresponsible on such a profound level and I feel that the station and producers should be held accountable. What if people listened to her and carried on as if this virus wasn't an issue. They would be putting their own and other peoples lives in danger. Most everything she said was a conspiracy theory.

There is a lot of crazy stuff that is on this radio show, but this was outright careless and irresponsible.

The doctor is an osteopath (a branch of medical practice that emphasizes the treatment of medical disorders through the manipulation and massage of the bones, joints, and muscles), with no expertise in infectious diseases.

Please listen for yourself -

The link - <https://www.coasttocoastam.com/show/2020/04/09>

Ticket: # 3923602 - Internet access on and off for several days

Date: 4/10/2020 3:56:59 PM

City/State/Zip: Rolling Hills Estates, California 90274

Company Complaining About: Cox

Description

Within these couple days COX internet service off intermittently once off will take day to back on. If is traffic issues they need to expand the server right away. We pay premium for their service and this is pandemic time the internet connection became very important issues.

Ticket: # 3923619 - Internet disconnection by Spectrum during Covid-19

Date: 4/10/2020 4:02:17 PM

City/State/Zip: Los Angeles, California 90056

Company Complaining About: Spectrum

Description

Since March 9, 2020 Spectrum stopped charging my autopay credit card for my internet service. Then I started getting automated calls from Spectrum saying I have not paid my bill. I then proceeded to pay my bill manually with the same credit card and the payment wouldn't go through, then I tried using another card but same result, I verified it wasn't an issue with my cards as they worked with other merchants. I spoke with Spectrum after waiting on a very long hold and they said they don't understand why my card is not being accepted but not to worry as they will not disconnect service due to nonpayment during Covid-19. Then today on April 10, 2020, after the due date of my second monthly bill payment, they yet again did not charge my autopay credit card and disconnected my internet service without any notice. After I called them, an automated message said my service has been disconnected due to nonpayment, even after they confirmed with me earlier that they will not disconnect service during this time.

Ticket: # 3923626 - Verizon Wireless Unavailable (Phoenix Area)

Date: 4/10/2020 4:02:50 PM

City/State/Zip: Glendale, Arizona 85308

Company Complaining About: Verizon Wireless

Description

Verizon wireless has been down for a couple hours now (time 12:58 PM GMT-7) in the entire Phoenix/Metro Area.

Having verizon wireless come out and actually provide reliable phone service during a pandemic would be a good place to begin.

Ticket: # 3923640 - car warranty expired

Date: 4/10/2020 4:06:46 PM

City/State/Zip: Belding, Michigan 48809

Company Complaining About: None

Description

no my car warranty didn't expire... again.... for the 2nd time today and the third time this week. Please drop a bomb on this call center that is still open and making calls during a worldwide pandemic. The are a non-essential business that needs to be wiped of the earth for the sake of all Americans.

Ticket: # 3923698 - Suddenlink

Date: 4/10/2020 4:22:39 PM

City/State/Zip: Coal City, West Virginia 25823

Company Complaining About: Sudden Link

Description

Due to the COVID-19 pandemic I have been laid off. I am waiting for unemployment to start. This has been explained to Suddenlink however my internet has been turned off twice in one week for a bill of only 200\$ regardless of the FCC pledge that they signed with the FCC and I have kids in school and multiple MD telehealth visits that I need to do due to having a chronic illness. I spoke with a customer service agent today who said that she had reactivated my service and it wouldn't be disconnected again but it still hasn't come back on, that was over an hour ago. She was rude when I asked why she couldn't send a signal to reset it and said she would call me back in 10 minutes and I haven't heard from her.

Ticket: # 3923789 - Covid 19 lack of action from Dish Network

Date: 4/10/2020 4:47:51 PM

City/State/Zip: Coeur D Alene, Idaho 83814

Company Complaining About: Dish Network

Description

This company (Dish Network) during the Covid 19 crisis has taken the stance that they are a company and there fore they are more special than any other company out there as well as the general public. There stance is to do nothing to assist companies or the general public by doing deferral of bill payments, as well as applying late fees to there billing. How inconsiderate of this greedy big company, how unfeeling, what a total lack of showing corporate responsibility. I'm also sure they are considered an essential service. There are many businesses and individuals suffering out there during this time of crisis and they have the effrontery to threaten people with shut off as well as late fees. Absolutely disgusting. they should be offering at least a 60 day deferral with no late fees or penalties. I am a VP of my company, I would like to speak with someone of the same decision making powers I have been entrusted with, being shunted off to several menial supervisors is unsatisfactory to say the least.

Ticket: # 3923809 - Internet Intermittently Comes On**Date:** 4/10/2020 4:57:54 PM**City/State/Zip:** Clayton, California 94517**Company Complaining About:** Comcast

Description

To whom it may concern,

I have contacted Xfinity Customer Service more than 3 times to have spoken with them about internet speed / intermittent connection issues. Every time, the only help I get is troubleshooting tips such as rebooting the router / modem and send a field representative out to check my cables and connections inside the home. I was sent a field representative twice in a 2 week period. 1st time was on Friday March 27th which the guy came and checked the connection on the street and have advised that the distribution block / node has been overloaded and told me that he cannot fix the internet issue as he has to put in a service order to have someone else come fix it.

Over that same weekend, I noticed on my online account that there was going to be maintenance performed between 12am - 4am on the 31st and i figured that it was probably the service order that the technician has put in. The next day on April 1st, what an April's fool joke. The internet has gotten worse and had the same intermittent connection issues so I called Xfinity again and spoke with someone, again went through the same troubleshooting that they have advised to go through which is to reboot the modem and router and from there, it took almost form 12pm - 6pm for the modem to find a connection and establish an IP Address. They also sent another technician again to check the wires in my house and on the street with the same answer that the previous tech from the last week has mentioned and that he has to put in a service order for someone to fix it. The rep on the phone on April 1st gave me a credit to my bill. The technician who came that day said that the issue cannot be resolved by the customer service reps and this is something internal that they have to deal with. The technician said he connected his own equipment and the he is picking up intermittent signals as well. He also said that the line on the outside of the house should have multiple channels that internet can get through, however, there is only one channel that it is picking up. The technician also provided me with his supervisor's name and phone number and advised me that I should contact him in a few days and ask about the service order status. I left a voicemail for the supervisor and have provided my name, service address, and phone number but have not received a response. I have also called a 2nd time after 1 week and still with no response and no one picks up the phone.

It has now been nearly 3 weeks since this incident started and have not been able to get my issue with internet resolved.

There are two issues here, the lack of getting a solid internet connection and two, the inability to reach even one third of the speed that I am paying for. Currently, I am paying for 1 gigabit/sec internet and the max speed that I have received during non-peak hours has been 250 megabits/sec. Along with this is the intermittent connection which the internet is disconnected and reconnected during both peak and non-peak hours.

As of the current time that I am writing this complaint through the FCC website, we are on COVID-19 lockdown on these unprecedented and difficult times, I need to be able to have a solid connection that does not fail.

I am also out of luck as I live in Clayton, CA, there are only 2 companies that offers internet which is COMCAST and AT&T. As a consumer, I am at a disadvantage as AT&T only offers a speed of 1.5Mbps which is even slower than the LTE speeds that I get from my phone and I am unable to even

use my phone as a hotspot to gain internet access to work from home because we have do not have good cellular service in the area.

Ticket: # 3923816 - Phones shut off/overcharging

Date: 4/10/2020 4:59:27 PM

City/State/Zip: Globe, Arizona 85501

Company Complaining About: AT&T

Description

On March 12, 2020, AT&T shut my phones off after automatically withdrawing the full payment from my bank account. In order to restore service I was forced to pay an additional amount. After doing so I asked them to refund my 3rd payment as it was an unnecessary charge, they refused. I contacted my bank for a refund. Now today, April 10, 2020, I was under the impression that phones would not be shut off due to the inability to pay, due to layoffs from covid-19, and both phones have been shut off. The man I spoke with at AT&T blew me off and told me there wasn't anything I could do about it, customer service is not one of their concerns. I'm wanting to know what, if anything, I can do.

Thank you.

Ticket: # 3923868 - Direct Tv ATT

Date: 4/10/2020 5:18:17 PM

City/State/Zip: Miam Lakes, Florida 33014

Company Complaining About: AT&T

Description

On March 2, 2020 I called Direct TV and advised them that I wanted to cancel my service as I was going to be out of the area for 6 months. The Rep that I spoke to (Frieda??) advised me that I could put the account on hold up to 6 months and pay approximately \$9-\$10 a month plus taxes. I agreed to this as I have been a customer of Direct TV since 2005 and have my cell, internet and home service with ATT as well. I called to make a payment today and was told I was past due for \$79.33 and my total amount due was \$321.88. What? I immediately paid the \$79.33, even though, I lost my job on March 16 due to COVID-19. I spoke to an agent, Daniel - DV437E and explained my conversation on March 2 with another Direct TV agent. Daniel advised there was no mention of my call "in the system". So basically, I thought my service was on hold and in fact because the agent didn't mark the system and terminated the service I must pay until April 18, 2020. I asked him how I would know about a 6 month hold if I didn't speak to them, however he would not adjust the charges. He did good be me a \$80 credit and sad I would be charged \$135 a day per piece of equipment if it was retuned in 60 days. I again explained that I had no funds to pay as I lost my job due to Covid 19 but he was unrelenting. Poor service and feel Direct TV is taking advantage. Service should have been placed n hold 3/2/2020 but because THEIR REP didn't enter our conversation in the system I am discriminated against

Ticket: # 3923911 - Windstream oversold/can't support customer bandwidth load.

Date: 4/10/2020 5:47:20 PM

City/State/Zip: Judsonia, Arkansas 72081

Company Complaining About: Windstream Communications

Description

Windstream has had this area exclusively for over 16 years. Sold us 3mb/s download, with 1 mb/s upload and has never upgraded this area the 16 years they have had it. Attached is 2 documents of speed tests my son had done over the past many years. It establishes a gross inconsistent and under par connection in speed, latency, and service. Our internet stability is grossly under par as well. We loose connection every day 1-5 times a day, for anywhere from 1 to 4 minutes at a time. A tech has admitted on the phone that there are 26 customers in this area, and they only support a total bandwidth of 6mb/s download. They are the only provider other than satellite, and we need to have a wired connection for weather purposes as this area is prone to tornado weather in spring. Due to no real competition in our area they continue to put off upgrades, while telling us we are scheduled for upgrades. We have contacted the Arkansas Consumer Protection Agency and they gave them and unsatisfactory response. They said that due to no growth in our area they have no plans of upgrading our area. They have lied to us, continued to collect our money monthly for a internet connection and customer base they can not support. All while refusing to upgrade the area to a bandwidth that can support their customer base. There are many families in this area who's children are now at home due to COVID-19 that cannot do the online learning that needs to be done. The Governor has closed all schools in Arkansas for the rest of the year. Our school White County Central is doing online learning and we can not complete tasks, and assignments online requiring us to upload video, and audio recording due to lack of bandwidth and proper service. We can not use hot spots in this case either due to no cell signal in the area that our house is. Please help resolve this issue, we have no one else to turn to.

Ticket: # 3923916 - Spam texts for COVID-19 supplements

Date: 4/10/2020 5:53:26 PM

City/State/Zip: Eagle Creek, Oregon 97022

Description

Receiving scam texts regarding unwanted sales items. This could be solved with text authentication software on the service provider infrastructure

Ticket: # 3923940 - Xfinity

Date: 4/10/2020 6:19:35 PM

City/State/Zip: Rockford, Illinois 61108

Company Complaining About: Comcast

Description

At the beginning this month I contacted Xfinity asking to push my payment until the 14th. The agent who I spoke to told me I had until the 10th. On April 9th I came home for work and turned on my tv. It was frozen. So, I disconnected the box to reboot it. Still frozen and the remote was not working. I called Xfinity and spent 10-15 minutes trying to get to a human being. I asked for tech support because I thought it was a tech issue. Another 10 minutes before I was able to speak to a human. She was extremely rude and really did not listen to my issues. Anyways, she mentioned my payment being due on the 10th. She said they were running diagnostics and it should be fixed in an hour. If they couldn't fix it they would call me back. No, call and this afternoon when I came home I had some weird tv on and my remote was still not working. Called Xfinity again, made my payment, and asked to speak to tech support which took several minutes to get to tech support. Usually, if I forget to pay, my cable is turned on immediately. SO, I definitely thought it was some tech issue. Once again a very rude and condescending customer service person. She told me it was not a tech issue it was because they put me in a soft disconnect and it would be 24 hours before my cable got turned back on. They told me they did this to help me. Explain how this helps when we are being told to stay home and get do much to entertain ourselves and tv can be a good escape. Also I was told my payment was due on the 10th and this soft disconnect was put in place on the 9th. I explained this to the rude person and she told me I needed to be professional and she will see what she can do. Her supervisor told her there was nothing they could do. I explained everything again and wanted an explanation that if my payment was due on the 10th why was I placed on a soft disconnect on the 9th and further why didn't the tech support person tell me this. No answer. I had to argue with her to speak to her supervisor. John the supervisor was came on and was laughing as if this was a joke. I asked to speak to his boss and he told me I couldn't. Had a little argument and then I hung up. I told him I would be contacting the federal government and he thought this was funny. Anyways, I went online and called the corporate office. I spoke to a friendly person and she tried to help me, but once again I was told this was to help me. I asked her how this would help me when in normal times my cable would be turned back on immediately. Now being confined. I also said I should have been given a choice because I would have chosen to keep cable on since I could get internet via my phone. But we did this to help and you could always try streaming. This does not help me and I feel Xfinity is using this pandemic crisis to take advantage of their customers while trying to play the nice guy. I think what they did was wrong especially since my payment was due on the 10th and I was disconnected on the 9th. But we will take the disconnect fee off your next bill. I shouldn't even have a disconnect fee since my payment was due on the 10th and they disconnected me on the 9th. Xfinity never treats its customers in a good way and now I think they are trying to take advantage and use this crisis to their advantage.

Ticket: # 3923980 - News Blackout of National Coronavirus Briefing

Date: 4/10/2020 6:54:31 PM

City/State/Zip: Lexington, Kentucky 40515

Company Complaining About: Nbc, Cbs, Abc, And Fox Affiliate

Description

Local stations are no longer airing the national corona virus briefing in our area. I do not have cable and rely on an antenna to bring in television signals. We get hour-long briefings from the governor, but recently they have stopped providing national briefings from Washington. These companies are failing in their obligation to provide equal access to information shown on their airwaves. They should not have the ability to censor critical information from national sources on something this important. I would like an investigation of why citizens in my area are not able to view national press briefings.

Ticket: # 3923987 - Rush Limbaugh is endangering the public

Date: 4/10/2020 7:00:34 PM

City/State/Zip: Clarendon Hills, Illinois 60514

Company Complaining About: WIs 890

Description

Rush Limbaugh is directly contradicting Government Medical Experts with his advice on Covid-19

Ticket: # 3923998 - Slow Internet Speeds

Date: 4/10/2020 7:08:59 PM

City/State/Zip: Santa Barbara, California 93111

Company Complaining About: Cox

Description

Even before the Coronavirus overload, my internet speeds were never as high as the number I was paying for (300Mbps). At the most, it's half of that, but most of the time it's around 50-70Mbps. Video doesn't stream well, it's compressed and blocky. This has been going on for months, but now with the virus keeping people at home it's gotten much worse.

The trouble is, I've been paying \$100/ month for speeds that I never get to use!

This is a monopoly.

Ticket: # 3924033 - Internet Speed and Connectivity Availability of Options in Rural America

Date: 4/10/2020 8:03:07 PM

City/State/Zip: Tool, Texas 75143

Company Complaining About: Centurylink

Description

It seems that landline phone companies want to draw money from USF and other tax payer funded programs to expand internet service and upgrade their networks, without actually doing either one.

I bought my house in 2009. CenturyLink is the landline telephone/DSL service provider. As such, they are the only option for service at my house. The speed of service, less than 1Mbps, that they offered me in 2003, is the same exact speed of service that I get now, 11 years later.

Sources online, indicate that CenturyLink has no intentions to upgrade their network for Residential service, instead opting to focus on Business service. In fact, one technician for CenturyLink informed me that if anything happens to the phone lines to my house, they would not repair or replace the lines and I would be without service options from CenturyLink.

In light of the COVID-19 outbreak, and Stay at Home Orders, working from home has become the norm, yet I am unable to effectively do so because of the slow and unstable internet connection provided by CenturyLink. When running a speedtest, I barely achieve 1 Mbps download speeds with a direct connection from my computer to the modem/WiFi Router which was supplied by CenturyLink. Using the WiFi to run the same speedtest, my speed dramatically drops to .25-.50 Mbps. This is not an exaggeration. For this "service", I pay \$55 per month! On top of that, the internet connection oscillates on and off throughout the day and night. The connection drops and resets, further complicating my ability to work from home, and my kids ability to homeschool.

Searching online, there are a number of service providers available to my address, according to various websites, however when I enter my address, they all say that they are unable to service my address. I have reached out to my local cable company, SuddenLink, placed orders three separate times over the past 11 years, only to have those orders cancelled before the installation date because they do not service my address. They don't service my address, yet their lines run across my backyard!

Over the past 20 years, we are no closer to having reliable, stable, and fast internet service in rural America. That is a sad situation considering all of these companies are dipping into tax payer funded programs to do just that! What oversight is being maintained to ensure that companies that are receiving tax payer monies are actually following through on program requirements? What oversight is in place ensure that tax payer funded programs are actually used to provide access to rural America? Please help! This should be a priority!

Ticket: # 3924095 - Bill

Date: 4/10/2020 10:20:21 PM

City/State/Zip: Chicago, Illinois 60617

Company Complaining About: Comcast

Description

Hello I am filing a complaint against xfinity Comcast

I was told in march due to me being laid off that I would get 60days of internet free and also to disable my auto pay so they would not auto charge I did jus that I was charge anyway and was told that I have to will pay I spoke with someone after the chat and was definitely told the same thing but tonight when I called to check I was told different and I have yo pay or my service will be interrupted which is not fair and being lied to by the CSR and the reason being that the service was 60days free was of this covid19 I am laid off no unemployment or anything rite now

Ticket: # 3924141 - Cox Internet High latency and Packet loss

Date: 4/10/2020 11:55:57 PM

City/State/Zip: Rancho Palos Verdes, California 90275

Company Complaining About: Cox

Description

Cox refuses to admit that their nodes are over-saturated due to the recent COVID-19 stay-at-home order. They say that it must be a problem on my side with my equipment; however, many others in my neighborhood are dealing with the same issue. I cannot play any online video games as my ping fluctuates too much nor can I download video lectures for my online classes. Cox needs to make internet free for all until this situation is over, and inform every customer that the issue is on their end.

Ticket: # 3924165 - Xfinity/Comcast misleading information during pandemic

Date: 4/11/2020 12:30:47 AM

City/State/Zip: Powhatan, Virginia 23139

Company Complaining About: Comcast

Description

I spoke with an agent in the middle of March when the coronavirus situation first started because our finances were already tight and then the economy basically stopped. More than one agent told me it was fine I didn't have to pay they understood, I would have 60 days to pay and that I would need to have made a payment by May 12. Today I was working from home and I got kicked off the internet. So I was on with an agents for 2 hours and finally found out that Comcast disconnected my service for nonpayment, but then told me it is not disconnected just on a xfinity assistance plan. I asked was I notified and was told they just automatically did it. So they slowed the internet where I keep getting kicked off work and our television is not working. All of this while being stuck in the house during a pandemic. I will have to find the other transcripts. But I was lied to and I am sure other people were also. And they had the nerve to say they were doing me a favor. And said if I want my full service back I would have to pay \$605. Multiple reps lied and I was never notified about any changes to my account. This is a disconnection. Which they said they would not do. And they are taking a 302.24 payment from me and wouldn't cancel it. I know I am behind but I always find a way to catch up. And I thought I had more time. We are down 1 1/2 income.

[Ticket: # 3924182 - i keep getting disconnected from the internet](#)

Date: 4/11/2020 12:51:41 AM

City/State/Zip: Columbia, South Carolina 29229

Company Complaining About: Spectrum

Description

i keep getting disconnected from the internet and i notice that i keeps happening more often when the coronavirus made news its as if my isp keeps dropping the connection i don't believe that its cause by the wiring in the apartment that a tech will not be able to access

Ticket: # 3924219 - Cox Packet loss

Date: 4/11/2020 2:53:52 AM

City/State/Zip: Las Vegas, Nevada 89113

Company Complaining About: Cox

Description

For a few months have had extremely high packet loss leading to me unable to use online applications for school throughout the night and day. Under the impression that the node in the area is overwhelmed even before COVID and believe splitting the node would resolve my issue.

Ticket: # 3924229 - Phone's been shut off...

Date: 4/11/2020 3:57:19 AM

City/State/Zip: Canby, Oregon 97013

Company Complaining About: Boost Mobile

Description

My name is (b) (6) and my Boost Mobile phone service has been cut off because of not being able to pay. I cannot pay my phone bill right now cause my hours have been severely cut due to the Corona Virus outbreak. I need this phone, it is my lifeline, without it, my work will not be able to get a hold of me. Also I need to call TurboTax and IRS to get my taxes figured out. Without this phone, there is a very good chance that I will get fired. I've tried to file a complaint but no option for this.

Ticket: # 3924237 - Lost Samsung Galaxy S10 by a guy at the bus station

Date: 4/11/2020 5:24:10 AM

City/State/Zip: Tempe, Arizona 85281

Company Complaining About: Simple Mobile

Description

A person has stolen my phone from the Los Angeles Bus Station. I am a student at Arizona State University and I was returning back to Arizona when I realized that my phone was lost. It was switched off and I was not able to track it down. I was on a bus with no means to track it down or report it. This incident took place on April 10th at around 1330 hours MST.

The last location I could see was at 5131 Hollywood Blvd at 1231 hours. I have attached a screenshot of what I could see on Samsung's Find My Mobile platform. Kindly contact me on my email as I don't have any other help here and I am an international student and the coronavirus situation is just making it worse for me.

Thank you so much.

Ticket: # 3924242 - Straight Talk

Date: 4/11/2020 5:44:30 AM

City/State/Zip: Lewisburg, Tennessee 37091

Company Complaining About: Straight Talk

Description

Straight Talk isn't doing anything to help out the people affected by the Coronavirus. This is my only way of talking to anyone right now since I can't see any of my friends or family. Other phone companies are offering free or extended service and Straight Talk needs to do the same.

Ticket: # 3924317 - Dish TV - Local Channels

Date: 4/11/2020 10:32:13 AM

City/State/Zip: Austin, Pennsylvania 16720

Company Complaining About: Dish Network

Description

We are in the middle of a Coronavirus Crisis-In Potter County, PA where we live the local channel is Buffalo NEW YORK-We don't even know what is going on with PA-Years ago we had the PA local channels and now get NY - WE FEEL THE PEOPLE IN PENNSYLVANIA SHOULD GET PENNSYLVANIA NEWS NOT NEW YORK

Ticket: # 3924375 - Equipment COVID-19

Date: 4/11/2020 12:03:02 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: T Mobile

Description

On the 04-10-2020 My device stop working. I called T-mobile and they were not trying to help me. I been paying for insurance for about two years and that was the type of help I get. The cellphone just stop the apple logo was going on and off. I do not want a fix phone that is going to be open and mail during this COVID-19. I need my phone for work and to be in contact with my doctors I have a heart condition. they asked me for the serial number of my cellphone, this cellphone has been with me for about two years and I do not have the box and it is the iphone x and it does not have anything on the back of the phone. As a resolution I am looking to have a upgrade on my plan and i am okay with paying the difference or to have the same model of iphone in a brand new device.

Ticket: # 3924405 - Suddenlink cable service Mammoths lakes CA

Date: 4/11/2020 12:44:14 PM

City/State/Zip: Bakersfield, California 93306

Company Complaining About: Sudden Link

Description

Suddenlink recently raised their basic cable rate to \$100 during the corona virus lockdown. This gouging during a national pandemic. The average national rate is \$67 dollars and there is no competition in Mammoth Lakes as satellite is not a viable option due to snow rendering the dish useless. This is a second home for me and I have not even been allowed to go up there due to the lockdown, paying \$100 for cable I can not even use is ridiculous so I was forced to cancel the service. The complex next to us was given a bulk price that they claimed we were not eligible for due to already having enough subscribers in our complex. This is a blatant example of a monopoly taking advantage of the general public if there ever was one, yet nobody seems interested in enforcing the antitrust laws in place.

Ticket: # 3924416 - fees

Date: 4/11/2020 12:53:38 PM

City/State/Zip: Haverhill, Massachusetts 01832

Company Complaining About: Comcast

Description

We are being charged regional sports fees when we have no sports at all on tv due to coronavirus

Ticket: # 3924432 - lack of service basic internet service during Covid Crisis

Date: 4/11/2020 1:12:18 PM

City/State/Zip: Bronx, New York 10456

Company Complaining About: Optimum

Description

My carrier had me pay amount of \$705.00 on my bill from Feb.-March 2020. I had to take a day off, stand in the cold weather because only 1 customer was let into their store at 961 e. 176th st. Bronx, NY. I paid in cash \$350.00. On april 2,2020, I had to return to said store and was told I was disconnected, and had no choice but buy a new modem and router. I was charged \$113.49. I was told I had to install it myself. I went home and did so and DID NOT RECEIVE ANY SERVICE OR THE ITEMS DID NOT WORK. I will have to file a charge dispute with my bank MCU in Brooklyn, Ny. I want my money refunded because the items I paid for did not work. I will dispute the charge with my bank and will seek a refund. I was also denied services during the Covoid-19 pandemic as i am a New York state resident and a New York City resident. This denies me any accesss to information because of no services from March 1 until present April 11, 2020. I have to use my cell phone for information and read a news paper for information. I made a good faith effort to pay back the past due amount and purchase the new modem and router which did not work. Optimum also rarely took my constant phone calls for technical assistance. And I was harrassed by a creditor calling me in March 2020.

Ticket: # 3924458 - billing issue

Date: 4/11/2020 1:44:23 PM

City/State/Zip: Tolland, Connecticut 06084

Company Complaining About: Comcast

Description

My recent comcast bill included a charge of 11.85 for local sports in addition to the ridiculous broadcast fee of 14.95; the latter is to provide local channels (which can be obtained free) . Due to the corona virus, ALL SPORTS have been canceled. The only sports I can view now are reruns of previous broadcasts. I contacted Comcast and inquired as to why I was still being charged for a service that was clearly not being provided. Their response was that they were being charged by the providers of such coverage and were passing that charge on to customers. I was also told that they were negotiating with the providers. REALLY!!!!!! I understand paying for a service; don't understand paying for reruns that have already been purchased by comcast and paid by customers in the past. I request that Comcast immediately stop this practice and issue refunds to all customers .

Ticket: # 3924460 - Optimum by Altice,Optimum Online refused to turn on my tv and online services after payment during a stay at home directive.

Date: 4/11/2020 1:46:33 PM

City/State/Zip: Brooklyn, New York 11235

Company Complaining About: Optimum

Description

On April 10-during a stay at home New York City directive due to coronavirus pandemic-Optimum by Altice tv,Optimum Online said: my only option to reconnect my turned off tv and crucially needed Internet services is to go outside to a bank ATM and pay \$295.20 immediately. I risk safety of myself and family during a deadly virus pandemic feeling forced going outside at a bank ATM among other people to deposit \$300 and pay \$295.20. After making \$295.20 payment to OPTIMUM my tv and crucial internet services still remained totally off.

The next day Optimum said I still needed to pay an extra \$281.98 to have my tv/internet services turned back on. Optimum needs to practice better transparency with their customers and have sensitivity during a global crisis.

Ticket: # 3924463 - Filing Complaint Against VeriZon Wireless

Date: 4/11/2020 1:51:25 PM

City/State/Zip: Chino Hills, California 91709

Company Complaining About: Verizon

Description

Due to COVID-19 both my wife & I have lost our job. We have been told by VeriZon Wireless we must have a Debit Card on our account else we will be charge an additional \$30 per month. I stated we are OK to leave a Credit Card on the account for Auto Payment by the stated if we do so we will be charged additional \$30 per month. Again we told them we are OK with Auto Payment with Credit card not Debit Card. We are having no money in our checking/saving account. And we will be penalized by our bank.

The other issue we have is with VeriZon Wireless poor Service in Chino Hills area.

In area we live the service is very poor and we get constant drop.

Please help us resolve this issue with VeriZon Wireless.

Thank you

(b)

(c)

Ticket: # 3924465 - Optimum by Altice,Optimum Online refused to turn on my tv and online services after payment during a stay at home directive.

Date: 4/11/2020 1:54:13 PM

City/State/Zip: Brooklyn, New York 11235

Company Complaining About: Optimum

Description

On April 10-during a stay at home New York City directive due to coronavirus pandemic-Optimum by Altice tv,Optimum Online said: my only option to reconnect my turned off tv and crucially needed Internet services is to go outside to a bank ATM and pay \$295.20 immediately. I risk safety of myself and family during a deadly virus pandemic feeling forced going outside at a bank ATM among other people to deposit \$300 and pay \$295.20. After making \$295.20 payment to OPTIMUM my tv and crucial internet services still remained totally off.

The next day Optimum said I still needed to pay an extra \$281.98 to have my tv/internet services turned back on. Optimum needs to practice better transparency with their customers and have sensitivity during a global crisis. I and my family feel mentally and emotionally scarred from Optimum.

Ticket: # 3924541 - Increase in Optimum cable rates

Date: 4/11/2020 3:35:59 PM

City/State/Zip: Massapequa, New York 11758

Company Complaining About: Optimum

Description

Optimum bill went from \$149.81 to \$171.03!! With all that is going on in this world, this greedy corporation is part of the reason our economy is in the toilet. With businesses closed, unemployment, sickness and death from COVID-19, and they raise rates??? My husband is a NURSE!! We have ONE, yes ONE TV! We should be getting cable for free!!! Absolute NERVE!!! And you CAN NOT get through to them on phone!!

Ticket: # 3924542 - Phone, internet, and television service out for over a week

Date: 4/11/2020 3:41:02 PM

City/State/Zip: Fultondale, Alabama 35068

Company Complaining About: AT&T

Description

I'm writing because While we are dealing with the Covid-19 pandemic my mother lost her phone, internet , and television service for over a week. I personally called ATT repeatedly trying to get her help. My mother is 83 and her Life alert was connected to her phone and she doesn't has a cell phone. I explained that my mom is alone and handicapped and she really needed her phone. Multiple people made promises and my mother still had to wait over a week for service.

Ticket: # 3924575 - Internet is unreliable and frontier refuses to fix it.

Date: 4/11/2020 4:19:00 PM

City/State/Zip: Crossville, Tennessee 38572

Company Complaining About: Frontier Communications

Description

About 3 weeks ago we we had several tornados and storms. The internet now intermittently drops any where from 5 mins to 1 hour. With the recent pandemic, this dropping in service is causing an unstable connection to VPN required for work. I have contacted tech support several times. They said it was the modem and then sent me a new modem, it didnt work. I called back and they said it was because too many wireless devices were attached to the network, which i disabled all wireless devices and just had one that was hard wired in. Then it became that this unstable connection is due to only having 9MBS speed. I explained that we had several storms, explain it worked fine until these storm. The error log from the modem it self, when the internet stops working, says "2020-04-11T14:22:10-05:00 L3 dnsmasq[2750]: no responses from nameserver '74.40.74.41'" I offered to email this to them however they kept saying it was my devices issue. I spoke to a "Manager" named Omar and he "agreed" to send a tech but then hung up on me about about 45 mins or telling me it was my fault. Frontier in my area has a Monopoly on the internet with no competition, and because there is no competition they refuse to work on their infrastructure in the area resulting in the customers being held hostage without any voice. The FCC needs to step in and hold them accountable. I have attached the modem logs of the errors, the one that frontier refuses to look at insisting the issue is my fault.

Ticket: # 3924594 - Public Health misinformation

Date: 4/11/2020 4:44:51 PM

City/State/Zip: Longmont, Colorado 80501

Company Complaining About: Fox Sports Radio

Description

On April 11th, 2020 at approximately 11:45 am mountain time, the radio personalities were informing the public to disregard any warnings and restrictions given by health officials and to go ahead and congregate against government social distancing guidelines and to not believe health statistics concerning COVID-19 and that it isn't as bad as the flu and that everyone was overreacting to the pandemic.

Ticket: # 3924597 - Text offering PPE and more

Date: 4/11/2020 4:54:14 PM

City/State/Zip: West Palm Beach, Florida 33409

Description

Received unsolicited text offering items relevant to current COVID-19 crisis. Believe fraud / attempt to get money or access to credit card / bank info.

Ticket: # 3924604 - Price hike during pandemic

Date: 4/11/2020 5:02:54 PM

City/State/Zip: New York, New York 10011

Company Complaining About: Spectrum

Description

Hello. My internet price with Spectrum went up overnight 30%. They claim that a promotional term has ended, but I live in NYC, and it's the middle of a pandemic. If I wanted to change service to get a lower price, I couldn't. It's unethical to enforce terms during a window of time that people lack choices.

[Ticket: # 3924618 - COVID 19 Public Service Announcement by Federal government staff](#)

Date: 4/11/2020 5:16:22 PM

City/State/Zip: Dallas, Oregon 97338

Company Complaining About: Federal Psa

Description

Was not captioned at all.

Ticket: # 3924640 - Comcast Xfinity Internet

Date: 4/11/2020 5:43:25 PM

City/State/Zip: Atlanta, Georgia 30349

Company Complaining About: Comcast

Description

Comcast Xfinity has a promotion for Performance Starter Internet for new customers. I have never been a customer of Comcast before. With the COVID-19 Virus upon us I thought it was good time to get Internet Service for my household. It is just my wife and me. Their plan for \$20 for 25 mbps is perfect for the two of us. We need Internet access and this will fit our budget.

Comcast wants to do a Bait and Switch to us for a more expensive plan. They say we are a past customer and want money up front to get their service as well.

I contacted a person in a chat with Comcast Xfinity Customer Service named Thomas on Saturday, April 11, 2020. He clarified that we were eligible for the \$20 Starter plan. I have it in his chat. Thomas also said there will be no charge for installation because of COVID-19.

When we try to sign up, they tell us we have to pay \$50 up front and other fees.

This is obviously Bait and Switch on Comcast Xfinity's part.

I am not and have never been a customer of Comcast Xfinity. We are eligible for this and we want this service.

Order Comcast Xfinity to live up to their advertisement and give us the service and all that comes with it for the advertised price of \$20 per month and no cost for installation. Xfinity chat is attached.

Ticket: # 3924673 - Regarding Spectrum Internet Service

Date: 4/11/2020 6:25:13 PM

City/State/Zip: Fullerton, California 92831

Company Complaining About: Spectrum

Description

The account was under my aunt name and I've been paying under her name, but she recently moved out. I called and ordered new service under my name and asked them to schedule the last day of current service to be the day that my new service was starting but they cancelled the service immediately. I called back to extend the current service (which has been paid for already) and they transferred me around with no solution and I was on hold for one hour and seventeen minutes for nothing. With coronavirus my family is stuck at home with no Internet service.

Ticket: # 3924696 - Disconnections during pandemic information should be public announcement

Date: 4/11/2020 6:59:22 PM

City/State/Zip: Las Marias, Puerto Rico 00670

Company Complaining About: Consumer Cellular

Description

I was not aware until today, that Consumer Cellular had decided to disconnect customers during the pandemic for non-payment. I was not aware until today, that Consumer Cellular had decided to disconnect customers during the pandemic for non-payment. I received a disconnection notice by text and email. Consumer Cellular is a good company with good customer service, that is why I like it. But this should be an immediate public announcement. Not by personal text or email. Most of your customers are seniors in nursing homes or hospitals. Seniors are affected the most during this crisis. Here in Puerto Rico there is an order to continue utilities and telecommunications during the pandemic.

AT&T, Verizon, Liberty, Sprint, and T-Mobile made a public announcement that all services will not be disconnected, for non-payment during the pandemic. Consumer Cellular websites advises only the steps it will take to protect its employees, and new hours of operations. There is no information regarding, what Consumer Cellular is doing for its customers during the pandemic. Advise the public that there will be disconnections and collection activity for non-payment during the pandemic. Please update this information on your company website immediately, Thank you.

Ticket: # 3924714 - AT&T Landline Service

Date: 4/11/2020 7:15:21 PM

City/State/Zip: Castaic, California 91384-3216

Company Complaining About: AT&T

Description

The AT&T landline has been intermittent for years. When it rains, we have no service whatsoever. I have filed numerous outage reports and AT&T has not addressed the issue. The only means of calling 911 or form of verbal communication is via our AT&T landline. I live in a rural area with very few households and there is no cell service because of the terrain. Internet service is via satellite. However, WiFi calls are not viable; example: I can hear the other person, but they cannot hear me. Currently, the Los Angeles area has had weeks of rain. We have been in the midst of the Covid-19 stay at home orders. Two of my neighbors are elderly, one just had surgery, and I am a transplant patient. It is especially important during this time that we be able to contact our physicians and emergency services. The cable into our canyon needs to be replaced, but AT&T has been unwilling to do so. They patch areas they find and close the ticket, which does not address the problem. This is a health and safety issue.

Ticket: # 3924740 - My Next Door Neighbor using a powerful WiFi Network that disturbs my sleep for the past 6 months.

Date: 4/11/2020 8:17:11 PM

City/State/Zip: El Cerrito, California 94530

Company Complaining About: Comcast

Description

My next door neighbor is deliberately using a very powerful WiFi system that disturbs my sleep any time during day and night. I removed my WiFi system sufficiently out of the house but I could not sleep. I went to the library (before the coronavirus) and was able to sleep ok for about an hour. In order to solve this problem, one has to check the signal when I cannot sleep at night and then determine if the intensity of the signal is within or without the recommended standard. Can you suggest a practical solution because sleep is an important privacy issue in California or any other state.

Ticket: # 3924772 - Suspended wireless phone services during crisis

Date: 4/11/2020 9:14:10 PM

City/State/Zip: Clay, Michigan 48001

Company Complaining About: Metropcs

Description

Metro by T-Mobile promised not to suspend any consumers service during the covid 19 outbreak. They also promised other services that weren't given to my husband and I. Our bill was due on March 26th 2020 and our service was suspended on March 27th 2020. They promised two months of service free which should have started on March 27th 2020 but like I said our service was suspended. My husband called Metro by T-Mobile on March 17th 2020 that's when they promised us our service would not be suspended and offered us the two months of service for free his number is (b) (6) [REDACTED] [REDACTED] When our service was suspended we got a 24-48 hour extension to come with the payment or we would lose service again. We should have got what was promised to us.

Ticket: # 3924792 - Fixed wireless internet

Date: 4/11/2020 10:18:45 PM

City/State/Zip: Jonesville, Louisiana 71343

Company Complaining About: AT&T

Description

I have had bad internet connectivity with AT&T's Fixed Wireless Internet since May of 2019. I have made many requests to have AT&T to fix the problem. They have sent many technicians to my house. Each tech says there is nothing wrong with my equipment, that the problem has to be with the AT&T tower. I have seen the techs send in trouble escalation tickets several times. And was told that I would just have to wait until a tower engineer could find the problem. As of April 11 2020 they have not fixed my internet connectivity problems. In fact, it is worse now. My connectivity is so bad that I can not run a speed test to see how bad it has gotten. All I do know is, that it won't even load emails. At&t gives me the run around and just sends an installation technician to my home. Which doesn't fix the problem. The problem isn't with my equipment. Its with AT&Ts fixed wireless network. I need someone to help me get AT&T to take the problem seriously and not just transfer me around on the phone to different phone jockeys that can't do anything. My son can't even do his school work as the internet won't work right. Its a bigger deal than ever since covid19 has the schools closed and his class does classes and work online.

Ticket: # 3924805 - Raising Monthly Bill

Date: 4/11/2020 10:45:33 PM

City/State/Zip: Covina, California 91723

Company Complaining About: Spectrum

Description

Spectrum Cable, Internet has sent a letter that our monthly prices is going up. I have called and been transferred to 3 departments including a Supervisor Chayane after 1 hour 45 minutes on the phone they will not lower the bill or at least keep the same pricing until we are able to return to work during this Covid19 crises. We cannot cancel due to we need Internet now days to apply for anything is strictly online. Cable is needed to even view regular channels to keep up with government updates daily. Spectrum does not care if we cancel and would not transfer us up to a Manager. Please help us.

Ticket: # 3924819 - Cellphone service going to be shit off

Date: 4/11/2020 11:10:02 PM

City/State/Zip: Bloomington, Indiana 47403

Company Complaining About: Boost Mobile

Description

My family has been impacted by the Covid-19 pandemic and we have no money. Boost Mobile will not keep our service on unless we pay our bill or \$3 a day. This is not an option and other cellphone companies are helping their customers at this time. What can be done to help me and my family at this time?

[Ticket: # 3924833 - AT&T refusing to provide crucial personal information required to switch providers](#)

Date: 4/11/2020 11:31:22 PM

City/State/Zip: New York, New York 10026

Company Complaining About: AT&T

Description

AT&T is refusing to provide me with my personal prepaid account number which is crucial for being able to switch providers. They say it's they're new covid19 policy and that I can try again in a month.

Ticket: # 3924834 - Failed Installation Leads to COVID-19 Risk

Date: 4/11/2020 11:31:26 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Frontier Communications

Description

Over two weeks ago we scheduled to have our FIOS internet installed by Frontier today between 11AM to 4PM today, Saturday, April 11. Our landlord waited on sight for the technician; no one arrived nor contacted us.

We have our cleaners scheduled to sanitize the home on Monday because my wife is recovering from cancer. Our movers will deliver our belongings on Tuesday.

Ticket: # 3924871 - emergency billing for Coronavirus (COVID-19)

Date: 4/12/2020 1:14:22 AM

City/State/Zip: Bayamon, Puerto Rico 00959

Company Complaining About: Boost Mobile

Description

Yesterday, Saturday, I contacted customer service because I have no way to pay the monthly payment. Because we are quarantined and all offices are closed. I really fear that my mobile service will be cut. The person who treated me told me that I do not qualify for credit this month, in full emergency for this virus. I really need your help.

Ticket: # 3924873 - Closing service area effective 4/30/2020

Date: 4/12/2020 1:15:56 AM

City/State/Zip: El Paso, Texas 79928

Company Complaining About: Vivint

Description

Current customer of Vivint internet. They have sent letter stating that they are closing this device area. I have called to explain I am currently teleworking for State of Texas HHSC and my children on SISD remote learning academy due to the pandemic. They said there is nothing they can do and service in our area will end at the end of the month, regardless of the pandemic and situation. Over 250 or more residents in this area will be losing service of which some are educators and all the school districts are closed due to the pandemic. Please help to have Vivint continue servicing this area until we are safe to return to work and school. Thank you please call or email to confirm this was received. It is urgent matter due to the pandemic.

Ticket: # 3924891 - Horrendous Upstream/Upload Performance

Date: 4/12/2020 2:13:10 AM

City/State/Zip: San Marcos, California 92078

Company Complaining About: Cox

Description

I contacted the company about a week ago due to poor performance. The representatives attempt to solve the problem was to increase my speed package. Costing more money per month. this didn't solve the problem. I'm getting horrible upstream/upload performance to the point I can't enjoy the internet. I understand that covid is increasing demand. But this is far from being unprepared to handle the demand.

Ticket: # 3924903 - CBS NEWS

Date: 4/12/2020 2:35:10 AM

City/State/Zip: Snohomish, Washington 98290

Company Complaining About: Verizon Wireless

Description

They have reported a claim about the Coronavirus without having a correspondent on board the USS Theodore Roosevelt! They heard a rumor and all the sailors need mo on board is some Tylenol and multivitamins to fight it. Distribute Multivitamins and Tylone to beat it. That's what I distributed to my 76 year old Dad and he recovered in a week. Let's knock this shit off if you can read between the lines!

Ticket: # 3924949 - Fox News

Date: 4/12/2020 8:00:37 AM

City/State/Zip: Ligonier, Pennsylvania 15658

Company Complaining About: Comcast

Description

I do not believe Fox News programing should be spewing false information and propaganda about anything in the news, especially the coronavirus. They are spreading deadly false information which will lead to people dying. With their collusion with Donald Trump and his corrupt administration, the outcome of this lie fest is can be nothing short of catastrophic. An outlet that bills itself as a news outlet MUST be made to tell only the truth, no matter where the information originates. Lives are more important than ratings. Ideally, removing Fox News from programing would be great. Censuring them would be pointless. Best remedy would be charging them with a criminal offense. Second degree murder charges for the lives that were lost because of their lies, or criminal homicide or negligent homicide would be just fine as well. Get these buffoons off the air!

Ticket: # 3924961 - Internet Downtime

Date: 4/12/2020 8:49:29 AM

City/State/Zip: Rockford, Illinois 61109

Company Complaining About: Comcast

Description

For the last month there has been massive downtime all over the united states from comcast and their internet service. I should not have to deal with this situation with as much money as I pay to them for service. It's not my fault there is a pandemic and they did not prepare their network for the issues that would arise from that.

They have obviously oversold their bandwidth to customers because they never figured that everybody would be online at the same time. I would like a credit for the past month and a half of service on my account. The service goes down about 3 or 4 times every hour for at least 10 minutes every time. You cannot play games online or watch any entertainment online because the internet is unstable.

Ticket: # 3924964 - Internet Service Shutoff During Coronavirus**Date:** 4/12/2020 9:03:13 AM**City/State/Zip:** Bridgeport, Connecticut 06606**Company Complaining About:** Optimum

Description

Until about the last two weeks of March 2020, I was a 5 year, Cablevision Altice, internet customer. I tried to call them when I realized that my service was interrupted, but at the time, the company phone line was set up with an automated message, redirecting customers to their website (which I had no access to). In response, I bought the equipment to the nearest location, so I wouldn't be stuck with an even higher balance. No one at the location mentioned anything about keeping customers connected, as part of the pledge. I want to know how the FCC can help me and others like myself to get internet access at this time. I live in Bridgeport, CT.

Ticket: # 3924983 - Drop channels that lie consistently!

Date: 4/12/2020 10:22:11 AM

City/State/Zip: Discovery Bay, California 94505

Company Complaining About: Comcast

Description

Fox channel should be banned from the airwaves and cable. Fox lies so consistently that it is literally a soviet style propaganda organization. It in all it's iterations needs to be banned. It's charter is literally to spread hate and division, which it is entirely successful at. It has been detrimental to our country in so many ways for decades. Unfortunately, it is now wholesale increasing the COVID-19 death toll in our country due to it's wanton misinformation about the pandemic, or as they called it until recently, the Democratic "Hoax".

Ticket: # 3924985 - Charge for service after cancel

Date: 4/12/2020 10:32:47 AM

City/State/Zip: Euclid, Ohio 44117

Company Complaining About: Spectrum

Description

Tv and internet with Spectrum since 1995 Due to continual rate increase even during pandemic moved elsewhere. When I canceled service effective 4/8/202 I was advised have to pay thru 4/30/202 as I have a subscription and was billed already for 4/1-4/30. Bill received day before canceled service but not due til 4/18. I attempted to reach them before receipt of bill & was put on hold in excess of an hour each time which was impossible to do during work. I advised willing to pay 4/1-4/8, they stated unacceptable full payment was due. Not right to have to pay for service when do NOT have any longer

Ticket: # 3924989 - Comcast

Date: 4/12/2020 10:41:58 AM

City/State/Zip: Swartz Creek, Michigan 48473

Company Complaining About: Comcast

Description

We talked to comcast friday and paid 100 dollars of past due amount. Set up an arrangement with the lady on the phone to pay the remainder of past due the following monday. She said it was set and no worries of service being shut off. Here it is easter sunday and services are shut off. Now we are told we ate on their "plan" where you pay a monthly fee and not have late fees added on ? Everybody is off work during this pandemic and we are doing the best we can with what we have. Unemployment is overloaded and checks are not getting out like they should. Comcast has a monopoly on the area and there are no other service providers. They are constantly throttling the service. Everybody I talk to has had problems with them. Something needs to be done. We were just informed that all of their customers were put on this "assistance program" without anybody's knowledge.

Ticket: # 3924991 - Billing issue during coronavirus pandemic

Date: 4/12/2020 10:54:29 AM

City/State/Zip: Philadelphia, Pennsylvania 19146

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 3925006 - Disconnection during a national emergency

Date: 4/12/2020 11:27:06 AM

City/State/Zip: Lewiston, Maine 04240

Company Complaining About: Us Cellular

Description

US Cellular disconnect my phone on a Sunday without warning during the pandemic for being 7 days late on my payment. I have elderly parents that rely on being able to contact me. This is outrageous. They should not be able to disconnect without warning during times like this. Someone needs to investigate them asap.

Ticket: # 3925054 - Cox OverCongested Nodes

Date: 4/12/2020 12:04:56 PM

City/State/Zip: Henderson, Nevada 89002

Company Complaining About: Cox

Description

Since the start of this Covid-19 mess I have been having latency issues. Speaking with Cox several times and being told there is no issue is starting to get frustrating considering I am working from home and it is affecting my work. Cox's nodes are severely congested and this needs to be addressed.

Ticket: # 3925083 - Dangerous misinformation.

Date: 4/12/2020 12:39:30 PM

City/State/Zip: Abbeville, Georgia 36310

Description

FOX is willfully and maliciously spreading misinformation concerning the covid-19 virus. They are recklessly endangering the people who watch their programs. Is it possible to require they tell the truth?

Ticket: # 3925121 - Re: [FCC Complaints] Re: EMERGENCY issue

Date: 4/12/2020 1:40:05 PM

City/State/Zip: Gaithersburg, Maryland 20882

Company Complaining About: T Mobile

Description

This is a follow-up to your previous request (b) (6) "EMERGENCY issue"

T Mobile never sent us a written copy. They have not taken off the charges. They are fraudulently charging us and taking money out of our account. All the charges I said previously still are there and they are not charging me interest and late fees. You need to tell them to take the charges off NOW, otherwise they need be forced to get kicked out of business. This is a crime they are committing by just charging us wrongfully for things we never used! Their bill arrived late and they still have not acknowledged it and taken responsibility and still charge us 5 dollars late fee. I paid two cycles in one and have maintained a VERY good relationship with terms of payment and they just keep taking advantage of us. We have been Tmobile customers since 20 years. Also, we have 6 lines with them. Last time they waived any fee was 2017 and they are lying to me that they have reached maximum number of waivers they can offer. I am not seeking anything unreasonable. Everything that happened was Tmobile's fault, yet they are charging me for it. We have lost our jobs amidst covid and still nothing at all. Felicia just called and she refused to accept any responsibility whatsoever and refused to credit my account whatsoever. This is not how you treat customers.

Ticket: # 3925190 - Verizon Incorrect Billing from 2013

Date: 4/12/2020 3:11:36 PM

City/State/Zip: Denton, Texas 76208

Company Complaining About: Verizon

Description

I returned all the TV/Cable equipment related to my 2013 Verizon account. Verizon provided the UPS return postage kit and confirmed receiving it. Yet they have not notified Frontier Fios that I do not owe \$1,350 for their property.

Verizon and Frontier Fios' lack of communication, incorrect billing, and cohesion, is causing me to suffer without essential services presently.

Instead of trying to help or offer provisions during Coronavirus 19, its representatives are retaliating against me for my dissatisfaction and mistreatment.

Verizon needs to provide Frontier with tracking proof they got that old equipment. I do not owe any amount from 2013. Correct my credit report with all 3 bureaus, proof of credits (and receipt

Ticket: # 3925256 - Comcast during pandemic

Date: 4/12/2020 5:16:42 PM

City/State/Zip: Roseville, Michigan 48066

Company Complaining About: Comcast

Description

I am a low income disabled household. Comcast prebills and charges late fees and shut down service but continues to charge at the premium not you spent a week without cable-and slower than usual internet but pay full month charges w late fees reconnect fees and now it's during a pandemic they 'claim' to leave on-demand online but if ur behind on payments the on-demand doesn't work but I'll be charged for it, if I give my box back I get early termination fees and if I don't I'm charged a premium for no service. They win always and it's a month in advance. Always to be settled in the following months bill.

Ticket: # 3925270 - Fox News coronavirus misinformation

Date: 4/12/2020 5:52:04 PM

City/State/Zip: Neptune, New Jersey 07753

Company Complaining About: Comcast

Description

Fox News consistently broadcast misleading and incorrect information about the current pandemic and recommend unproven and unsafe medical advice for treatment of coronavirus

Ticket: # 3925293 - Att prepaid account

Date: 4/12/2020 6:56:29 PM

City/State/Zip: Crawfordsville, Indiana 47933

Company Complaining About: AT&T

Description

I pay my bill with autopay w a my card online. My card was billed on march 27th 2020 and Thursday april 9th it was disconnected foe non payment. That was not 30 days as my plan says. Ive tried contacting att and no response. For the prepaid accounts not being treated the same as the the account holders forbtthe coronavirus is ridiculous and stressful.

Ticket: # 3925324 - Intermittent internet issues and decreased speed

Date: 4/12/2020 8:36:47 PM

City/State/Zip: Chandler, Arizona 85286

Company Complaining About: Cox

Description

We pay for a 300 mps download and 30 mbs upload plan and we initially were having a lot of issue with packet loss and over the last couple of months our speeds have decreased significantly. There are times I am only getting 5mbs download and even less upload on speed test when connected directly to the modem. I work from home and now since COVID 19 and these speeds are not acceptable. Cox did post that they were upgrading the network in our area last week and I was told that should have been completed last Wednesday but it seems to worse now than ever. They appear to be throttling my service.

Ticket: # 3925327 - Please explain why my wifi has been spotty for months

Date: 4/12/2020 8:52:29 PM

City/State/Zip: Gainesville, Florida 32607

Company Complaining About: Cox

Description

Hello, I am a student and amidst the COVID19 and even a bit before that I have been struggling with connectivity issues. My boyfriends laptop and mine will run slow but on my iphone, I can't even access emails or send pictures on imessage. Reliable internet is vital for a student in this pandemic, I cannot even attend zoom meetings or load my school emails on my laptop during 70% of the day. I'm not sure what can be done to aid me other than dealing with the issue cox has concerning saturated nodes.

Ticket: # 3925336 - Outages

Date: 4/12/2020 9:12:36 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

In reference to article-

<https://www.wtnh.com/news/health/coronavirus/wethersfield-residents-report-phone-outages-during-pandemic-say-cox-communications-isnt-helping/>

How can you allow data caps as a way to help congestion when they can't even keep the phone network online during a pandemic as they say "data caps help pay for maintenance and upgrades" what pandemic shows they really don't care about the customer if they did they would start by permanently remove data caps for everyone. As it can't be metered by any device in the house it shouldn't even be called a utility. Cox Communications refused to help. They are forced to at freeze data caps under the pressure.

I like to quote from this article-

"The condo owners have asked COX Communications to provide temporary cellphones until the issue is resolved. The company has reportedly said no."

Ticket: # 3925338 - Billing

Date: 4/12/2020 9:20:00 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

In reference-

<https://www.13newsnow.com/article/life/dominion-cox-columbia-will-not-disconnect-customers-coronavirus-pandemic/291-af613b6d-b816-487e-8da8-ffbbb061860e>

"Cox Communications, Dominion Energy, and Columbia Gas all announced they are suspending service disconnections for people who cannot pay."

Official website says-

"Thanks for hanging in there with us during these unusual times. We are here to help, and we're responding in a number of ways to keep you connected to what matters most. Read about our response efforts and access online resources to help manage your services."

They need to be put in their place.

Ticket: # 3925339 - Spectrum Mobile during pandemic (keep Americans connected)

Date: 4/12/2020 9:21:45 PM

City/State/Zip: Hampden, Maine 04444

Company Complaining About: Spectrum

Description

charter spectrum agreed to the KEEP AMERICANS CONNECTED during the pandemic. Spectrum Mobile disconnected service on 03/22/2020 (approximately) . I was finally able to get it turned back on approximately on 03/25/2020. I have spoken with spectrum billing supervisors many times. they have confirmed they will shut the phones off again on or about 04/22/2020 again. there attitude is use a web app and sorry about your luck. so much for charter spectrum signing the keep Americans connected pledge.

Ticket: # 3925347 - Price gouging during a state of emergency, Setting a contract I never agreed to

Date: 4/12/2020 9:47:29 PM

City/State/Zip: Fairfax, Virginia 22032

Company Complaining About: Cox

Description

I had a two-year contract where my bill for cable and Internet and phone was \$150 a month. It ended March 2020. I have tried to renegotiate and the people were rude and literally yelled at me for wanting free stuff. When I called again they said my contract was redone until March 2021 and I should renegotiate then. The new contract is \$200 a month and they said I was already getting \$2500 discount a year so I shouldn't complain. I did not authorize this contract and I do not accept it. I told them they should put me back to my old contract until they can renegotiate a new one that we can both agree to. At This time I can't just jump companies so they are keeping me hostage and making me pay 50% more I didn't agree to and they haven't even discussed the terms of the contract. One sales person suggested that he cut a lot of services for us so that they would only increase the bill less. The staff are unreasonable and their terms are illegal. I did not agree to the contract that they say ends in a year. I want them to put me back on my previous contract until we are in a time and space when I can negotiate a new one With reasonable costs or I can move to another company Which I can't right now because of the stay at home rules. They are using the Covid situation to price gouge.

Ticket: # 3925375 - Spectrum Internet Monopoly on High Speed Internet in Winston-Salem, NC

Date: 4/12/2020 10:34:32 PM

City/State/Zip: Winston-salem, North Carolina 27106

Company Complaining About: Spectrum

Description

I require high speed internet (50 MB+) for my job with FCA Group. Sepctrum is the only provider that offers this speed in my neighborhood (Windsor Place) in Winston-Salem, NC. They have increased my bill by \$10 per month every 18 months with no additional speed and no expiring promotions. This last increase came amid the COVID-19 so if there WERE another provider, I would have to allow a stranger into my home to activate another service. Spectrum has confirmed that they will not make any adjustments to my bill. I would like the FCC to review these unnecessary increases and support my claim to keep my bill the same or offer a competitive service.

Ticket: # 3925383 - Total Wireless Consumer Complaint**Date:** 4/12/2020 10:46:22 PM**City/State/Zip:** Bella Vista, Arkansas 72714**Company Complaining About:** Total Wireless

Description

My elderly parent is on my plan and have had this service for several years. He lives two hours away and today I could not reach him. When I logged into my account I learned that his phone was no longer compatible and service no longer working & he must get a new phone. I received no notification. We are in the middle of a pandemic & they cut his service without warning. That is criminal. They need to be fined. He has no service until I can buy a new phone & get it to him. I pay the bill and they did not text or email me. No notification what so ever.

Ticket: # 3925439 - Spectrum: Scheduling maintenance and not informing consumers

Date: 4/13/2020 2:52:46 AM

City/State/Zip: Plano, Texas 75023

Company Complaining About: Spectrum

Description

Subject says it all. They are doing country wide maintenance and didn't bother to inform anybody. Millions are home due to Coronavirus and are now without internet.

Ticket: # 3925443 - Data cap

Date: 4/13/2020 3:04:21 AM

City/State/Zip: Plainview, Texas 79072

Company Complaining About: T Mobile

Description

During this pandemic T-mobile was given extra spectrum for a lot of companies in order to keep their customers covered as far as data is concerned. T-Mobile went as far as saying that they're removing data caps. Guess what.... I'm still getting deprioritized. This means they're lying yet again to the public and to the government.

Ticket: # 3925445 - Internet is almost unusable

Date: 4/13/2020 3:20:30 AM

City/State/Zip: Oceanside, California 92057

Company Complaining About: Cox

Description

We are connected to an over saturated node, the infrastructure here was not built to handle the kind of use covid19 is causing and we're all suffering for it, if they built another node or even sent a tech out to look at what's going on here our connections would be better.

Ticket: # 3925484 - Fox News disinformation and outright lies on COVID 19

Date: 4/13/2020 8:18:29 AM

City/State/Zip: Willingboro, New Jersey 08046

Company Complaining About: Comcast

Description

Fox News, should lose their broadcast license. They shouldn't be allowed to tell out right lies and spread disinformation. Their calling the corona virus a "HOAX" from January 2020 through March 2020 has cost lives. Their callous disinformation and outright lies have caused actual deaths. Who is going to stop them? Do your job. If you aren't going to pull their broadcast credentials, at least fine them in the BILLIONS of dollars. The FCC must do something. Hopefully these covid19 deaths will sue Fox News out of existence. Do your job. Shut them down.

<https://www.youtube.com/watch?v=G5TZ6fTYrsE> https://www.youtube.com/watch?v=5DmW_H4U-MI

[Ticket: # 3925565 - Fox News Coronavirus coverage](#)

Date: 4/13/2020 9:26:50 AM

City/State/Zip: Manchester, Maryland 21102

Description

Fox News called the virus a hoax. Irresponsible spending of lies. It must stop.

Ticket: # 3925566 - Fox news

Date: 4/13/2020 9:27:17 AM

City/State/Zip: Crescent, Pennsylvania 15046

Description

Fox news has repeatedly downplayed the covid 19 virus calling it a hoax saying it is the flu and questioning nurses and doctors ability to tell the truth while saving lives they should be held accountable

Ticket: # 3925575 - Fox News coverage of Covid19

Date: 4/13/2020 9:29:15 AM

City/State/Zip: Dallas, Texas 75229

Description

Fox news willing lied about the dangers of.Covid19. This is a pattern with them to apease the preaident. Causing THOUSANDS of deaths and 10'd of thousands to.come. They must be shutdown

Ticket: # 3925576 - Fox News disseminating false information

Date: 4/13/2020 9:29:18 AM

City/State/Zip: Plano, Texas 75093

Description

Fox News has engaged in a pro-Trump propaganda blitz that has included referring to coronavirus as a hoax and irresponsibly downplaying its severity, no doubt endangering not only their viewers but anyone those viewers comes into contact with.

Ticket: # 3925577 - Viable internet access

Date: 4/13/2020 9:29:35 AM

City/State/Zip: Laurel, Delaware 19956

Company Complaining About: Verizon Wireless

Description

To Whom it May Concern;

We are in a pandemic and internet is essential! I am single mother of two children in college and I cannot bring them home as my internet service will not support their online classes nor the basic communication required during this crisis. I would like to file a formal complaint about my current provider, Verizon, and internet access in general.

I pay Verizon \$409.50 a month for only 100gb. I have to keep a safety mode on because if I go over the 100gb they charge an additional \$15.00 per 1gb. Not only is this outrageous, our internet slows down so much that you cannot even check emails. Furthermore, they allow you to carryover any unused data from the previous month but you have to use your 100gb before that kicks in. I reached out to Verizon to inquire what they could do to help customers during this pandemic and asked if they could at least make the data unlimited during this difficult time for all. I was told that there was nothing they could do for me. Then I get a text saying that they are giving all Verizon wireless customers 15gb at no charge. This prompted a second call asking them to allow me to keep my carryover data (46gb) and they said NO. Interesting that they can give everyone additional data but would not let me have what I already paid for. This is unacceptable!!

Internet access has been frustrating and I have looked into two other options in my area. Bloosurf, who just started to provide service in our community, and Comcast who has had service close to me for 20 years.

I have talked with Bloosurf and actually had an appointment set up for March 23 but they cancelled that day. It was rescheduled for April 13 and they cancelled again with no idea of when they could reschedule. Also, with talking to their representative, I was told that their nearest tower is 7 miles away and that they were not even sure that their signal would be strong enough to provide adequate, reliable service. I will continue communication with them but I am NOT optimistic.

I have been reaching out to Comcast since I moved into my home in 2000. They provide service in my area, two miles in one direction and three miles in the other. Each time I get the same response.

1. Not enough homes in the area:

What exactly does that mean??? Over the years there has been development and I would say/guess that there are at least 200 potential customers. I love Delaware and support that the state promotes chicken farming, farming and land conservation but you cannot have it both ways. It is completely unfair that people like myself are penalized by not providing the essential service of internet access in these areas.

2. Franchise agreement:

Again, what does this mean??? When I asked Comcast they would not reply. Therefore, it is my guess that Comcast will not provide service because Verizon has Control over the area. I do not pretend to know how any of this works, but I do realize that it is unacceptable!

3. Distance is to far from the main box:

I have received various explanations regarding this over the years. I have been told that it is to far from the main source to run the cable and that it is just to expensive. Which is it??? The last time I spoke with Comcast, summer 2019, I was told that they could provide service if I paid the \$250,000.00 for them to run the cable. Unbelievable!!! Without a doubt, I am sure that over time, Comcast would recover their cost and or receive a tax benefit. There is NO Excuse!

I work in the medical profession so I cannot stay home. However, In lieu of the "Stay home" order something needs to be done. It would be a relief and comfort, While I am working, if I could bring my children home, knowing there are safe. We are in a national/worldwide crisis and having internet access is not a luxury But an ABSOLUTE essential!

I have made phone calls to our government representatives and I participated in a town hall meeting with senator Coons. Very informative in that I learned that the state of Delaware will be receiving 1.25 billion dollars to help during this difficult time. Perhaps some of that funding can be used to provide internet access to everyone in my situation. In a country as advanced and sophisticated as ours, there is no reason why everyone, especially when access is so close, does not have unlimited, viable internet service. Plain and simple, it is wrong and not fair. The government has got to stop helping and protecting the large corporations and start taking care of its citizens!

I look forward to hearing from you soon. Thank you and be safe!

Ticket: # 3925583 - Fox News

Date: 4/13/2020 9:31:36 AM

City/State/Zip: Unionville, New York 10988

Description

Good morning,

I am writing because Fox news has continually lied and misled the public at a time when we are all suffering through a pandemic. Their misinformation has led to my own family members trying to find dangerous medicines and disobey drs orders on how to stay safe at this time. Their insistence on spreading lies and conspiracy theories is costing the lives of not only their own viewers, but others whom they have exposed.

Ticket: # 3925595 - COVID-19 called a "hoax"

Date: 4/13/2020 9:36:44 AM

City/State/Zip: Cortlandt Manor, New York 10567

Description

Fox News continues to have speakers that call this pandemic less lethal than the flu. They are spreading false information that will lead to continued spread.

Ticket: # 3925611 - Fox news

Date: 4/13/2020 9:41:26 AM

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Fox News

Description

This Fox news service is lying to the American public about a serious, serious pandemic! Calling it a hoax and downplaying the seriousness of our situation is putting everyday Americans at risk of death! Don't allow them to continue this disservice to our nation and our people. It's sad and scary and they will have blood on their hands! Please stop them from spreading falsehoods which can hurt Americans!!!!

Ticket: # 3925615 - False reporting

Date: 4/13/2020 9:41:58 AM

City/State/Zip: Gillette, Wyoming 82716

Company Complaining About: Fox News

Description

Fox News has repeatedly called COVID-19 a hoax even after there was plenty of evidence to the contrary. They are not reporting neutrally and are purposely deceiving the public.

Ticket: # 3925647 - Fox news - Virus hoax

Date: 4/13/2020 9:50:52 AM

City/State/Zip: Copake, New York 12516

Company Complaining About: Spectrum

Description

Fox news irresponsibly touted the Corona virus as a hoax on numerous occasions. This was extremely irresponsible as a "news" organization. Their license should be revisited.

Ticket: # 3925657 - Comcast terminated service during pandemic

Date: 4/13/2020 9:55:00 AM

City/State/Zip: Oakland, California 94611

Company Complaining About: Comcast

Description

Hello,

Though this was merely a billing oversight on my part that has been resolved through payment, Comcast terminated my internet service during the pandemic on 2020-04-13. This is an action that I believe Comcast pledged not to enforce during the health crisis. This did not negatively impact me beyond temporary inconvenience, however it could harm others. Comcast must be made to live up to its word. People cannot be cut off from global communications during this dire situation.

Thank you.

Ticket: # 3925658 - Xfinity misleading sales/retention practices**Date:** 4/13/2020 9:55:04 AM**City/State/Zip:** Jacksonville, Florida 32256**Company Complaining About:** Comcast

Description

On 4/6/20 I contacted Xfinity to see if they could offer any assistance with billing due to Covid19 crisis. My income has been significantly reduced. I was offered a reduction as explained because I was a loyal customer. There would be absolutely no change in my services. I would continue to receive the exact same package. During my call I got rep to confirm this no less than twice. I agreed to the reduced price with the understanding I would lose nothing. The next day I lost perhaps 100+ channels and was left with only a handful. In addition 1 of my 2 tv's had been deactivated. I've called several times to get the problem corrected. Xfinity refuses to give me back my previous service. Says it's not available. But they can sell me services at considerably more than I was paying to get me close to the services I previously had. So instead of saving money it will cost much more. I was paying approx 135. Now I believe to get the news and entertainment channels I was accustomed to plus my other TV back it will be approx \$200. This is clearly their fault and seems fraudulent by offering one thing and delivering another. Especially at a time when corporate America is working with their customers due to Covid19. As usual, when I request my problem to be escalated, promised calls from managers go unreturned (I received a couple from low level personnel with unacceptable solutions but each promised call backs which never came). Also seems odd that I found a new customer package advertised online that has all of my channels available for less than I was paying. They don't seem to want to talk about that when I bring it up. They should be accountable for their actions. I want the tape of the call. I want to be made whole and returned to my previous or better service at no additional cost.. I want a credit for my inconvenience and hours to get this taken care of. I want a discount during covid. I would like the FCC to investigate this practice of misleading "upselling"

Ticket: # 3925664 - Fox news is endangering lives with their fake news entertainment

Date: 4/13/2020 9:56:31 AM

City/State/Zip: Marinette, Wisconsin 54143

Description

Fox news repeatedly downplays the global pandemic, including calling it a Democratic hoax. My own brother believed them, and we got into an argument about him not coming from Ohio to Wisconsin to visit our parents over it.

I understand that they are supposed to be "entertainment" but when they push their fake journalism like it's real, it has potential for deadly consequences!!!! Please make them cease the fake news stories if they are jeopardizing lives!

Ticket: # 3925669 - Fox News lying about Coronavirus

Date: 4/13/2020 9:57:21 AM

City/State/Zip: North Port, Florida 34291

Description

Fox news was extremely reckless by announcing on their network that Coronavirus was a hoax. How many people contracted it and died based on their incorrect and slanted reporting? I feel they should lose their right to air on television for one year!

Ticket: # 3925674 - Fox News calling Covid-19 hoax

Date: 4/13/2020 9:59:04 AM

City/State/Zip: Jeanerette, Louisiana 70544

Company Complaining About: Fox News

Description

Fox News has repeatedly called Covid-19 a hoax. This is a dangerous abuse of their media platform.

Ticket: # 3925682 - Complaint against Fox Network - Covid-19

Date: 4/13/2020 10:01:21 AM

City/State/Zip: Deerfield Beach, Florida 33442

Description

I am filing a complaint against the Fox TV News Network and Sean Hannity for calling the Coronavirus Covid-19 "a Hoax". This information initially led people to view Americans to not take this Virus seriously and now we are in crisis. I personally came into contact with people who believed this virus was a hoax because they viewed this information on Fox News Network and put me in harms way by not protecting themselves.

Ticket: # 3925683 - Complaint about FOX "news"

Date: 4/13/2020 10:01:25 AM

City/State/Zip: Washington, Pennsylvania 15301

Description

False reporting of facts that are harming people and our democracy and way of life! Spreading lies and increasing fear with their conspiracy theories Is freedom of speech at it's worst! ENOUGH. Covid19-19 is a hoax?! They are killing people!

Ticket: # 3925685 - Fox News Channel Covid-19 coverage

Date: 4/13/2020 10:02:01 AM

City/State/Zip: Amityville, New York 11701

Description

Fox News Channel constantly called the Covid-19 virus a hoax and downplayed its severity which in turn caused many of its viewers not to take necessary precautions needed to help slow the spread and put countless lives at risk.

Ticket: # 3925694 - Fox News COVID-19 reporting

Date: 4/13/2020 10:04:01 AM

City/State/Zip: Grove City, Ohio 43123

Description

Fox "News" needs to be shut down for the deceitful way they reported on the virus outbreak. Their anchors and reporters have constantly downplayed the risks and outright lied. In short, they were not reporting the news but reporting what their "leader" Donald Trump wanted to hear. This deception likely has resulted in people believing what they heard and becoming sick, spreading illness, and causing death. The best thing that could be done would be to revoke their license and get them off the air.

Ticket: # 3925711 - FOX NEWS

Date: 4/13/2020 10:13:38 AM

City/State/Zip: Marietta, Georgia 30062

Description

Misleading the public regarding the severity of the corona virus

Ticket: # 3925712 - Misleading news

Date: 4/13/2020 10:13:39 AM

City/State/Zip: Montclair, New Jersey 07042

Description

Fox news called covid a hoax . This is dangerous and cost lives. They should be fined and removed.

Ticket: # 3925718 - Fox calling cov19 a hoax

Date: 4/13/2020 10:15:25 AM

City/State/Zip: Hopkinsville, Kentucky 42240

Company Complaining About: Assurance Wireless

Description

I'm extremely upset that fox called the Coronavirus a hoax. When this is over I am going to file a lawsuit!

Ticket: # 3925727 - Coronavirus

Date: 4/13/2020 10:20:22 AM

City/State/Zip: Oakland Park, Florida 33334

Company Complaining About: Fox Corporation

Description

FOX news called coronavirus a hoax. They should be fined. Both Sean Hannity and Trish Regan (who was fired for doing so) called the coronavirus a hoax.

Ticket: # 3925738 - Equipment Issues

Date: 4/13/2020 10:22:32 AM

City/State/Zip: Effort, Pennsylvania 18330

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T as his carrier
- He has cell service
- He states on 11/19 he purchased a Iphone 11 from Best Buy
- He returned the phone and got another one
- He states on 3/2020 the phone was heating up so they sent him a replacement phone
- He states he called Apple and they sent him a replacement phone
- He states he can not transfer his information and can not use the device at this time
- He states he has a warranty on the device
- He states he can not get into a store due to the Coronavirus
- He states they are wanting to charge him for the new device
- The consumer wants a fair deal and get cooperation

CTR405-phone

Ticket: # 3925740 - Fox News broadcasting lies

Date: 4/13/2020 10:23:06 AM

City/State/Zip: Grant, Florida 32949

Description

Fox News has stated that COVID-19 is a hoax. This perpetuates the lies and causes more people to contract the disease which could cause more deaths. They should be held accountable for their actions against the American people. They should be banned.

Ticket: # 3925756 - Fox News

Date: 4/13/2020 10:27:50 AM

City/State/Zip: Hoover, Alabama 35244

Description

Fox News willfully misled me into believing that COVID-19 was not a threat. Almost an endless stream of downplaying, minimizing, even denying COVID-19.

Ticket: # 3925764 - False dangerous and misleading content from Fox News

Date: 4/13/2020 10:29:58 AM

City/State/Zip: Rogers, Minnesota 55374

Company Complaining About: Comcast

Description

Fox continues to put on false and dangerous content and in particular that content around Covid19. They have encouraged potus to delay and discredit its danger and encourage Americans into dangerous attitudes and actions that hard public safety and all of this has contributed to the delays that cost the lives of thousands of Americans. They are truly dangerous.

Ticket: # 3925773 - Fake FOX news

Date: 4/13/2020 10:31:35 AM

City/State/Zip: Frederick, Maryland 21701

Description

FOX news should not be called "news". It is pure entertainment and the content is mis-informing the American public who believes the lies. They're airing of information regarding Covid19 is appalling. Please do not allow them to be a source of NEWS. It is un-American and totally dangerous. I would prefer for them to be totally gone from the airwaves.

Ticket: # 3925778 - Fox News calling covid 19 a hoax

Date: 4/13/2020 10:32:16 AM

City/State/Zip: Germansville, Pennsylvania 18053

Company Complaining About: AT&T

Description

Fox News lied to the public calling covid 19 a hoax. Rather than report facts they instead wrongfully said it was a democratic hoax to make Trump look bad. They lied and their audience was fooled into thinking it wasn't a serious issue and shouldn't be taken as one.

Ticket: # 3925815 - Fox News & COVID-19

Date: 4/13/2020 10:42:13 AM

City/State/Zip: Graham, Washington 98338

Description

Fox News continues to spread false and harmful information to its viewers. Continuing to lead their viewers to believe it is a hoax is leading to people ignoring stay home orders given by local government. This then puts our healthcare and first responders in danger.

Ticket: # 3925828 - Covid19

Date: 4/13/2020 10:44:28 AM

City/State/Zip: Ardsley, New York 10502

Company Complaining About: AT&T

Description

Fox News has been untruthful in its reporting of this deadly virus! I have a friend who died because he was listening to them.

Sick of Fox News lying to the public and misleading them.

Ticket: # 3925834 - Misinformation

Date: 4/13/2020 10:45:45 AM

City/State/Zip: Garden Valley, California 95633

Company Complaining About: Assurance Wireless

Description

Fox news has put my 86 year old parents health in danger by deliberately broadcasting misinformation about the corona virus.

Ticket: # 3925843 - FOX news

Date: 4/13/2020 10:47:59 AM

City/State/Zip: Englewood, Florida 34224

Description

FOX NEWS repeatedly for a month or more lied and called COVID 19 a "Hoax" that deceived the public. There are still many Fox followers who do not believe the virus is real. Tom Cotton tried to spread the conspiracy of china doing this to us. Fox news says they are for 'entertainment'. This is not entertainment it is murder!

Ticket: # 3925851 - Fake Fox News has to go during the Pandemic.

Date: 4/13/2020 10:50:18 AM

City/State/Zip: Indianapolis, Indiana 46222

Company Complaining About: AT&T

Description

Since Fox News is not governed by the FCC it should be not deemed Essential during this Crisis and made to shut down like all other Non Essential businesses. I feel that Fox News has played a part in the spread of the Virus and is of no use since it is considered entertainment and doesn't have to tell honest news. This should really be looked at and considered because the only way that we are going to eradicate the Coronavirus is social distancing, self quarentining and listening to the real experts like Dr. Fauci and not Sean Hannity. Hannity and the whole crew over at Fox should be brought up on misleading the American people charges because people died after listening to them say that this Virus is a Hoax.

Ticket: # 3925861 - Fox News Covid 19 response

Date: 4/13/2020 10:52:28 AM

City/State/Zip: Austin, Texas 78744

Description

Fox News has repeatedly engaged in campaigns of disinformation over the years, and none is so egregious as the response to Covid-19. Their downplaying if the crisis has put countless lives at risk, especially because older Americans, who are at greater risk, make up a large portion of their audience. Please, hold the cable news industry in general, and specifically Fox News, to a higher standard of integrity. They are killing gullible people.

Ticket: # 3925872 - Fox News endangered US citizens by calling COVID-19 a 'hoax' for partisan-political purposes

Date: 4/13/2020 10:54:44 AM

City/State/Zip: Aurora, Colorado 80013

Description

Fox News endangered American citizens lives by downplaying the seriousness of COVID-19 for partisan-political purpose. While accountability within the government has not seemed to be a priority in the last few years, we, as citizens of the United States, need to draw a line in terms of how much we are willing to let our news media purposefully mislead people to their own peril, politicizing what was a public health issue. This decision by Fox no doubt led to additional infections and deaths, as the issue is seen as a political one among those influenced by Fox News.

[Ticket: # 3925874 - FOX news lying about the COVID 19 and putting the country in danger](#)

Date: 4/13/2020 10:55:48 AM

City/State/Zip: Edmonds, Washington 98026

Description

Following party lines, FOX news intentionally spread false stories, downplaying COVID 19, putting it's viewers at high risk and costing the country time and attention to this pandemic.

Ticket: # 3925885 - FOX NEWS

Date: 4/13/2020 10:59:00 AM

City/State/Zip: Muscatine, Iowa 52761

Description

FOX NEWS called COVID-19 a hoax. Despite all the scientific and medical evidence.

THAT is not news. THAT is an abomination, and should be punishable. PEOPLE ARE DYING, and they call it a hoax.

I want them held accountable. FINED. EACH person who was connected to that word, HOAX, whether reporter, commentator, writer, manager, head of FOX...all should be punished.

SOLVE my problem? They should be called out and fined, possibly jailed.

Ticket: # 3925894 - Fox news

Date: 4/13/2020 11:00:36 AM

City/State/Zip: Freeport, New York 11520

Company Complaining About: Optimum

Description

I want to file a complaint against Fox news calling the Covid 19 virus a Hoax. Many did not take the pandemic threat seriously and contributed to increase in the rise of cases and deaths. This was misinformation that a news channel should not be allowed to do. What other information do they lie about. Make them report accurate information and hold them accountable.

Ticket: # 3925908 - Fox News referring to covid-19 outbreak as a hoax

Date: 4/13/2020 11:05:18 AM

City/State/Zip: St.petersburg, Florida 33703

Company Complaining About: Spectrum

Description

In your attempt to cater to your audience, you have helped to prolong this pandemic instead of providing the community service you claim to serve.

Ticket: # 3925910 - Covid 19

Date: 4/13/2020 11:05:32 AM

City/State/Zip: Los Angeles, California 90027

Description

Fox News deceived my parents into thinking Covid 19 was a hoax.

Ticket: # 3925922 - Fox News

Date: 4/13/2020 11:08:56 AM

City/State/Zip: Oxford, Mississippi 38655

Company Complaining About: Dish Network

Description

I am outraged that Fox News did not take this pandemic seriously and thus caused the deaths of multitudes of adults. Viewers watch the news to get the facts! Fox has become a mouthpiece for the government!

Ticket: # 3925926 - Harassment to upgrade plan and threats to discontinue service

Date: 4/13/2020 11:10:22 AM

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

Company Complaining About: Verizon Wireless

Description

Carrier Verizon

Subjected to unsolicited texts 2-3 times per day re: data usage overage and demands to upgrade plan. Efforts to access my account online to stop said texts have been blocked. Contacted Verizon leadership did not produce results. On 04/12/2020 received text threatening to discontinue service. Paid \$340 per Verizon demand. Have not received confirmation but did get text : data overage and demanding plan upgrade

I am a senior citizen and due to Coronavirus shutdown am forced to rely on Verizon.

Ticket: # 3925931 - Complaint against FOXNEWS

Date: 4/13/2020 11:12:50 AM

City/State/Zip: Camdenton, Missouri 65020

Description

FOXNEWS is dangerous to our country. They spread FALSE and dangerous health news that affects millions of citizens. I am appalled at the number of people I've talked to who still believe the COVID-19 Pandemic is a hoax because they heard it on that station.

Ticket: # 3925956 - False information and practicing medicine without license

Date: 4/13/2020 11:20:55 AM

City/State/Zip: Carnegie, Pennsylvania 15106

Description

Fox news spread false information about covid19 and practiced medicine without a license.

Ticket: # 3925970 - Fox News and the Virus

Date: 4/13/2020 11:24:47 AM

City/State/Zip: Falmouth, Massachusetts 02540

Description

The people at Fox continue to downplay the seriousness of the coronavirus, without documentation. How many people died as they believed Fox and continue to go out and mix with people

Ticket: # 3925995 - Misinforming the public

Date: 4/13/2020 11:29:45 AM

City/State/Zip: Junction, Texas 76849

Description

Fox News Channel is continuously and blatantly and potentially knowingly misinformation the public about the current pandemic among other issues. This is a danger to every Americans health and wellbeing. They are putting Americans at risk everyday.

Ticket: # 3926016 - Worst Customer Services/New Services**Date:** 4/13/2020 11:34:49 AM**City/State/Zip:** Independence, Missouri 64055**Company Complaining About:** Comcast

Description

Comcast corporate office has the worst customer service representative. I established services for internet and cable May 27th and never got my services connected. I was assigned a corporate case representative who followed up with me once in a 3 week period. I followed up with her several times and spoke with other corporate reps who refused to help me. Even though I knew my case workers name, had her extension number and a ticket case number, that the rep refused to help me and directed me to all the main line. I am a single mom with three kids at home who really needed reliable internet and cable. It been extremely hard for me with the COVID-19 outbreak and trying home school and rf never imagined I would be treated this way. It left a bad taste in my mouth and will always remember this experience.

Ticket: # 3926021 - Fox News and Covid-19

Date: 4/13/2020 11:36:17 AM

City/State/Zip: Knoxville, Tennessee 37921

Description

Fox News compounded the detrimental effects of the novel coronavirus in the United States by parroting the president's lies and misinformation about the virus. This video clearly documents the evidence related to this claim. https://www.youtube.com/watch?v=5DmW_H4U-MI Fox News should be held accountable.

Ticket: # 3926034 - COVID-19 Television Briefing Indecency Complaint

Date: 4/13/2020 11:39:11 AM

Description

I would like to know how it is right for this administration to use broadcast television as a campaign rally when it is supposed to be a nightly informational program for the American people about the Covid19 virus.

If one keeps track of the questions and answers there is too much that is not about the virus.

dlln

Ticket: # 3926074 - Internet rate change during Pandemic 3923403

Date: 4/13/2020 11:49:25 AM

City/State/Zip: Mount Holly, North Carolina 28120

Company Complaining About: Spectrum

Description

I have internet only thru Spectrum. About 4 years at the rate of \$69.99/month. This month it is suddenly \$79.00/month. No change in service. No way to contact Spectrum. Calls are disconnected due to Pandemic, "chat" is not enabled with a human. Internet is an essential service most especially right now. I feel they are taking advantage of the Pandemic to raise rates and preventing challenging the rate change by being non-contactable.

Ticket: # 3926099 - Fox News spreads lies that killed people.

Date: 4/13/2020 11:54:37 AM

City/State/Zip: West Palm Beach, Florida 33411

Description

I filed this FCC Complaint against FOX NEWS, for lying & calling COVID 19 a "Hoax" that deceived the public. Even today they still tend to change the facts in order to fall in line with the trump administration.

Ticket: # 3926101 - Fox News is not reporting facts on COVID

Date: 4/13/2020 11:54:59 AM

City/State/Zip: Holmes Beach, Florida 34217

Description

I am terribly upset that the coverage by Fox News related to COVID-19 is not based on science and facts. Their coverage is costing lives. There are many people who believe the misinformation constantly out out by this organization. There is liability here. Fox News is misinforming America. There has to be a way to legally address this travesty. Require you their information to be science based. Not "Trump" based.

Ticket: # 3926124 - Fox News Disinformation

Date: 4/13/2020 11:59:49 AM

City/State/Zip: Denver, Colorado 80210

Description

Fox News repeatedly called COVID-19 a hoax causing immense and irreparable damage to the American people that could have lead to people not taking expert advice seriously and then harming themselves, their families and countless others.

Ticket: # 3926126 - Coronavirus misinformation

Date: 4/13/2020 11:59:58 AM

City/State/Zip: Vass, North Carolina 28394

Description

Appalled that Fox News, despite official government reporting and a wealth of evidence convinced many of us the COVID-19 was a hoax, and a political fairytale. Our LIVES are very much at stake and your network LIED to us in order to cover up for Trump. SHAME ON YOU

Ticket: # 3926139 - Blackout of needed news outlets

Date: 4/13/2020 12:03:31 PM

City/State/Zip: Ada, Oklahoma 74820

Company Complaining About: Cable One

Description

Living in rural Oklahoma (Ada, Okla.), the FCC rules require my network programming (ABC, NBC, CBS and FOX) stem from north Texas -- a market that includes only small stations with limited resources.

This is particularly a challenge during tornado season but is now mitigated somewhat by the many ways we can be notified of warnings. However, with the COVID-19 situation, it is disappointing to not have access to Oklahoma City-based stations that provide more fulsome news on all-things Oklahoma-related.

Ticket: # 3926146 - AT&T Complaint**Date:** 4/13/2020 12:06:46 PM**City/State/Zip:** Norcross, Georgia 30093**Company Complaining About:** AT&T

Description

My name is (b) (6).

My Complaint is against AT&T over Billing and Internet Speed. I have been a customer constantly since 1979 with same phone number.

My problem is with phone and internet. I had to hassle with ATT because I only wanted Phone and Internet did not want TV in package. I had to squabble with ATT about not wanting TV and was I not offered a package for phone and internet. After difficult communication we agreed to a phone and internet package. This lasted for year then a representative with ATT offered to better the package with a lower rate, which I accepted. However, the representative failed to make me aware that those rates were only good for a year. At the end of that year the bill went up higher. I found that I had to call in every year to reset my plan and bill. I also had to argue over not adding TV to the package. This went on for a number of years and then I was put through the retention department which lowered the package but I still had to call in every year. This year I was unable to reach anyone by phone so I did the live chat. I have a copy of the chat. I was promised phone and internet for 52.99 plus taxes and this would be remaining as long as I was a customer of ATT. Then I received my bill this month for Feb 29 to March 28 and it was 71.77. On the bill it states that my phone promotion expired and my bill went up 7.97. I was also promised my internet speed would not be slowed. In the past my speed sometimes would be so slow I could not watch my movies. If I called in and complained the problem would improve for a while. So I have been calling in and complaining over speed for sometime now. With the Covid19 and having school online it has been a problem too. I have custody of my granddaughter and she has difficulty with the internet connection and speed at times when trying to complete her work online. I have spent so much time calling in each year trying to negotiate a plan and amount that fit my budget and once set still spend from 3 to 6 months trying to get ATT to keep their agreement only to repeat this cycle again each year. This year they will not honor it again and I have a copy of the conversation where I was promised the 52.99 and they have again lowered my speed too. I am only asking that they be held accountable for what they promise their customers and quit saying one thing and delivering something different. The ATT Chat is below from this year 2020.

AT&T: Hi, I'm AT&T's automated virtual assistant. How can I help you today?

Me: it says live chat can I chat with an representative

AT&T:

So I can assist you further, please select a product I can help you with:

- AT&T Internet
- AT&T Digital Phone

Me: AT&T Internet

AT&T:

Got it! For AT&T Internet help, you can get started with these top links:

- See your bill
- Make a payment
- Use Troubleshoot & Resolve for internet issues

- Get help signing in or accessing account
- See more options

Me: See more options

AT&T:

Check out these other options for AT&T Internet:

- Find your Wi-Fi info
- Check your internet speed
- Resolve email issues
- Set up or update AT&T Mail

Still have a question? No worries – you can chat with someone who can help.

AT&T:

On this page you can see your overall balance, and how much each line on the account was billed.

You can also view the paper bill format if you prefer!

Have another question? Ask away!

Me: chat with representative

AT&T:

Let me get you to a specialist. Please tell us your first name.

Me: Linda

AT&T:

Thank you. You will now be connected to a specialist for account support.

We are now transferring you.

Agent Joy enters chat

Joy: Hi! Thank you for contacting AT&T. My name is Joy and I'm happy to help :)

Joy: Hello Linda :)

Me: I hope you can, I have tried calling in for help and received frustration

Me: It is time for me to set up my payments for the next year

Joy: I am here to help and will do my best to feel you better.

Me: I usually get sent to the retention dept

Me: I have been with ATT for 40 years with same number

Me: I would like it lower but keeping it the same would be good

Joy: Just wanna make sure, you chatted in to lower the bill.

Joy: Am I correct?

Me: No, each year since I made a mistake and listened to a representative that got me to change my plan and since that time I have to call in every year to reset my plan for the next year

Me: yes I would like it lowered but keeping it the same would be good

Joy: I totally understand that one. You mean, you don't wanna make any changes over a year and would prefer to keep the service as is and better if be lowered. correct?

Me: yes but make sure no changes are made it is not the best sometimes internet really slow but do not want anything changed

Joy: Great! Got your concern, Linda.

Joy: No worries! I have checked that the account is not under contract and I guarantee to you that moving forward, no changes will be made on the account. And also, I will make sure to notify you for

promotion update that the account can take advantage, and you will be just the one who can decide to make changes.

Joy: How does that sound?

Me: how much will it be monthly

Joy: As per checking here, it is \$52.99 before taxes and fees.

Me: Okay, then I will have to contact you next February to do this again?

Joy: No. You don't have to do it Linda. Everything will keep remain and nothing is changed.

Me: Thank you. That really sounds good. Have a blessed weekend

Joy: I am happy I was able to assist you to the best of my ability by explaining the billing amount and keep it moving forward. Have I done that for you?

Me: yes you have

Joy: Great!

Joy: Once again, my name is Joy. Thank you for doing business with AT&T. You do have a wonderful day :)

Joy: Linda, please do me one last favor. Please help me press the [X] button at the upper right corner of the chat window.

Joy: Thank you so much for the cooperation, Linda.

Joy: Have a blessed weekend, as well♥

Ticket: # 3926224 - Boost Mobile issues

Date: 4/13/2020 12:30:15 PM

City/State/Zip: Deluthe, Minnesota 55802

Company Complaining About: Boost Mobile

Description

Consumer had Virgin Mobile but was changed to Boost.

Consumer claims his text and internet service was shut off today 4/13/20 and is paid up for 4/17/20.

Consumer has a disabled son at home.

He needs his service to get information to and from the teachers for his son.

Consumer called proactively to let them know he wouldn't be able to pay on the 17th until he got his stimulus check from the government.

Due to COVID-19 he is unemployed and is so frustrated with the service from Boost.

Consumer needs his service to be restored as he needs the service for his disabled son.

CTR404-phone

Ticket: # 3926239 - Faster internet speed

Date: 4/13/2020 12:34:48 PM

City/State/Zip: Bates City, Missouri 64011

Company Complaining About: Centurylink

Description

We barely get 1.5 mg, but within a mile they are receiving much higher internet speeds. With the current situation of covid-19 and many working from home a reliable internet is a need.

Ticket: # 3926253 - State Government Tracking and Use of Cell Phone Data**Date:** 4/13/2020 12:36:46 PM**City/State/Zip:** Silver City, New Mexico 88062**Company Complaining About:** Other

Description

New Mexico Governor Michelle Lujan Grisham announced a program today to use cell phone data to determine if New Mexicans are following social distance policies. I am incensed by this breach of privacy. As a law-abiding citizen, I feel I am being spied on. Additionally, will this be stopped when the pandemic is over and how will we know? How is it that the Federal government can't get cell phone data to solve murder cases but apparently New Mexico has a company that will provide it with cell phone tracking and data for this use?

Ticket: # 3926288 - Internet provider taking advantage of coronavirus situation

Date: 4/13/2020 12:48:26 PM

City/State/Zip: Jacksonville, Texas 75766

Company Complaining About: Sudden Link

Description

Home due to Covid-19 restrictions. Internet usage increased. Was charged \$150 data cap overage. Called provider. No explanation other than they can give me unlimited for extra \$\$\$. No idea that there was limit on internet usage.

Ticket: # 3926289 - internet speeds far below advertised

Date: 4/13/2020 12:50:11 PM

City/State/Zip: Independence, Kentucky 41051

Company Complaining About: Spectrum

Description

My Spectrum bill arrived today and it had gone up \$20 per month. They couldn't give an explanation better than "bringing their legacy accounts in line with current rates" (which is BS and frankly, price gouging) in the middle of a global pandemic. While on the phone with them I asked what the line item "promotional discount: ultimate 200 upgrade" was on my bill and I was told that for however many years I've been with BrightHouse/TWC/Insight/Spectrum I've been paying for 200mb and never come anywhere CLOSE to those speeds.

Ticket: # 3926312 - Coronavirus

Date: 4/13/2020 1:00:01 PM

City/State/Zip: Trumbull, Connecticut 06611

Company Complaining About: Spectrum

Description

How dare you call Covid-19 a hoax? You call yourselves responsible journalists? Each and everyone of you should have your certification withdrawn for deceiving the public. I will NEVER watch Fox news again.

Ticket: # 3926384 - Fox News Misinformation

Date: 4/13/2020 1:24:04 PM

City/State/Zip: Pelham, New Hampshire 03076

Description

Fox news has repeatedly, dangerously downplayed the Covid-19 virus even calling it a hoax, and instructing people to disregard stay at home request.

Ticket: # 3926394 - Changed plan and bill stayed the same

Date: 4/13/2020 1:27:35 PM

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

Company Complaining About: Verizon

Description

I have been paying \$54.99 for years for my plan. I recently was charged \$101 and was told the promo was done and now my bill will be \$101/month. I called Verizon and asked if there were other promotions going on (obviously upset that my bill DOUBLED). I was told, for MORE speed, I could pay \$56/month and that my new router installation fee would be waived. I agreed and made an appointment for installment. I asked the representative if they would honor this payment even if the installer had to cancel (due to coronavirus) which I was told YES. (seems obvious since I am now paying \$101 for terrible speed and will pay half for more speed). After the installer had to cancel, I realized my bill did not change. (even though I followed all instructions to change the plan on my Verizon app). When I called, I was told there was nothing they could do, and I would have to continue to pay \$101 until further notice. This seems ridiculous to me- paying that much money for a plan with terrible speed, when I could pay less for more speed. I spoke to at least 6 different representatives- none were helpful and all said nothing can be done.

Ticket: # 3926435 - Fox News intentionally lying

Date: 4/13/2020 1:39:13 PM

City/State/Zip: San Diego, California 92114

Company Complaining About: Fox News

Description

Sean Hannity and Laura Ingram and Lou Hobbs have all lied and downplayed the Covid19 pandemic. They should be forced to come clean and apologize and report the truth.

Ticket: # 3926496 - Service Issues

Date: 4/13/2020 1:57:18 PM

City/State/Zip: Port Charlotte, Florida 33952

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV/AT&T as his carrier
- He has been a loyal customer for 12 years
- He states they cut off his service
- He states he is out of work due to COVID-19
- He feels this is wrong
- He reached out to the carrier, but he is on hold with them
- The consumer wants the rules changed for the pandemic
- The consumer wants his services restored

CTR405-phone

Ticket: # 3926551 - Cox Cable

Date: 4/13/2020 2:21:28 PM

City/State/Zip: Gilbert, Arizona 85296

Company Complaining About: Cox

Description

My internet speeds have dropped to 20mbps since corona virus. I am paying for gigabit speeds. I know that the usage has gone up since lots of people are working from home... however to go from 1 gigabit speeds to 100mbps is laughable. It shows that COX cable has a very dated and insufficient infrastructure.

My issue can be solved if COX cable would put some of their greed towards upgrading infrastructure.

My issue can also be solved if COX would reimburse my money since their internet is almost unusable at this time.

Ticket: # 3926554 - Fox News

Date: 4/13/2020 2:21:42 PM

City/State/Zip: Hastings, Michigan 49058

Description

Fox News is claiming that the coronavirus is all a hoax. This is a lie and encourages Americans do not follow the mandated quarters from the government. As a healthcare worker on the front line caring for sick people, I find this disruptive it's disgusting.

Ticket: # 3926623 - Covid-19 Media Coverage Request

Date: 4/13/2020 2:41:38 PM

City/State/Zip: Metamora, Michigan 48455

Description

I don't know if you might have even thought about this, but all of this television and radio coverage about Covid-19 is creating a real panic.

What's happening is that (and you all ready know this) people are panic buying just about everything in their path to be able to hold out against our state's orders to stay inside (Michigan).

Nobody wants the governor to declare martial law, but I feel that unless people STOP hearing how bad it is - this is what is going to happen.

I am 61 and on disability. It's no big deal until you try to get to the store on the 3rd of the month AFTER all of the shelves are TOTALLY EMPTY!

Many other things are being effected and there is absolutely NO need for this!

MAY I PLEASE SUGGEST THAT YOU (OR THE PERSON IN CHARGE), PLEASE ORDER TELEVISION AND RADIO STATIONS TO (AT LEAST) EASE THEIR COVERAGE OF THIS PANDEMIC!

PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE,PLEASE!

Thank you!

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED] cell

Ticket: # 3926636 - Irresponsible reporting leading to deaths

Date: 4/13/2020 2:45:22 PM

City/State/Zip: W Palm Beach, Florida 33405

Company Complaining About: Comcast

Description

FOX NEWS had been broadcasting lies concerning the gravity of COVID19 which has put viewers such as my inlaws in jeopardy for their lives and those they encounter. They have described it as a simple flu, will not become a problem, inferring it was simply an attack on the president, etc. To this day many of their viewers refuse social distancing putting Americans at risk. They need to be severely sanctioned.

Ticket: # 3926637 - Demanding to be serviced and upgraded to high speed internet

Date: 4/13/2020 2:45:25 PM

City/State/Zip: Hancock, New York 13783

Company Complaining About: Tds

Description

To who it may Concern,

The telephone company providing telephone and internet service in our area is denying my family service. They are refusing to come and connect internet and phone service. They have been denying us service for 5 years now. It has greatly and negatively effected our daily lives since being denied. During this current pandemic, phone and internet service has not been needed more. The telephone company's name and address is:

TDS Telecom

130 Main St. Windsor, NY, 13865

What they are doing is against the law. It our right to have service if they provide it in our area which they do. I look forward to hearing back from you. Thank you for your concern and attention.

(b) (6)

[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 3926641 - TDS Telecom

Date: 4/13/2020 2:46:05 PM

City/State/Zip: Hancock, New York 13783

Company Complaining About: Tds

Description

TDS Telecom is refusing to provide phone and internet service to his residence. TDS told him they will not come up where he lives because of the conditions of the roads. They said the conditions of the roads are not suitable for their vehicles. TDS use to service his area. They are the only provider. Some people have TDS and their internet service (his mom) went from high speed to slow speed. He needs service because of this pandemic

Ticket: # 3926645 - Fox News calling Covid 19 a hoax

Date: 4/13/2020 2:48:15 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

I would like to file a formal complaint against Fox News for calling Covid 19 a hoax, which led to many of its viewers ignoring social distancing and increasing number of Covid cases and deaths exponentially.

Ticket: # 3926677 - Fox News

Date: 4/13/2020 2:52:58 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

I would like to file a formal complaint against Fox News for calling Covid 19 a hoax, which led to many of its viewers ignoring social distancing and increasing number of Covid cases and deaths exponentially.

Ticket: # 3926735 - Optimum Availability Complaint

Date: 4/13/2020 3:03:38 PM

City/State/Zip: Garnerville, New York 10923

Company Complaining About: Optimum

Description

(b) (6)

This morning at 10:10 while my daughter was in the middle of an online class Optimum Shut our services off for Non Payment.

With being out of work I was assured by the Governor's office and school district that Optimum signed the pledge and this would not be an issue.

I will be switching to Verizon once this is pandemic is over and I'm back to work and Verizon workers are allowed back into homes to install. That does not help us now.

I'm so disappointed and frustrated.

I'm on hold with Optimum now but it is telling me I have over an hour hold time.

Please see the attached photo showing they have BRICKED all my services.

Thank you

(b) (6)

Ticket: # 3926753 - Abuse of Amber Alert System**Date:** 4/13/2020 3:10:30 PM**City/State/Zip:** Lander, Wyoming 82520-9022**Company Complaining About:** Union Wireless

Description

I have two cell phones with Union Wireless - one for me and one for my wife. I also have a phone with Verizon Wireless. On Friday, April 9th, an Amber Alert was issued at 12:25 p.m. and went out over the radio. I received the first Amber Alert on my phone half an hour later. My wife came home at 5:00 p.m. to pick me up and at 5:20 p.m. all of our phones were going off with an update to the Amber Alert. The Amber Alert was cancelled by the Wyoming Highway Patrol at 22:00 or 10 p.m. to those of us on a 12-hour clock. Union Wireless continued to send out emergency alerts on our phones AFTER THE ALERT WAS CANCELLED. An alert went out at 12:54 a.m. on Saturday, April 10th and again at 5:26 a.m. and that's when my wife called the issuing Sheriff's Department in Riverton Wyoming along with the Wyoming Highway Patrol and National Weather Service Office. Nobody answered at the weather service and both the Sheriff's Office and Wyoming Highway Patrol said the alert was cancelled the previous evening and that it was up to Union Wireless to quit sending the alerts to all of their customers. My wife has been working 80-hour weeks due to Coronavirus and this was our chance to sleep when Union Wireless failed to cancel these alerts. This is an abuse of the system. We both continued to receive Amber Alerts at 8:54 a.m and again at close to 11:00 a.m. on Saturday and that's when my wife took our phones - all of them - and disabled the Emergency Alerts. The next time a kid goes missing, thanks to Union Wireless, I will not be alerted because they have made a choice to abuse the system.

Ticket: # 3926757 - Pull Fox News' FCC Broadcasting License--PLEASE

Date: 4/13/2020 3:10:56 PM

City/State/Zip: Escondido, California 92025

Company Complaining About: AT&T

Description

This "entertainment network" (vs. News Network) consistently communicates LIES & FALSE information about the Trump Administration. This network LIED to its viewers regarding the current, deadly COVID-19 Pandemic, putting millions of viewers lives at risk with misinformation on the critical need to isolate at home.

Please investigate & REVOKE THEIR FCC LICENSE---THEY SHOULD NOT BE ON THE AIR.

Thank You. (b) (6)

Ticket: # 3926794 - Verizon Price Gouging on Internet Service

Date: 4/13/2020 3:24:07 PM

City/State/Zip: Severna Park, Maryland 21146

Company Complaining About: Verizon

Description

Verizon Communications Inc has "price gouged" my account during the Maryland coronavirus19 "State of Emergency".

Tim D. (1 833-888-6121 prompt 1 extension 4440614) called me to discuss renewal of my internet service contract. During the phone call Tim D. discussed the information he had from accessing my account information and from that he knew the daily amount of time that my wife and I use the Verizon FIOS internet. Tim D. indicated the new contract would be entitled to continuing the "\$25.00 monthly Agreement Incentive", and that monthly Agreement Incentive discount would show up on the order confirmation summary, which would be received by mail in several days. And that new order would show the net monthly amount would be \$89.00 (\$114.00 less \$25.00 = net monthly of \$89.00.)

However, when that Verizon order summary was received, it showed that Tim D. (1 833-888-6121 prompt 1 extension 4440614) removed the monthly agreement incentive that I was entitled to. (see attached order summary)

Pricing Gouging customer accounts has become a common practice of Verizon. A common way Verizon "price gouges" is by making incentive agreements by telephone and then removing those incentive agreements from the order when Verizon sends the order summary to the customer by mail.

Ticket: # 3926824 - FOX News Deceptive and Misleading Coverage of COVID-19 Has Led to Unnecessary sickness, suffering an death.

Date: 4/13/2020 3:32:17 PM

City/State/Zip: Ypsilanti, Michigan 48197

Description

The Fox News Channel, across its many hosts, shows and special reports have deliberately misled the American people about the seriousness, severity and timing of the COVID-19 threat. The lapses have places hundreds of thousands of Americans at risk from the virus who could have otherwise taken preventative measures to protect themselves, their families and their business.

FOX operates under the licensure of the FCC and is subject to all rules and penalties as such. My remedy it that FOX run a 30 second spot twice an hour for the next 90 days admitting their wrong doing and apologizing to the American people. The Company and its management team should also be subject to any and all civil and criminal penalties available to the federal, state and local governments as well as individual citizens. The first amendment does not protect slander, libel or the equivalent of shouting fire in a crowded theater, nor does it protect commercial speech in this manner. Following the 90 days mentioned above, FOX News should be suspended from broadcasting for 60 days, the equivalent time period for which they were deliberately broadcasting misinformation about COVID-19.

Ticket: # 3926829 - Local channel availability

Date: 4/13/2020 3:33:54 PM

City/State/Zip: Tipton, Michigan 49287

Company Complaining About: Dish Network

Description

I live in Michigan, but can only get local channels from Ohio, without paying for extra streaming services. The need to know what is happening in my state, at this time, is crucial during this pandemic. I do not work, shop or vote in Ohio. My demographic is in Michigan, not Ohio. Please, allow satellite services, such as Dish Network, to offer local channels from the state which people reside.

Ticket: # 3926846 - fox news lie about covid

Date: 4/13/2020 3:37:57 PM

City/State/Zip: Knoxville, Tennessee 37924

Description

Fox news called Covid a hoax and I am mortified for the misrepresentation and misinformation they are spreading about this pandemic. They're literally going to kill off their viewers with their callous carelessness. Fox needs to be held accountable. Science is not opinion.

Ticket: # 3926851 - local channels

Date: 4/13/2020 3:39:46 PM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Dish Network

Description

I live in Milford PA and we do get NY stations still want these but we used to get Scranton stations they are closer to and broadcast PA news . The only thing the new York stations report on is the weather sort of. with the current covid19 It would have been much better to get the PA news

Ticket: # 3926887 - CODIV-19

Date: 4/13/2020 3:52:33 PM

City/State/Zip: Poughkeepsie, New York 12601

Company Complaining About: Metropcs

Description

The consumer spoke to a representative from California that doesn't understand English.

Once the consumer spoke to a representative that was american, He said that they are giving customers a 2 month extension but they have to disconnect him in order to do that.

He told the representative to right that down on his chart so he wouldn't get billed.

Once that happened he could never get through to a representative because he ended up getting billed.

The consumer was forced to pay the bill even though they said they would do an extension.

The consumer is unemployed because of COVID-19.

Only people he can talk to is people from the philippines and they have no idea what he is talking about.

The consumer wants a credit to his account because MetroPCS forced him to pay and now he doesn't have the funds to pay other needs.

Ticket: # 3926901 - Suddenlink imposing data caps on most internet service tiers in effort to raise prices - only internet company available in my area

Date: 4/13/2020 3:56:38 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

I've had to continuously move up to different pricing tiers of internet service due to data cap. I have no use for the extra speed... but Suddenlink does not have unlimited data caps outside of their premier speed levels of services. When I signed up for internet it was unlimited, there is no competition in my area. During the Coronavirus outbreak where usage has increased Suddenlink continuously sends e-mails warning me about high data usage and asking me to upgrade. I've needlessly "upgraded" my services for data usage. Internet is a utility; and as a utility they should not be able to limit the supply of internet to its customers. This is just shady business practice.

Ticket: # 3926942 - FOX NEWS lying

Date: 4/13/2020 4:08:15 PM

City/State/Zip: Scotts Valley, California 95066

Description

FOX NEWS should be taken OFF THE AIR for knowingly lying about the Corona Virus. They've put millions of people lives at risk. You guys limit airing if people swear or show too much nudity, the least you can do is STOP PROPAGANDA STATIONS. FINE \$\$ for every LIE!! EVERY. SINGLE. ONE.

Ticket: # 3926950 - SMS from Bernie 2020 staffer for non-campaign related actions

Date: 4/13/2020 4:09:15 PM

City/State/Zip: Dunmore, Pennsylvania 18510

Company Complaining About: Bernie 2020

Description

I've never signed up for any communication from the Bernie 2020 campaign, never donated, never supported, nothing. Got a message from a staffer about unrelated issues, AFTER Bernie already dropped out. So, it's clearly not campaign related. How they did get my private information when I never had any connection to the campaign?

Here is the SMS text:

Hi John, it's Chris with Bernie 2020! LA multimillionaire and private equity investor Joel Freedman bankrupted Hahnemann Hospital last summer, closing down an historic, safety net hospital. Now, as our city faces the coronavirus pandemic, we are in desperate need of hospital beds and treatment centers. Joel Freedman is putting thousands of lives on the line — Will you sign our petition calling on him to put Hahnemann Hospital to public use and stop profiting off of this crisis?

Ticket: # 3926967 - Frontier communications

Date: 4/13/2020 4:14:44 PM

City/State/Zip: Fort Wayne, Indiana 46808

Company Complaining About: Frontier Communications

Description

I thought the FCC was having internet providers not do disconnects during the coronavirus. If that's the case, Frontier communications is still disconnecting internet service though online schooling is a requirement in my city currently.

Ticket: # 3927022 - HughesNet will not allow me to cancel my internet service

Date: 4/13/2020 4:29:37 PM

City/State/Zip: White Stone, Virginia 22578

Company Complaining About: Hughes Net

Description

I have been unable to cancel my internet service with HughesNet despite having called its service number (866-347-3292) several times. I enter the appropriate answers in its telephone system, and each time the recording says HughesNet is struggling to keep up with the coronavirus and can't help me at this time. I am told to call back at a later time. I have also tried to log onto my account at HughesNet but have not been able to do so, despite my providing my SAN number on its website. I can't even leave my name and a call-back telephone number.

Ticket: # 3927027 - Sprint Billing

Date: 4/13/2020 4:31:24 PM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Sprint

Description

Consumer called Sprint to inquire about Sprint's COVID-19 relief for there customers.

Consumer stated that Sprint is only offering extensions.

Consumer also stated that she can get an extension before the COVID-19 pandemic so this is unacceptable.

Consumer wants to know if Sprint is receiving money from the government for COVID-19 pandemic.

Consumer is not currently working and is worried that her service will be cut off after the COVID-19 pandemic because of the extensions allotted from the carrier.

Consumer feels that something else should be done by Sprint other than offering extensions. She is worried that she will not be able to pay her past bills because she is not currently employed.

Ticket: # 3927058 - Packet loss

Date: 4/13/2020 4:40:28 PM

City/State/Zip: Las Vegas, Nevada 89178

Company Complaining About: Cox

Description

I've been having internet issues since feb 8 (before covid). I've been told everything under the sun but no one can fix my internet issues.

Ticket: # 3927069 - Internet, TV, and phone suspended during pandemic

Date: 4/13/2020 4:42:36 PM

City/State/Zip: Neptune, New Jersey 07753

Company Complaining About: Optimum

Description

My internet TV and Phone service was suspended this morning April 13 for overdue payment. I previously learned that all access would not be suspended during the national health crisis. I am also still paying for HBO which is supposed to be free for a limited time. I then was restored service after I called and paid my bill for \$300 plus dollars. I am completely confused why this is allowed and why I am being forced to abridge so that I can try to work from home during this and for my children to continue homeschool.

Ticket: # 3927094 - Comcast issues

Date: 4/13/2020 4:52:13 PM

City/State/Zip: North Chesterfield, Virginia 23234

Company Complaining About: Comcast

Description

Consumer is frustrated with Comcast.

When she calls they never give the correct information.

Consumer found an old account on her credit report.

Consumer called to confirm everything was OK and the CSR was unable to find anything else.

Consumer paid off the account.

In 11/19 consumer moved into a new place and was planning to set up service.

In 2/20 consumer received a call from Comcast claiming it was urgent.

Her service was shut off.

Consumer called the retention department and was told there was an old account in which she owed \$700.

6 months earlier she was not told about the bill after repeatedly contacting them.

Consumer is still without service.

She has repeatedly tried to contact the provider but is given the run around.

Consumer needs to work from home due to COVID-19.

She called and spoke to Joe who has been working with her and he told her to sign up for the essentials service for internet.

Consumer did what she was supposed to do but was told she had to call again and has essentially put back in a circle.

Consumer then saw a note on her door from a Comcast rep who was there to pick up the equipment.

Consumer has one week to get her internet service up and running so she can keep her job.

Consumer needs to be able to get internet service so she can work from home.

Consumer wants the charges to be written off due to the run around she has been given.

CTR404-phone

Ticket: # 3927183 - Fox News

Date: 4/13/2020 5:24:35 PM

City/State/Zip: Flourtown, Pennsylvania 19031

Company Complaining About: Fox News

Description

I'm filing this claim to report Fox news for calling Covid 19 a "hoax"

Ticket: # 3927201 - Frontier Internet Availability

Date: 4/13/2020 5:30:26 PM

City/State/Zip: Moreno Valley, California 92557

Company Complaining About: Frontier Communications

Description

The consumer has internet service with Frontier.

The consumer got service from Frontier at his new home and they had to dig up and install a new line.

They had working internet for one day and then for the whole month it was not working.

The consumer spoke to Frontier multiple time and they thought it was the router so they sent a new one, but it was not the issue.

The consumer is not going to pay for service he is not receiving.

Now they told him that a technician will be out to fix the issue this week.

The consumer wants Internet availability especially now with the COVID-19 going on.

The consumer is fine with paying but he won't pay full price to receive 1 day of service.

CTR-415

Ticket: # 3927207 - Local News during COVID19 pandemic

Date: 4/13/2020 5:32:59 PM

City/State/Zip: Allen, Kentucky 41601

Company Complaining About: Directv

Description

Unable to get local (meaning the state I reside in) news during current pandemic of COVID19. This was not an issue until our current situation. My family not having access to local state news and updates hinders the care and precautions we need to take during the pandemic.

Ticket: # 3927214 - Fifth Third Bank

Date: 4/13/2020 5:34:59 PM

City/State/Zip: Scottsdale, Arizona 85254

Company Complaining About: Fifth Third Auto Loan Bank

Description

This bank refuses to communicate with me. I've sent them numerous emails. They have given two derogatory marks to Equifax when I wasn't thirty days late. They've ruined my good credit standing. I think what they are doing is basing on when the bank pays them which is wrong because I go to their website and make the payment before the thirty day period. Also, I've tried to reach out to them about covid help and nobody ever gets back with you from that bank. I called my other banks and get a live person but I can't even get an email from this 5th 3rd bank. Their math is all wrong, too. Something is up with them. They are crooked. Thank, (b) [REDACTED]

Ticket: # 3927272 - Shut off my cell phone during pandemic

Date: 4/13/2020 5:59:48 PM

City/State/Zip: Scobey, Montana 59263

Company Complaining About: Nemont

Description

My cell phone was shut off on March 30th by Nemont without any notice - my daughter contacted Nemont's HR and he apologized and took fault - then they made numerous demands to get it back on and my daughter ended up paying to get it back on- I was told that CEO - Mike Kilgore of Nemont assured the FCC that No Phones would be shut off

Ticket: # 3927282 - Fox News calls science a hoax covid-19

Date: 4/13/2020 6:10:10 PM

City/State/Zip: San Jose, California 95112

Description

Commentary is not news. Commentary is not facts. This organization spreads dangerous lies to further their personal interests. Please remove their FCC license immediately.

<https://www.youtube.com/watch?v=anQsCxVau20>

Ticket: # 3927304 - Price gouging

Date: 4/13/2020 6:22:58 PM

City/State/Zip: Glasford, Illinois 61533

Company Complaining About: Glasford Telephone Company

Description

I have phone/internet thru Glasford Telephone (no other option) Because of COVID I am working from home. I called to bump speed. Was told bill would go from \$105.92 to \$122.61. I said ok. I received the bill and they added another charge for telephone service which is already covered in the \$122.61. They billed me \$158.46. They know I have no other options in this area. There honestly was no change in speed either. This is unacceptable to overcharge because they know you have no other choice. They quote one price and jack bill up when you get it.

Ticket: # 3927306 - Overcharging

Date: 4/13/2020 6:24:02 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

Just saw our Comcast bill and I noticed that they billed us \$9.99 for the Sports package, even though there are NO live events, and they billed us \$6.10 for the Regional Sports fee, even though there are no HS, or pac12 College games. I called them and after 1 hour, 2 minutes, and 42 seconds on hold, they acknowledged that we should not have been billed for either of these items since the COVID pandemic ended all sporting events. I asked them why they hadn't removed these items proactively and "Joel" didn't know but said there was no plan to do so. So if you are a

Comcast customer paying extra for the sports pkg, you might want to give them a call.

Ticket: # 3927343 - Fake news and disrespectful reporters

Date: 4/13/2020 6:44:23 PM

City/State/Zip: Louisville, Kentucky 40241

Description

I cannot stand the disrespect that these reporters have for our president when they go in to his briefings. They are also rude and unkind to the other people on the coronavirus task force. Please stop letting them in. They are a disgrace to Americans and a complete waste of our time. Please tell them to learn some respect for the LEADER of our country and then they can come back.

Ticket: # 3927356 - Comcast

Date: 4/13/2020 6:53:13 PM

City/State/Zip: Chicago, Illinois 60651

Company Complaining About: Comcast

Description

I spoke to a representative from Comcast when I was laid off due to the covid 19 pandemic. I was told I wouldn't experience service interruption for 60 days , it hasn't even been 60 days yet and my services has been shut off . I contacted them and they demanded 600\$ in full to restore service . I tried to make a partial payment but was denied . What a way to treat customers during a world wide pandemic that is affecting us all in some kind of way .

Ticket: # 3927424 - Boost mobile will not give me my account number!

Date: 4/13/2020 7:44:06 PM

City/State/Zip: Lansing, Michigan 48912

Company Complaining About: Boost Mobile

Description

I have tried to get my account number from my current mobile phone carrier, Boost Mobile, for over a month to no avail. Can't get anyone on the phone, chat system does not respond to my need, the complaint Chat says "can I transfer you to someone who can help with that," i say yes transfer me, then a message says due to COVID -19 there is no one available. The Chat also says if you dial #150# your account number will pop up...wrong - you get the "the number you have dialed cannot be..." I have also emailed the corporate office in Australia. No response yet!

I understand COVID -19 has forced many changes in our society, but surely someone should be able to give me my account number, or at least take a message and call me back?

PLEASE HELP! I only completed the red asterisks sections because I had too.

Ticket: # 3927425 - Hughes Net

Date: 4/13/2020 7:44:29 PM

City/State/Zip: Oakland, Maryland 20155

Company Complaining About: Hughes Net

Description

Hughsnet has put me in a contract agreement that I did not agree with through this pandemic. I needed a extension and they only gave 30 days that makes me responsibly for all cost and fees with it. I said no because the extension needed to be longer then they lied saying it was already done. I have no way to pay this bill because of this virus and need out of my contract with no cost and with no help from them for payment arrangements.

Ticket: # 3927455 - Re: Request received: Why networks not broadcasting COVID19 updates from the White House

Date: 4/13/2020 8:04:49 PM

City/State/Zip: Grand Island, New York 14072

Company Complaining About: Comcast

Description

This is a follow-up to your previous request (b) (6) "Why networks not broadcasti..."

Hello,

Just wanted to update you on this matter.

I was able to speak with WKBW (ABC affiliate) on the reason of not broadcasting or cutting short White House Task Force (WHTF) update on COVID-19. The News Director explained it as an "editorial decision". On my reasoning that such decision is called censorship, the answer was "watch it online". After over an hour long conversation and News Director adamantly defending their action, he informed me that ABC sends daily emails in which they inform their affiliates if they will carry WHTF update or not. The station then is looking for streams to broadcast the update. The other explanation was that it is too lengthy. And the briefing format is awkward. And it is in the prime time which cuts in the local news. In the time when the country is in distress, TV broadcasting is ought to bring the government updates to the citizens. Telling people to watch online – what about part of the population that doesn't have access to the internet? What about the elderly who are not versed with the technology? There was no answer about such discrimination. On a question of the FCC licensing obligation when the country is under the state of emergency, the answer was "ABC must know what they're doing and get away with it"

My call to the local NBC affiliate for the same subject, ended with "we will forward your comments to the editorial decision makers". The same reasoning – "editorial decision" was stated as well.

There was no change in behavior from both stations. One cannot defend the denial of broadcasting federal update on the urgent matter by "editorial decision". This is nothing but sabotaging our country, especially when we are under the state of emergency.

I am asking FCC to take immediate action and correct this behavior.

Thank you,

(b) (6) ur

Ticket: # 3927460 - Verizon and Other ISPs not Installing or Maintaining Service during Pandemic

Date: 4/13/2020 8:16:02 PM

City/State/Zip: Falls Church, Virginia 22043

Company Complaining About: Verizon

Description

I am unable to have Internet service installed at the residence I am moving into during the month of May. I need Internet to do my job. I am a college student graduating at the end of the month of April. I have already accepted a job offer and thankfully will still be starting despite the pandemic. My spouse and I both require Internet to perform our job duties from home!!!! This is UNACCEPTABLE. PLEASE ENFORCE ISPs AND MAKE SERVICE INSTALLATION & MAINTENANCE MANDATORY

Ticket: # 3927466 - ISP's are not Installing During COVID

Date: 4/13/2020 8:22:58 PM

City/State/Zip: Detroit, Michigan 48214

Company Complaining About: Verizon Wireless

Description

I am moving for an essential job in the DC area. I contacted Verizon today to install internet in my rental and have been told no one is installing internet until November. They are not able to turn on the internet because there is an old cable in my rental. My first thought was is this a joke? This is 2020, internet is considered essential right? After more research I found it is considered a luxury in the eyes of the law. Now more than ever, people are depending on the internet to stay connected and complete their work. The fact that all ISP's are no longer installing internet and the government decides to turn a blind eye is simply disgracing. Please require ISP's to install internet. It's 2020.

Ticket: # 3927475 - Complaint against Fox New Channel for lying and being deceitful about the coronavirus.

Date: 4/13/2020 8:35:23 PM

City/State/Zip: Spring Hill, Florida 34608

Description

Fox News channel has lied about the coronavirus/ covid-19 and continues to lie. For example it has stated it was a hoax, that the democrates created it, that it is the chinesse virus, etc. Have lied on so many different topics on the virus. We have over 20,000 American who have died of this in a span of a month and they continue to give false/inaccurate information. They have a duty to give correct information. Hold them accountable and please remove the word "News" from their title. Also do not allow them to give news if they are not being responsible and are misinforming people intentionally.

Ticket: # 3927483 - Unauthorized account activity in corona virus crisis time

Date: 4/13/2020 8:45:27 PM

City/State/Zip: San Diego, California 92120

Company Complaining About: Cox

Description

Whom may concerned

I have Cox Cable service over the year. Today I noticed that \$95.00 was charged to my business checking account. I called the company and they told me that I changed my payment option to easy pay on April 06, 2020. Which I didn't. I was having kind of difficulty paying my bills before the Corona Virus hit the economy. I was always making the payment with debit cards with link to my other account. Then the Customer representative said I choose easy pay (automated payment) pay option last time I make arrangements for my payment which was one month ago (my best knowledge). I believed They are switching accounts of the customer right before Federal Disaster Financial Assistance is the deposit to consumer accounts. FYI

Ticket: # 3927494 - Fox news

Date: 4/13/2020 8:57:36 PM

City/State/Zip: Leawood, Kansas 66224

Description

They lied and called COVID 19 a "Hoax" that deceived the public. they are causing people to die.

Ticket: # 3927498 - Fox News

Date: 4/13/2020 9:01:24 PM

City/State/Zip: Little Rock, Arkansas 72207

Description

Fox news stated and insinuated many times that COVID 19 was a "Hoax" and this lie/misinformation has cost many lives. Viewers didn't get valuable health information they needed so they could take precautionst. Misinformation, half truths, out right lies kills people and is killing our country! Ongoing lies and misinformation.

Ticket: # 3927515 - Internet Services - Plan pricing**Date:** 4/13/2020 9:21:25 PM**City/State/Zip:** Long Beach, Arkansas 90803**Company Complaining About:** Spectrum

Description

I am a current Spectrum customer and have my internet services through this company. I work for United Airlines, and on 3/19/2020 I was informed by my employer of an indefinite salary reduction due to decreased work schedules in response to the current global pandemic. I then contacted Spectrum and spoke with Christina (supervisor) and asked her if I could be put on the promotional rate of \$49.99 offered to new customers, since my regular Spectrum rate at the time was \$69.99. I explained that I have a son currently attending CSULB who needs internet services in order to proceed with his semester now that it is completely online, as well to keep up with all the online work from my employer. I also asked if there would be any way that my account could be changed to their current student rate, since my son is a student. She told me that putting me on a promotional rate or changing my account to a student rate would not be possible and that my rate would remain at \$69.99. To help me out, she would give me an one time credit in the amount of \$10.00, which will not help me in my extended situation, but still, I accepted her offer, since that was the only thing she was willing to offer me. Since I still had to make the ends meet on my new financial situation, I came across a company called Billshark, which promised to help customers to get bills lowered, and I filled an online application to have them request a lower rate from Spectrum since I was unable to negotiate that rate on my own. On 4/3/2020 I received an email from Spectrum advising me of a new promotional rate of \$49.99 on my services, the same promotion that Christina refused to provide on 3/19/2020. Rather than working with me to change my rate, Spectrum only changed my account to the promotional rate after intervention from a third party, leaving me with an invoice in the amount of \$96.00 to Billshark. This additional expense during this time of financial crisis could have been prevented if Spectrum worked directly with me on 3/19/2020 when I spoke with Christina.

Today I received a call from Rodney Lawrence from Spectrum, in response to a previous complaint I made to the FCC, and I explained to him that a third party was able to negotiate my plan after I asked Spectrum for the same negotiation and that request was denied by Spectrum's representative Christina on 3/19/2020, Rodney said that I should have requested Spectrum (or Christina) to transfer me to the disconnections department in order to get the promotion. I explained to him that as a customer, I was not advised by Christina or any other representative to ask to be transferred to disconnections, or else I would have asked for that department, and again Rodney refused to give me a credit for Spectrum's unwillingness to work with me, stating that Spectrum has nothing to do with that. It's Spectrum's responsibility to work with customers, since they are the provider and they are not taking responsibility on their actions.

Ticket: # 3927532 - Disconnection

Date: 4/13/2020 9:33:10 PM

City/State/Zip: Yonkers, New York 10701

Company Complaining About: Optimum

Description

The company is not respecting the president and governors order due to the covid-19 pandemic and disconnected my services and charged fees on the 27th

Ticket: # 3927558 - Fox “news”

Date: 4/13/2020 10:11:45 PM

City/State/Zip: Streamwood, Illinois 60107

Description

Calling the coronavirus a democratic hoax. How many people have died??? Enough said

Ticket: # 3927565 - Fox news false calm

Date: 4/13/2020 10:19:36 PM

City/State/Zip: Clovis, California 93611

Description

I live in clovis California and I live with my mom and her boyfriend. My mom is almost 70. 1951. So pretty close. And her bf is a yr behind her. They are fox news addicts. I have to watch it with them. I am 37. During dinner every night they religiously watch hannity at 6 during dinner and a show or 2 around that time. Usually Laura. I had to literally take there keys away from them and tell them they could or should not being going out. Both r not in good shape. If they were to get covid-19 I am 99.9% sure they would not make it. I almost had to call the police when I took there keys. Please stop calling this like u have. In the last wk I believe there has been 150 more cases. We are over 200 now. I will not lose my mother .. i hope you stop this and let me have my family back. Because of hannity especially i can not talk to them about anything. It's all fake fake fake. I have never been so far from my mother and her bf now has put so much hate in this house. We dont have dinner together anymore. This is not what god would want. You say your religion is good. God does not hate like this. God loves. I hope you truly fix this. I have to deal with this every night. You are tearing this world apart . Mostly family's that dont agree with another. Let alone giving miss information. Please stop. Facts only for my mom! I love my mother and do not want to fight with her or lose her.

Thank you

(b) (6)

Ticket: # 3927567 - Verizon Internet

Date: 4/13/2020 10:22:04 PM

City/State/Zip: Starlight, Pennsylvania 18461

Company Complaining About: Verizon

Description

I pay \$80 per month for 3Mb/s but speeds during Covid-19 have dropped to 0Mb/s. Broadband high speed is 25Mb/s minimum yet Verizon is happy to take my \$1000 dollars a year for crappy dialup internet. With Covid-19, it highlights more than ever the disparity between urban vs rural while Hans Vestberg made \$22,2 million in salary as CEO Verizon.

Ticket: # 3927571 - Comcast CBS Disney and ATT TV news disinformation

Date: 4/13/2020 10:27:31 PM

City/State/Zip: Key West, Florida 33040

Company Complaining About: AT&T

Description

I know I can change the channel but it seems to me that all of these carriers and networks are bombarding Americans with outright lies on the COVID 19 pandemic. This is harmful to public health and well being. What can you do to fix this situation short of violating the first amendment?

Ticket: # 3927584 - Billing

Date: 4/13/2020 10:51:35 PM

City/State/Zip: San Diego, California 92123

Company Complaining About: Verizon Wireless

Description

I have spoken with Verizon during this time of need and have asked them to reduce my bill while I'm not utilizing my "Unlimited Data". The issue lies within the fact that my current plan is grandfathered which means that if I lower my plan to something cheaper, I will not be able to reenroll when the COVID era is over. I would simply change plans if I was in a current plan but I would very much like to keep the benefits of the plan I have now, once I'm able to use data and live a normal life again. This catch 22 creates a conflict of interest and a competitive advantage for Verizon and they are unwilling to accommodate me for a couple months. I haven't asked for free bills, what I have asked for is to be compensated in some form or fashion while we're all going through this. I have read of numerous other carriers who are reducing bills and giving credits whereas Verizon seems to not be addressing the issue. It's extremely disappointing and I will probably look elsewhere when this is all over. This is not a customer service issue, this is a Consumer Rights issue that I plan on taking up with them for as long as it takes.

Ticket: # 3927589 - Suddenlink Internet Speeds**Date:** 4/13/2020 10:55:58 PM**City/State/Zip:** Sophia, West Virginia 25921**Company Complaining About:** Sudden Link

Description

For the past few weeks, our internet has been *awful*. At first it was constantly cutting out, then we got a new (lower quality) router which hasn't been cutting out but has been managing no more than 10 Mbps, usually down in the 2-5 range. Not to mention that the reason we had the good router to begin with was because we were paying for a 1 Gbps plan that representatives recently said doesn't actually exist. So not only were we paying for something that doesn't exist, but we are also paying for speeds that are barely enough for low quality Youtube videos, and during a global pandemic, this is unacceptable.

Ticket: # 3927590 - Att made damage to my property

Date: 4/13/2020 10:56:09 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: AT&T

Description

Hello my name is (b) (6) I have issue with ATT they lay down internet line across my lawn today and after they left I discovered they mess up my grass and broke my sprinkle line now I have mess front of my home . I called them and they keep transfer me and they told me they don't do repairs on water sprinkle lines.

I already paid last year they did similar issue on my other sprinkle. I am getting upset how come they can get accountable for this.

So I am reaching to you see if you can help me or lead me to right direction. With all the covid issues I am trying not to go anywhere. I will appreciate it if you could help me

(b) (6)

Ticket: # 3927613 - Spectrum Charter

Date: 4/13/2020 11:42:28 PM

City/State/Zip: Los Angeles, California 90006

Company Complaining About: Spectrum

Description

I am very angry at my tv provider, i cancelled to on April 7th and wasn't even informed about the charges i was going to be receiving if i cancelled 2 days after my new billing cycle began! Apparently its a new rule they have which is why they should inform their customers when they call to cancel! We are trying to cut down on our bills in the middle of this pandemic crisis and they should be ashamed of stealing from people at times like this! I will not pay 30 days of service for only 2 days that i used of the cycle! Its a steal!!! Its inhumane!! Please help! I am in desperate need right now! Thanks for listening! I just wish to be only charged for 2 days of service. Not pay \$107 for a 2 day service. Please help!

Ticket: # 3927623 - Internet Disruption and Disconnection.

Date: 4/13/2020 11:48:51 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: AT&T

Description

AT&T disconnected my internet on March 14 after I had called and Upgraded my plan this cost me a whole week of work because with the effects of COVID-19 I have to work from home and my 5 year old lost a whole week of virtual learning. They said they would restore my service on March 18, 2020 and one showed up neither did they. I ended up returning their equipment and got internet with a different service company so I don't continue to miss work. I want to make it clear that I have never missed a single payment for my services I have been a customer for over 8 years with At&T and have heard wireless, directv and internet. I find this strange and ill. I'm asking my one week missed work week be paid by AT&T now I'm behind on my mortgage because of this action. I paid \$70.00 connection fee for new service that I otherwise would not have paid.

Ticket: # 3927630 - False Information / Bias in Broadcast News (CNN)

Date: 4/13/2020 11:54:10 PM

City/State/Zip: Aliquippa, Pennsylvania 15001

Description

On April 13th, the federal government's coronavirus task force gave a nationwide briefing on the ongoing public health emergency, as well as its effects on the U.S. and global economies. The briefing included a review of the government's efforts at combatting the spread of COVID-19, as well as continued efforts to that effect. In addition, the task force discussed economic stimulus efforts relating to the lockdown affecting most of the nation. On CNN's broadcast feed, a number of false and misleading statements were made concerning items addressed by President Trump. While broadcast journalists have a broad latitude to work under FCC rules, intentional bias is prohibited. Furthermore, broadcast journalists are prohibited from airing false information - particularly, when that information pertains to the health and safety of the public. The statements published by CNN contain false information that jeopardizes the public health by making them question the federal government authorities in a time of great crisis. Additionally, the statements serve to impugn our leadership and parrot criticisms made by Chinese state media (which is under ongoing investigation by the FCC).

Ticket: # 3927639 - Fox News

Date: 4/14/2020 12:01:33 AM

City/State/Zip: Madisonville, Texas 77864

Description

Fox news calling the Corona Virus a hoax

Ticket: # 3927649 - Fox News Hoax

Date: 4/14/2020 12:17:12 AM

City/State/Zip: Central Valley, New York 10917

Description

I'm filling a complaint that fox news or so many Americans at risk sharing that Covid-19 was a hoax. They need to be held accountable.

Ticket: # 3927662 - Corona Virus White House Briefings

Date: 4/14/2020 12:34:19 AM

City/State/Zip: The Woodlands, Texas 77389

Description

Enough with the misinformation from the lying orange man. Today he was like a deranged toddler, stop airing his tantrums and misinformation, real lives are at stake.

Ticket: # 3927665 - Xfinity Internet goes out everytime it rains

Date: 4/14/2020 12:42:34 AM

City/State/Zip: Southfield, Michigan 48034

Company Complaining About: Comcast

Description

(b) (6)

I contacted xfinity support several times with no resolution. I advised the internet always goes out whenever it rains but they continued to blame my hardware for the issue when I have mint condition equipment that was previously inspected by techs that was in good standing. The reps made me wait almost 2 hours on 04/14 to no resolution. We need internet to work from home and the children need it for school during COVID. Comcast didn't seem to grasp the importance of this.

Ticket: # 3927674 - COVID 19

Date: 4/14/2020 12:50:45 AM

City/State/Zip: Tucson, Arizona 85748

Company Complaining About: AT&T

Description

Fox News publicly state that the virus was a Hoax and put millions of people in jeopardy because of their foolish and unfounded reporting. They should be shut down.

Ticket: # 3927680 - Covid-19

Date: 4/14/2020 1:13:06 AM

City/State/Zip: Wheatley Heights, New York 11798

Company Complaining About: Verizon Wireless

Description

I am a Verizon wireless prepaid customer. Verizon did not offer or allow prepaid customer any options to remain connected if the customer doesn't have the funds to pay for services. Which seem discriminatory. No service extension options were made available. My service has been interrupted.

Ticket: # 3927687 - Unable to view Massachusetts Governor's announcements

Date: 4/14/2020 1:54:49 AM

City/State/Zip: Fall River, Massachusetts 02720

Company Complaining About: Comcast

Description

I live in Fall River, Massachusetts. I have Comcast Cable television. I am unable to view Boston's NBC, ABC, or CBS affiliate stations. Any attempt to do so redirects to the local Rhode Island stations. Fall River lies geographically closer to Providence, RI and Comcast has blocked access to Boston Stations apparently because of "Markets" but Information from Rhode Island stations is useless to assisting us with Vital, State Specific news Especially during the current Pandemic. The residents of Fall River need to be able to hear OUR Governor and Emergency management personnel, Rhode Island cannot help us.

Ticket: # 3927693 - Optimum cable are thieves and scams

Date: 4/14/2020 2:07:12 AM

City/State/Zip: Totowa, New Jersey 07512

Company Complaining About: Optimum

Description

This cable company has been over charging me every month and they had shut off my cable last night April 12 th 2020. As of March 16th no cable company was allowed to shut off cable because of the coronavirus lockdown and they shut mine off and demanded 260.00 to have it back on. There is no way to get in contact with them and when we finally do, they hang up. I would like some type of refund since I'm not working. Thank you.

Ticket: # 3927694 - Coronavirus Scam by Frontier: Part 2**Date:** 4/14/2020 2:10:03 AM**City/State/Zip:** West Covina, California 91790**Company Complaining About:** Frontier Communications

Description

Today I was contacted by the Frontier representative who has been handling my first FCC claim, Michelle (b) (6). In response to Frontier's investigation of the issue, she said that Frontier has now adjusted the overcharge of \$240. Frontier admitted that the overcharge was a system error on my account; the PDF attached displays evidence of Frontier saying this in their response email. However, they are now asking me for \$110. I then proceeded to ask what the \$110 charge was for, and she told me it was a service charge for the month of April, from 4/1/2020 to 4/30/2020. Michelle then continued to tell me that Frontier's policy does not allow her to charge partially, and that their policy does not allow her to make adjustments.

I said, you can not enforce your policy in this situation, because it is a special circumstance where I did not choose to cancel my services, rather, I was forced by Frontier to cancel on 4/7/2020. When I had previously contacted them in efforts to fix the overcharge on my bill, they then forced me to cancel by leaving me no choice: either to pay the overcharge for the entire month of April, or cancel, during this current coronavirus pandemic.

Frontier made a billing mistake that forced me to cancel my account on 4/7/2020 (cancellation (b) (6)). Now they are finally admitting to that mistake, but still want me to pay for the entire month of April. If it was not for them making the mistake and not listening to me when I tried to tell them about it, I would still have my services with Frontier. They now want me to pay for the entire month of April when I should only be paying for the services I had from 4/1/2020 to 4/7/2020 when they were the ones who created this entire problem in the first place. If I pay them this charge, I will be paying for two separate providers, which is not fair. Today I received an email from Frontier saying that they have shipped me a box to return my equipment and to send it back as soon as possible. How am I supposed to be paying for a service that I do not even have equipment for. They want to charge me, but at the same time they shipped me a box to return my equipment.

Everytime I deal with Frontier regarding this problem, I feel like they have no idea what is happening currently in America. They are just working remotely from home and getting their salary at the end of the month. Most Americans have lost their jobs during the coronavirus pandemic and are waiting for government assistance. Like I had said in my previous claim, all I want is for Frontier to leave me alone. I have enough financial problems and stress. I just want the FCC to stop these communication companies from deliberately scamming people legally, especially during this current crisis. I have two full time college students who are now remote learning. Nowadays, the internet has become more essential than food and water.

Ticket: # 3927702 - Keep customers connected pledge

Date: 4/14/2020 2:48:15 AM

City/State/Zip: Surprise, Arizona 85379

Company Complaining About: Sprint

Description

Hello. I have Sprint cell phones and service and they signed the keep customers connected pledge and tonight they shut my phone and my two kids phones off for being 1 month behind. On their Facebook under visitor posts I am not the only one they have shut off for not being able to pay due to being out of work due to covid-19. Now I have no way to communicate with drs, my kids teachers, friends and family. I am out of work right now and don't have \$300 to pay for my cell phones. We should not be shut off since they signed the pledge but Sprint is shutting off anyone who doesn't have the ability to pay due to this pandemic. It's not fair at all. We need to be able to communicate while we are in a stay at home order and most of us can't work and awaiting unemployment and the stimulus money. I am in tears as this is our only means of communication since I don't have a home phone. We only use cell phones. Please help us.

[Ticket: # 3927731 - Networks not airing presidential covid virus briefings during a national emergency](#)

Date: 4/14/2020 7:00:37 AM

City/State/Zip: Cayuga, New York 13034

Company Complaining About: Cbs ,nbc ,abc

Description

ABC , NBC ,AND CBS are not airing broadcast of the presidential briefing during a national emergency . I do not have satellite or cable TV and totally depend on open air digital antenna

Ticket: # 3927736 - Fox calls Covid a Hoax

Date: 4/14/2020 7:06:54 AM

City/State/Zip: Redmond, Washington 98053

Description

Fox News continues to endanger and misinform the public. This time it was when one of their on air personalities called Covid a hoax by Democrats and the other on air personality appeared to agree with her.

As someone in the Seattle area, where people were DYING while they were saying this, I am astounded that we have let them get to this point.

Ticket: # 3927738 - Take FOX NEWS off the AIR.

Date: 4/14/2020 7:15:57 AM

City/State/Zip: Rockport, Indiana 47635

Company Complaining About: AT&T

Description

- 1) FOX NEWS is the propaganda arm of Donald J Trump.
- 2) FOX NEWS lies and is the cause of countless unnecessary deaths during the Pandemic.
- 3) FOX NEWS should be held responsible and prosecuted for misinforming the public
- 4) REMOVE LAURA INGRAHAM, SEAN HANNITY, TUCKER CARLSON, MARK LEVIN, JEANINE PIRRO, JESSE WATTERS, GREG GUFFOLD, THE FIVE, FOX AND FRIENDS, PETER DOOCEY, and THE OTHER GUY.
- 5) FCC NEEDS TO IMPOSE SANCTIONS AGAINST THEM FOR MISUSING THEIR BROADCASTS TO SPREAD DEBUNKED CONSPIRACY THEORIES AND GASLIGHTING.
- 6) FOX NEWS IS A FASCIST TOTALITARIAN PROPAGANDA BROADCASTING STATION AND MUST BE REMOVED FOR THE HEALTH, SAFETY AND SECURITY OF THE UNITED STATES OF AMERICA.
- 7) FOX NEWS PROMOTES DEADLY AND DANGEROUS MESSAGING.

Ticket: # 3927752 - Political post on Facebook

Date: 4/14/2020 8:03:48 AM

City/State/Zip: Wilder, Kentucky 41071

Company Complaining About: Spectrum

Description

A post with video of Democratic nominee Joe Biden thanking Wisconsin for his win and him criticizing Republicans for what they did by not allowing mail in voting, which endangered voters during the pandemic. FB is trying to say that this goes against their community standards.

Ticket: # 3927759 - (b) (6)

Date: 4/14/2020 8:20:04 AM

City/State/Zip: Altoona, Pennsylvania 16601

Company Complaining About: Atlantic Broadband

Description

Fox News repeatedly has spread false information about COVID 19. They need to be held accountable for spreading this information to elderly and high risk populations.

[Ticket: # 3927815 - Michigan Govenor's Coronavirus speeches - WLUC TV 6 captioning](#)

Date: 4/14/2020 9:27:44 AM

City/State/Zip: Escanaba, Michigan 49829

Company Complaining About: Wluctv 6

Description

Does anyone even watch these captions? Most of the sentences don't make sense. They can't even get the Governor's name correct. Obviously not a LIVE captioner doing this. We should be doing better for our deaf and hard of hearing people.

[Ticket: # 3927817 - Michigan Govenor's Coronavirus speeches - WLUC TV 6 captioning](#)

Date: 4/14/2020 9:28:07 AM

City/State/Zip: Escanaba, Michigan 49829

Company Complaining About: Wluctv 6

Description

Does anyone even watch these captions? Most of the sentences don't make sense. They can't even get the Governor's name correct. Obviously not a LIVE captioner doing this. We should be doing better for our deaf and hard of hearing people.

Ticket: # 3927819 - Fox News COVID-19 Misinformation Complaint

Date: 4/14/2020 9:29:01 AM

Description

DATE SENT:

Mon Apr 13 13:05:04 2020

NAME:

(b) (6)

INFORMATION PRODUCT TITLE:

Fox News

INFORMATION PRODUCT DATE:

2/20 -4/20

SPECIFIC COMMENT:

Fox News has deliberately and systematically misrepresented the threat of Covid19 to people in the USA! They have called it a hoax, downplayed its severity, thereby using their station as a political enemy of the truth, putting people in this country in serious danger! This is IRRESPONSIBLE and they should be disciplined!!

SPECIFIC INFORMATION QUALITY GUIDELINE VIOLATED:

Privacy/transparency

ACTION FCC NEEDS TO TAKE:

Report the TRUTH or shut the station down! They cannot continue to be permitted to downplay down a pandemic, for political purposes! My son is an ER Dr and this pandemic is no joke! This station needs to STOP putting people's lives in danger for a political agenda!

PREFERRED METHOD OF RESPONSE:

email

POSTAL ADDRESS:

(b) (6)

EMAIL ADDRESS:

(b) (6)

Ticket: # 3927832 - Canceled lifeline phone

Date: 4/14/2020 9:33:12 AM

City/State/Zip: Parkers Lake, Kentucky 42647

Company Complaining About: Life Wireless

Description

I had lifeline phone service through Life wireless and despite the FCC ruling that said that they could not cancel lifeline service or require recertification during the CORONAVIRUS pandemic they canceled my service in March 2020. After being on hold unsuccessfully multiple times over a period of days I had the opportunity to go online and was no longer able to get into my Life Wireless account even to purchase minutes as the recording on my phone tells me when I try to make a call. I sent an email and after several more days they responded that they would have to speak to me. When I eventually got through they said that they sent paperwork for me to confirm my address that they never received back. I ask them to verify the address they sent it to and resend it since I never got it and they said they couldn't because my account could not be reactivated. Furthermore they said that they were not accepting new applications and that there was no way I could get service through them. In the rural Ky town of Stearns I am having difficulty finding another lifeline carrier to work with my phone and area. During this time of social distancing this has been a terrible burden to have my phone service disconnected as soon as it begins.

Ticket: # 3927838 - Sudden Link Outage

Date: 4/14/2020 9:36:02 AM

City/State/Zip: Lumberport, West Virginia 26386

Company Complaining About: Sudden Link

Description

She is calling about Sudden Link.

She is 84 years old.

She gets TV and Internet service from them.

She woke up yesterday and service was off.

She called Sudden Link, she left her name and number for return call.

She missed call; she was on a business call.

She called again, Sudden Link Representative said, there was an outage.

She called again and it was an automated service.

This is about COVID-19, her grandson can't get online for his school work.

She feels that she needs information about COVID-19.

She would like credit back for no service.

CTR414-phone

Ticket: # 3927852 - Caller ID Spoofing

Date: 4/14/2020 9:48:36 AM

City/State/Zip: Leesburg, Virginia 20176

Description

My cellphone number is being used in a caller ID spoofing that may be related to a COVID scam. Receiving calls from GA, FL, SC, VA, TX, OH, IN, NY, TN, and CT.

Ticket: # 3927890 - Boost Mobile - Keep America Connected

Date: 4/14/2020 10:05:48 AM

City/State/Zip: Memphis, Tennessee 38107

Company Complaining About: Boost Mobile

Description

Caller just called Boost Mobile about not being able to pay his bill this month due to the Pandemic - Covid 19. The home office at Boost Mobile told him he would have to call the FCC.

He was asking to not have to pay his bill this month due to the pandemic. ***CTR386-phone***

Ticket: # 3927894 - unfair practices

Date: 4/14/2020 10:07:00 AM

City/State/Zip: Helthrope, Maryland 21227

Company Complaining About: Comcast

Description

I am filing this complaint in regards to cable shut off without notice. (b) (6) currently owes a balance of \$575.91 with a past due amount of \$283.90. I have tried contacting customer service on the 4th of April 2020 at approximately 0927 hours eastern time to work with a customer service rep to try to resolve this issue in a fair way. I have sent a check out in the amount of \$283.90 via U.S.P.S Saturday 4/11/2020 to bring the past due amount current. My complaint is during this time of crises with the corona virus and jobs being shut down is to have some decency and warn us before just shutting off services or in other words down grading services so that they don't break the law. With this down grade we do not have access to normal news networks. I have talked to the rep and I have asked them to give her 1 more week since my check is in the mail to keep the normal service up and running and if my check does not get there then shut it off, but to have decency during this time and under these circumstances to give there customers some lead way. By doing what they have done and not able to work out an arrangement with me over the phone not only shows where they stand with there customers but also shows there greed and how they truly feel about there customers. During normal circumstances I can understand but what I do not understand as a business when over half the country is out of a job how they can not work with there customers in a more reasonable way. I would like them to restore my full service and if my check does not arrive within the week then take other measures and for them next time to warn us before they shut it off .

[Ticket: # 3927902 - Fox News](#)

Date: 4/14/2020 10:14:16 AM

City/State/Zip: Cape Coral, Florida 33909

Description

The lies about corona virus placed the lives of millions of Americans in danger.

Ticket: # 3927933 - Re: Request received: Russia pushing fake news using public airways

Date: 4/14/2020 10:25:56 AM

City/State/Zip: Bozeman, Montana 59715

Description

This is a follow-up to your previous request (b) (6) "Russia pushing fake news us..."

Hi,

I am following up on emails i sent in 2018 (below), but also due to concerns that given Broadcast Licenses are not being held to their responsibility to enhance the public good and understanding. Worse, Broadcast Licenses are being used to promote public harms, falsehoods, misunderstanding and hate. For example: false information about corona virus has cost many lives and our economy.

I write with little hope that you care or will do anything, but to register that the public good and public understanding is supposed to be the purpose of broadcasting licenses on public airwaves.

(b) (6) Family Nurse Practitioner

just FYI, have not heard what action FCC has initiated to ensure those granted licenses on public airways are in compliance with licensing regulations and their duty to provide a public good and serve the public interest.

I am concerned that at least some public airways are now used to promote and disperse information and opinions which cannot be supported by data or factual evidence, &/or a political agenda counter to the public good.

I realize the FCC may now be governed by those who have been part of the co-opting of our democracy through their ties to Verizon, Koch industries, the Mercers and the "right's" desire to amass power through divide and conquer politics, however, I hope for the sake of your children's' future or whatever is best in you, that you might consider how we might go the way of Rwanda or the third reich if hate based lies are allowed to continue on PUBLIC airways.

The public is generally misled because MOST still believe the Fairness Doctrine is in force and so if that is all they hear on their rural station it must be true!

Naive yes, but predicated on past regulations that gave them the precedent to trust their radios!

(b) (6)

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Ticket: # 3927969 - Billing Issues

Date: 4/14/2020 10:37:04 AM

City/State/Zip: Roanoke, Virginia 24016

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV
- He states he is not working
- He states he is waiting for UC
- He states they shut off his service
- He reached out to the carrier
- They advised he would need to pay his bill to have his service restored
- He states he needs to keep track of what the governor is saying about COVID-19
- He states he had to use his last bit of money to get the services restored
- The consumer states they need to keep all services on due to the pandemic

CTR405-phone

Ticket: # 3927997 - Spectrum TV issues

Date: 4/14/2020 10:51:19 AM

City/State/Zip: Elsmere, Kentucky 41018

Company Complaining About: Spectrum

Description

Consumer has Spectrum.

The picture will freeze with no audio.

The picture goes blank.

It has been happening for the past 2 to 3 weeks.

Consumer called Spectrum and they rebooted the box but it was unsuccessful.

Consumer wants the entire system to be checked because others are also having issues.

Consumer does not want a technician in her home due to COVID-19 but would like the provider to address her issue.

CTR404-phone

Ticket: # 3928020 - Windstream

Date: 4/14/2020 11:01:35 AM

City/State/Zip: Callahan, Florida 32011

Company Complaining About: Windstream Communications

Description

My wife and I were both laid off due to the pandemic, we have 2 children being homeschooled right now, and windstream cut off our internet this morning. From what i understand, they signed something stating that wouldnt happen.

Ticket: # 3928050 - NEED to Lower my Xfinity Bill

Date: 4/14/2020 11:09:51 AM

City/State/Zip: Oxford, Connecticut 06478

Company Complaining About: Comcast

Description

My Xfinity bill keeps charging me more and more with no notifications or other solutions available other than upgrading my contract! I have been dealing with this over the last few weeks to try to speak to a representative from my provider and no one is dealing with the issue at hand. Due to covid-19 they are limited staff. We have never missed a payment. my bill is up 60 dollars from

[Ticket: # 3928051 - Viacom-Nick Jr. pulled programming](#)

Date: 4/14/2020 11:10:34 AM

City/State/Zip: Bethesda, Maryland 20814

Company Complaining About: Viacom

Description

Seems Viacom has pulled some of its most popular program from Nick Jr just as the Pandemic was declared and now only offers them via its pay service Noggin. Dora the Explorer, The Adventures of Paddington, Wallykazam, and others were inexplicably pulled from their regular lineup just as schools were shut, but we didn't notice for a while as we tend to watch from our DVR and noticed there were no new episodes. This seems VERY WRONG.

Ticket: # 3928228 - AT&T Service Issues

Date: 4/14/2020 12:13:10 PM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: AT&T

Description

She is calling about someone cut her line down.

Her provider is AT&T.

She had phone and internet service.

ARCO cut the whole pole down.

She called AT&T about this issue.

AT&T said, to call FCC.

She said, she has a child home, that is home school.

She is calling to get service back on.

She needs service for child and COVID-19.

The number that is out of service is: (b) (6)

CTR414-phone

Ticket: # 3928250 - Charter Spectrum Customer Service and Payment Processing Problems/Disconnection of ALL Services - Covid-19

Date: 4/14/2020 12:18:22 PM

City/State/Zip: Morganfield, Kentucky 42437

Company Complaining About: Charter

Description

The consumer stated that she has TV, Internet, and Phone services through Charter Spectrum. She is a handicapped and disabled senior citizen.

The consumer stated that she and a lot of people, in her area, have a problem with a payment location, for Charter Spectrum. This location is in Henderson, KY ... on Klutey Drive. She stated that the people in this store are extremely rude and unhelpful. She stated that they will not take debit cards, they will not take a money order, they do not take checks, etc. They demand cash for every payment. She stated that there are no Kiosk machines in this location so she refuses to pay them in cash because there is no record/receipt provided, by this staff.

She stated that when she in the store, she provided them with a money order. They told her that they only take cash. She left her money order on the counter and advised the customer service rep that she considered her account paid and began to walk out. The customer service rep then immediately changed her mind, she then accepted that payment!

She stated that there was an elderly man that came in and wanted to pay with his debit card, they refused his card. His only transportation was the city bus and the bus had already left. He had to wait over an hour for another bus.

She stated that these people are very mean and extremely rude at this location.

She stated that last month, it took two money orders for them to record her payment. She mailed the money order on the third, when she received her social security. Charter called her on the 17th of March and stated that they had not received her payment. She went to the bank. The bank reissued the money order but charged her \$25.00 to stop payment on the money order. She mailed this payment on the 17th of March. On the 18th, they tried to process the first money order. The bank refused this money order because it had been reported as lost or stolen. She stated that Charter does not have their act together at all. She stated that they then disconnected her service and they should have had notes that showed they took too long or lost the first money order. They then processed the second money order on March 28, 2020. They called her to let her know about a \$25.00 charge for the cancellation of the first money order. She stated that she told them that this was their fault and it is a money order that was submitted by a reputable bank and it is not her fault that they did not timely process the first one. They then waived the \$25.00 fee.

She stated that she mailed a money order on April 3, 2020 and sent it certified mail that would be delivered on April 6, 2020. It required Charter's signature. She did not receive the return signature card back. Her service was disconnected on April 9, 2020. She stated that even though they gave

the FCC Chairman a pledge to keep phone and internet services running, due to Covid-19, she had NO services, at all.

She called Charter on the 10th of April. She stated that the woman rep on the phone was very mad and unkind and asked why in the world she would send her payment to them with a signature required. She advised her that this is the only way that she can prove that it was mailed to them!

She stated that she can get her bill one day and then receive the late notice the next day. She receives her Social Security at the beginning of the month and she mails her payment on the 3rd of every month. She is not certain how to work with Charter or their staff because traveling 23 miles to the store location, mentioned above, has not helped at all. Mailing the payment does not result in the payment being posted on the day it is received...even though it is a money order.

She does not have a debit card so this is the mechanism that she has to pay her bills. - Money orders or Cash!

The consumer also stated that at 2:00 am, her TV service went out again! She called them once again. She stated that they rebooted the box. They called her back at 6:30 am and asked if she still needed a tech to respond. She advised them that the service was back up.

She stated that she does not mind going to the Henderson, KY office but that they need to make big changes there for all of the consumers in her area because these people do not care and they are very nasty!

Ticket: # 3928280 - Rate Increase

Date: 4/14/2020 12:31:10 PM

City/State/Zip: Seal Beach, California 90740

Company Complaining About: Spectrum

Description

I just received my Spectrum bill and noticed a \$10 increase. I contacted Spectrum and was informed they increased their internet service in February to cover their costs. We are in the middle of COVID-19 pandemic and this increase could not have come at a worse time! I am currently unemployed (as most people) and need the internet to file for unemployment and apply for jobs. I do not understand how Spectrum justifies a rate increase when their service remains the same! Service hasn't improved! Unfortunately, consumers are left with NO CHOICE then to pay for increases if they need internet service and they take full advantage of this!

Ticket: # 3928329 - unreliable service

Date: 4/14/2020 12:46:14 PM

City/State/Zip: 14775 El Monte Rd, California 92040

Company Complaining About: AT&T

Description

This month we have been without telephone or internet for 2 full days. Not having cell phone coverage, we are seniors helpless as to no alternatives. The rest of the days our internet service is as slow as "dial up" DOS used to be. Eat breakfast while loading.

They have excuses, however they also are in the business and have to meet minimum standards and reliability as well.

During this phony Pandemic, business has been hit very hard and adjusting with the help of taxpayers, to make it.

AT&T does not adjusting, just sends their bills and makes no adjustments for the failure to perform.

This is nothing new to me and AT&T has become a bloated public company with tentacles in other "competing" fields.

Why they continue to exist in this state is curious. Is there monitoring and oversight?

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3928361 - Termination of Service during COVID 19 Outbreak

Date: 4/14/2020 12:57:02 PM

City/State/Zip: Patterson, New Jersey 07522

Company Complaining About: Optimum

Description

Consumer's service was cut off for non payment even though the governor had ordered the companies to not do this during the COVID 19 outbreak.

Consumer asks that service be restored.***CTR412-phone***

Ticket: # 3928382 - Frontier communications

Date: 4/14/2020 1:05:03 PM

City/State/Zip: Brandon, Florida 33511

Company Complaining About: Frontier Communications

Description

Sending out disconnect letters and making collection calls during pandemic in tampa Florida

Ticket: # 3928441 - Early termination fees for poor service

Date: 4/14/2020 1:28:33 PM

City/State/Zip: Fayetteville, Georgia 30214

Company Complaining About: AT&T

Description

DirectTV is charging me early cancellation fees because I want better service, a competing company, Comcast, has gigabit internet service while DirectTV has just 18 mbps down, I wanted better service and this was the maximum they had available, and now they are charging me to go to another company. Adrian, the supervisor, has stated that there is more that she could do, but there At&T has a strict policy of not letting people out a contract. I only wanted to get rid of the internet service, not the entire service. Lastly, we are in the middle of a pandemic and AT&T is continuing predatory practices that will only exacerbate this crisis and further disenfranchise consumers struggling during time of crisis by locking those consumers into predatory contracts and denying their consumers better service, because they would make more money from the early termination of their contracts.

Ticket: # 3928457 - Emergency Communications Negligence During a Global Pandemic

Date: 4/14/2020 1:34:22 PM

City/State/Zip: Santa Cruz, California 95062

Company Complaining About: AT&T

Description

AT&T has not yet repaired a severed fiber-optic cable after twelve days of postponing my need during a global pandemic. This is causing me stress and anxiety, panic attacks from fears of losing employment, inability to connect with loved ones and Zoom groups, and lack of being able to support a traumatized friend who lost a boyfriend this last Friday from COVID-19 related suicide.

Ticket: # 3928466 - AT&T Wireless service --AT&T says they are "unable" to cancel my service b/c of COVID

Date: 4/14/2020 1:36:05 PM

City/State/Zip: Birmingham, Alabama 35212

Company Complaining About: AT&T

Description

I called AT&T to cancel my prepaid phone service and shut down the phone number. After 2 hour hold, a supervisor said that at this time, b/c of COVID, they "don't have the tools to suspend or cancel service." The supervisor (Claudia--ID#CS050G) gave me an alternate route so that I'm not paying the \$ every month, but that is not the same as canceling service which should be my prerogative. I went to my online account for this phone and there is nowhere on the website to cancel the service (confirmed by Claudia). This seems to be a case where a company is holding a consumer hostage, and that should never be the case. No matter how many "supervisors" I spoke with, no one seemed to have the authority to cancel my service as requested. NOT COOL! Please note this complaint is against the Prepaid division of AT&T. It is not for my home phone or my regular cell phone.

Ticket: # 3928498 - Billing account transfer interference

Date: 4/14/2020 1:44:19 PM

City/State/Zip: Kansas City, Missouri 64131

Company Complaining About: AT&T

Description

I have spoken to AT&T numerous times over the last week in an attempt to have my account billing responsibility transferred to allow for porting to another provider. First I was advised that we had to do this online through 2 different sites (ATT.com/tobr and ATT.com/supersede & /Accept) both failed. On my fifth call I was advised that an indicator would not allow my transfer with out a change order. I waited over an hour to speak with someone to get this indicator removed. We then were referred back to the website which allowed us to complete only half of the transaction. We received an error stating they were unable to complete the request and to again call 800 331 0500. Then we were advised a trouble report would be filed only to get the same response. They were unable to complete the request, please call. After numerous calls they then advised it because the office handling these transferred was closed due to CoVid 19 response. I feel that we should still be able to change carriers even it takes longer, especially when we are trying to be proactive to manage our funds. I do not understand how it allows for competition to close these departments and not allow consumers to chose their carrier.

Ticket: # 3928554 - optimum

Date: 4/14/2020 1:59:45 PM

City/State/Zip: Milford, Connecticut 06460

Description

Hello I do owned Restaurant in ct optimum the are my provider we shut down since may 17 for Covid-19 all vander the know what's Restaurant business going through and the understand the hardship! beside optimum. the sent me to collections.?

Ticket: # 3928564 - optimum

Date: 4/14/2020 2:00:58 PM

City/State/Zip: Milford, Connecticut 06460

Company Complaining About: Optimum

Description

Hello I do owned Restaurant in ct optimum the are my provider we shut down since may 17 for Covid-19 all vander the know what's Restaurant business going through and the understand the hardship! beside optimum. the sent me to collections.?

Ticket: # 3928640 - Local television channels

Date: 4/14/2020 2:21:01 PM

City/State/Zip: Cassopolis, Michigan 49031

Company Complaining About: Midwest Connections

Description

I live in southwest Michigan, am a Michigan resident, and I am forced to use South Bend, Indiana for my local channels. It has always been problematic and annoying, but now it creates legal and health issues. It is very difficult to get the latest information concerning COVID19 closures, lock downs, and other pertinent information through watching television. My local stations, that the FCC FORCES me to watch, are from Indiana. The vast majority of their reporting is about and for Indiana residents, leaving us Michigan residents in the dark. Obviously, we can get information through other sources, but this shows how archaic, out of date, and unnecessary your rules are on who gets what for their local channels. I am a Michigan resident, I want Michigan stations for my local channels. And please don't feed me any lines about weather alerts, etc. Your lack of concern for timely COVID19 news proves that you already know that local channel driven information is not vital in the least. Please relax your old fashioned rules pertaining to local channels and let people choose who they want through satellite, cable, fiber to home local channel selections. Thank you.

Ticket: # 3928653 - No Internet Service at Home during Covid-19.

Date: 4/14/2020 2:24:18 PM

City/State/Zip: Orange, New Jersey 07050

Company Complaining About: Comcast

Description

My the internet service that my mother and I have with Xfinity was disconnected on 12/28/19 because we cannot afford to pay the bill. We have been without internet at home for 3 and a half months. I have called Xfinity multiple times during the Covid-19 pandemic to arrange an affordable payment plan to restore the service because I am a Biology Major taking online classes during the pandemic, but they don't want to work with us and the account has accumulated several late fees. I hope you can help us.

Ticket: # 3928697 - Cable Service Interruptions

Date: 4/14/2020 2:33:16 PM

City/State/Zip: Washington, District Of Columbia 20019

Company Complaining About: Comcast

Description

Comcast is not holding to their agreement by not terminating customers essential services during this pandemic. Comcast is switching customer services to a Xfinity Assistance Plan and cutting off their cable, and demanding payment to restart services.

Ticket: # 3928720 - Att won't give me unlock code

Date: 4/14/2020 2:38:48 PM

City/State/Zip: Potosi, Missouri 63664

Company Complaining About: AT&T

Description

My mother died about 9 months ago. She gave me her cell phone. It paid for, no contract or anything owed. I have tried getting network unlock code. Att denies because it hasn't Ben active. I'm on a low income and can't afford to buy one. I have two kids and need this phone due to covid crisis. I have a life line Sim but no phone to put it in.

Ticket: # 3928735 - Directv won't give me local news channels / Pandemic info

Date: 4/14/2020 2:42:11 PM

City/State/Zip: Onsted, Michigan 49265

Company Complaining About: Directv

Description

Direct TV refuses to give me local Detroit , Michigan news channels . I live in Michigan and they give me Ohio news. Per FCC agent , they are authorized through significantly viewed stations list. They still refuse. I was instructed to file a complaint if they refused. I need Michigan information during this pandemic .

Ticket: # 3928786 - AT&T/Directv

Date: 4/14/2020 2:59:44 PM

City/State/Zip: Gilbert, Arizona 85298

Company Complaining About: Directv

Description

I had a service call to fix receivers that weren't working. The service ticket was incorrect and the tech had to call in to get it corrected before he could connect the replacement receivers. I now discover that AT&T/Directv have put me into a 2 year contract without my knowledge or acceptance. I'm also paying for MLS subscription with no actual programming since the season has been indefinitely suspended due to covid-19. I want the MLS charges refunded/stopped and I want the contract voided because I was never told about it and certainly never agreed to it.

Ticket: # 3928815 - Complaint against Fox News

Date: 4/14/2020 3:07:54 PM

City/State/Zip: Pasadena, California 91106

Company Complaining About: Charter

Description

The coronavirus plague is killing thousands of Americans daily. Scientists, doctors, and official health organizations told us from early January that this pandemic was serious and that the best way to prevent deaths was to test and isolate, the sooner the better to prevent spread.

Fox News hosts like Sean Hannity, Laura Ingraham, and Rush Limbaugh, dismissed the seriousness of COVID-19 and told their audiences that news coverage of the virus was hysterical and aimed at hurting Trump politically. This misinformation lead millions of Americans to avoid isolating, allowing the virus to spread, and leading directly to the horrifying death rates we are currently seeing countrywide.

We cannot allow networks that call themselves news providers to spread deadly false information that threatens the health and safety of the entire nation. Regulations must be created to punish people and networks who mislead the nation.

Ticket: # 3928833 - frequent internet outage, frequent lag spikes, wildly inconsistent bandwidth

Date: 4/14/2020 3:18:07 PM

City/State/Zip: San Diego, California 92103

Company Complaining About: Cox

Description

i called to inquire if there was internet outage in my area of San Diego (Bankers Hill), as my wife and i are required to work from home during COVID-19 outbreak... frequently i get MUCH less than advertised speed of 150mbps (some days it crawls at 5mbps (if that) and maybe a good day is almost 40mbps) and the ping is awfully inconsistent (9ms to spikes of 600ms). I spoke with neighbors and read other forums in my area and consistent issue is node for our neighborhood is inadequate, too congested to support us (4000 residents per sq.mile). FIX IT!! What are we paying \$150-200/mo for???? CSR said she will note my account but that all i can do is keep track of account outage and follow up with them. That's my job????? It shouldn't take a pandemic to force them to equip/set an infrastructure adequately that supports their claim of "gigablast speeds!!!!". I realize others may live in an area where they may not suffer the same congestion, but it's ridiculous to EVERY OTHER DAY have outages with no update from provider about provisions being put in place, or discounts/suspension of fees due to known inadequacies. Terrible communication from a company that is in the broadband communication business. Note: Prior pandemic, I experienced wildly inconsistent bandwidth while direct hardline, and no other devices or services running. I've had COX before, and lived in an area where service was remarkable which is why I stayed a customer this long, but this neighborhood I've moved into is poorly supported and it's hurts productivity for those of us who are students and work from home.

Ticket: # 3928885 - Cox Communication lies

Date: 4/14/2020 3:31:09 PM

City/State/Zip: Benson, Arizona 85602

Company Complaining About: Cox

Description

2 issues. First, we were paying for an internet speed that we were told we were getting, but we were not.

Second, we were told due to the COVID-19 outbreak and the stay at home order in AZ that we had 90 days to return the equipment when we changed service. Then, less than 2 weeks later, we get a bill for the equipment and then a phone call (after we broke the stay at home order to take it to a UPS store since they wouldn't cover shipping from home) threatening to turn the service back on if we didn't replace it.

Ticket: # 3928976 - Bundle

Date: 4/14/2020 4:01:26 PM

City/State/Zip: Fairfield, California 94533

Company Complaining About: Comcast

Description

She states that she called Comcast and ask them to change her service by downgrading her services due to the pandemic. She states that they called her back and told her that if she downgrades her bill will be the same, there will be no deduction in the bill. She states that she made a payment of \$100.00. She states that is all she could afford while we are in this pandemic and that the bill was \$223.00 for the past due. She also states that there was some conversations between her and Comcast . She got a call stating that she needed to pay \$123.00. On the 11th she was totally disconnected from all three services.

Ticket: # 3928977 - Wave G Taking Advantage of COVID-19

Date: 4/14/2020 4:01:46 PM

City/State/Zip: Seattle, Washington 98101

Company Complaining About: Wave Broadband

Description

Recently, Wave G informed me that they are increasing my internet bill by \$20/month. This was explained as the "ending of a promotion", but there was no indication when originally signing up with them that this was a promotion nor has this been listed on any of the bills received over the past year. On top of this, the way I was informed was via a small footer on a digital only version of the bill, which was hidden away and not easily accessible.

Ticket: # 3928982 - Comcast / Xfinity

Date: 4/14/2020 4:02:49 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

Hi, Comcast refuses to fix my internet connection. This problem is outside my home, not inside my home. In my opinion they're taking full advantage of Covid-19 by not fixing it aggregate bandwidth is reduced and ther hours saved on repairs would have to be incredible . I've called the 8 times. They won't fix it.

Ticket: # 3929002 - FCC agreement providing internet during pandemic

Date: 4/14/2020 4:08:14 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

Suddenlink has determined that while they have signed the agreement with the FCC to continue providing internet service during the pandemic, it only pertains to those infected with the coronavirus and not those affected and having to work from home. Service was disconnected and not going to be restored until payment made on the account.

Ticket: # 3929006 - Vulgar Language Used during Broadcast

Date: 4/14/2020 4:08:58 PM

City/State/Zip: Monroeville, New Jersey 08343

Description

Myself and My family are following the Covid-19 Pandemic Rules set forth by our local government, I have on Mike Missinelli Show on 97.5 the Fanatic in Philadelphia. My daughter was subject to a guest he had on the air, a supposed comedian who managed to use to F words and the male genitalia word twice. Their producer who is responsible for making sure such language doesn't make the air, Tyrone Johnson, lets the multiple profanity's on air!! I am outraged and demand the FCC look into this.

Ticket: # 3929040 - Metro PCS kept my money

Date: 4/14/2020 4:18:01 PM

City/State/Zip: Decatur, Georgia 30034

Company Complaining About: Metropcs

Description

I added a line through Metro PCS. not knowing that the very next day my hours will be cut in half I call Metro disconnected the line and was not giving any of my money back I call Metro PCS customer service again explain to them the situation and they told me that I would receive a full refund on Tuesday April 14th 2020 I did not receive the the refund that I was promised by Metro PCS customer service of \$66 this all happened during covid-19 and there is a stay-at-home order I was told by the company customer service that I would receive a full refund on a recorded line and when I call back they told me I had to go into the store in order to get a refund I feel like I've been baited and switched and if companies simply taking my money at this point I didn't even have the extra line 24 hours

Ticket: # 3929058 - Television Stations refusing to broadcast a president's COVID updates informing the Public

Date: 4/14/2020 4:20:37 PM

City/State/Zip: Jetersville, Virginia 23083

Company Complaining About: Tv Antenna

Description

I am a concerned citizen and was totally surprised how local TV stations WTVR Richmond, VA and WRIC Richmond, VA have chosen not to broadcast President Trump's COVID updates. I don't care what any one's political preference is however the Television stations have misinformed the public. There are many people who don't have high speed internet and rely on antenna TV / local channels who cannot afford Internet or are elderly. All citizens should be entitled to hear the President of the US and make those decisions for themselves. This is a very serious illness and has the potential for economic effects. No TV station should decide for the citizens and make that decision not to air. On top of that FOX 35 Richmond was the only station that would air it. However nationwide as soon as President Trump called out the media for their out and out lies with video proof on TV, Fox and any station that broadcasting nationally, cut the broadcast off. I was lucky enough to have my phone, but what about elderly or others who may that option? Who are the TV stations to decide for the people who they should hear updates from. This man is the President of the United States. This is disgraceful.

Ticket: # 3929067 - Fox News

Date: 4/14/2020 4:22:32 PM

City/State/Zip: Albuquerque, New Mexico 87109

Description

The misinformation about the Covid-19 virus put out by Fox News has endangered thousands of American lives and has cost some their lives by down playing the severity of the virus.

Ticket: # 3929093 - Cannot Pay bill or get anyone to assist

Date: 4/14/2020 4:29:16 PM

City/State/Zip: Bells, Tennessee 38006

Company Complaining About: AT&T

Description

This issue has been occurring for more than 2 years and now is exacerbated by COVID-19. We have multiple login's and UserID's for our ATT, AttCellular, and DirecTV accounts. When one is updated, the other two stop working. We have been customers for more than 20 years, and now are completely unable to pay our bill as the phone lines will not take automated payment calls and we are unable to login to any of our three accounts for home phone, cellular phone or satellite television services. This type of inattention to our issues is unacceptable as we have called multiple times and have spent countless hours on hold for no successful or permanent resolution.

Ticket: # 3929203 - Cox Communication High Speed Internet issues**Date:** 4/14/2020 5:11:26 PM**City/State/Zip:** Peoria, Arizona 85383**Company Complaining About:** Cox

Description

We have been experiencing Cox internet issues for at least 6 months but the last 2-3 months have gotten worse. The last month has been especially bad with covid-19 stay at home orders. At this point my wife is unable to do her online video teaching through the VIPKids app. This is hurting us financially as you only get paid if you teach. It is also hurting her reputation and her prospects for future teaching (since she is known as having an unusable video connection). I work for a major bank and have extreme issues with losing the network during important meetings or just doing my database work in general. We also are trying to do online learning for our school due to covid-19 shutdowns and now we are having major issues with getting assignments turned in on time and can't do any video conferencing with teachers or fellow students.

There is frustration in not being able to watch Netflix TV online for the family but the biggest concern is working from home and online schooling. We pay almost \$110 a month for the top tier and this service has been bad for months and we are not receiving the service that we pay for. We understand our neighborhood has a major capacity issue with the node and I am opening this complaint because we in our family are in desperation mode and hope this will move Cox to fix the node quickly.

Ticket: # 3929261 - Cox Internet is s cam

Date: 4/14/2020 5:37:34 PM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Cox

Description

Cox has been having issues that makes the internet useless during this pandemic and the issues were even around before it. They overcharge and overpromise and we the people must pay a high price for these services. Here in AZ there is no other competition for internet as the "competitor" has barely any resources or support from the AZ Gov. We are tired of this and need to have better services provided to us.

Ticket: # 3929381 - ATT Extortion

Date: 4/14/2020 6:38:55 PM

City/State/Zip: Delray Beach, Florida 33484

Company Complaining About: AT&T

Description

I have a go phone from AT&T which still has \$250 worth of minutes which I normally can roll them over each year as I have done for years past. I called today to roll over my existing minutes and was told because of the Coronavirus the representative could not roll them over but wanted me to pay \$25 to have them rolled over. He was not able to explain to me why I had to pay.

Ticket: # 3929423 - T-mobile

Date: 4/14/2020 7:10:29 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: T Mobile

Description

T-mobile has placed (b) (6) into a collections agency by the name of Amsher Collections Services for a kickbox in the amount of 132.57\$ The kickbox was returned on 10/14/2019 by (b) (6) to the UPS Store #1690 at 849 Hospital Drive, Douglasville, GA 30314-2412 at 12:58pm. The kickbox was received and signed by an individual on T-mobile dock on 10/16/2019, according to UPS. The initials are hard for me to read, however, I have enclosed proof by a document that I received from the UPS. The account number for the debt placed in Amsher Collection Services for this dispute is: (b) (6)

T-mobile was provided the Tracking #: 1(b) (6) CARRIER AND SERVICE: UPS GROUND WEIGHT: 2.20000LB. I provided T-mobile the tracking number over a month ago which they claim that they are unable to locate the kickbox. The tracking # was provided by me during a telephone call. (b) (6) does not owe \$132.57. If the box was misplaced on their dock, it is not his responsibility, it is the sole responsibility of T-mobile. (b) (6) is in danger of being placed into the credit bureau for no apparent reasons. I (b) (6) who is the authorized person on his tmobile account has spoken to Amsher Collection Service today and I was informed that they can not tell what the charges are for due to the pandemic of the COVID 19 and them working from home and not having access to the tmobile account itself. I find this very hard to believe. If the collection agency is pursuing the account then they should know what the charges are for. The address during the time of service was: (b) (6). Since then we have relocated.

Ticket: # 3929509 - Misleading information

Date: 4/14/2020 8:41:09 PM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: Xfinity

Description

I spoke to costumer service representative about disconnecting my service due to covid 19 I can no longer afford since no one in my house has a job right now and I collect social security. They waived my fees and my balance was told to be \$0.00 . Now they sent me a bill bigger than what I was paying \$644. They refuse to honor their word.

Ticket: # 3929530 - routine maintenace during business hours during covid at home

Date: 4/14/2020 9:02:44 PM

City/State/Zip: Irvine, California 92612

Company Complaining About: Cox

Description

COX set up a "routine scheduled maintence" In my neighborhood today while working at home quarantined. They took down the internet all day and it is still down at night after they all left. They will not answer the phone when i call they just play a recording saying to call back another time. There is no way to get any resolution they took my company completely offline with no warning.

Ticket: # 3929546 - Internet Disconnection 4-14-20

Date: 4/14/2020 9:19:27 PM

City/State/Zip: Wichita, Kansas 67212

Company Complaining About: Cox

Description

My family woke up this morning to know Internet. Cox communication had disconnected us for non payment. My son is on line schooling. My Legally Blind and Deaf sister that I'm a caregiver to Streams books on line to read to her. We have been told in the past we qualify for exemptions due to my Sisters disability. Cox Communication turned us off at midnight. 4-14-20 during Covid Virus. I live on my sisters income as her Caregiver. The month of April Kansas took out insurance money of \$400 for BACK PAYMENT ? I will be handling that on another complaint. But during the Pandemic no internet for my son or sister. I had to make a PAY AGREEMENT for April 28? Can this be true?

Ticket: # 3929552 - 98% STATIC!

Date: 4/14/2020 9:22:28 PM

City/State/Zip: Ocean View, Hawaii 96737-6810

Description

FOR 12-DAYS THE RADIO HAS BEEN 98% STATIC! I DO NOT HAVE ANY SMART DEVICES & MY DESKTOP COMPUTER HAS NO SPEAKERS! HOW CAN I HEAR THE NEWS REGARDING COVID-19 IN MY AREA IF THE RADIO STATION ISN'T WORKING PROPERLY?!

Ticket: # 3929562 - Re: Failure to broadcast National Network News at 5:30 pm

Date: 4/14/2020 9:37:09 PM

City/State/Zip: Las Vegas, Nevada 89149

Company Complaining About: Cox

Description

All of the local networks, ABC, NBC, CBS, are allowing a lengthy broadcast by the NV State Governor Sisolak to start at 5:10 pm on the local news broadcasts and run over and displace the national nightly news at 5:30 pm, on all three networks. Because the three networks are allowing Sisolak to spill over the national news at 5:30 pm, and they continue with this pattern of behavior day after day, I am making a complaint to the FCC against the three networks for violation of the must-carry rules of the Communications Act. As a cable subscriber, I am entitled to be able to view the national network news.

It is important to note that part of the deal that local broadcast stations make with the Federal Communications Commission is they must prove they are performing some public service in order to continue operating. This includes showing a minimum amount of children's educational programming, as well as agreeing to disseminate information to benefit the public such as that provided by the news. When broadcasters fail to uphold their end of the bargain, the FCC can subject them to fines or revoke their licenses.

It is important for members of the public to be able to see the national news, especially in this time of a national emergency and the threat to national security from the pandemic.

Ticket: # 3929569 - Billing

Date: 4/14/2020 9:45:18 PM

City/State/Zip: Eureka, California 95501

Company Complaining About: Sudden Link

Description

As COVID-19 shelter in place began, I realized my Internet use was spiking due to both my partner and myself working from home and teleconferencing several hours/day. Online, I increased my internet package with Suddenlink as recommended. Advertisement at the time reflected an approximate \$30 increase. My bill today is \$152 whereas last month was \$88. When attempting to explore the discrepancy with a Suddenlink agent I was unable to actually get any response even though I was connected to a agent via their Chat option online

Ticket: # 3929599 - Spectrum Cable and TV service charges after cancellation

Date: 4/14/2020 10:07:15 PM

City/State/Zip: Valencia, California 91354

Company Complaining About: Charter

Description

Charter has raised prices unreasonably, I had to cancel, cannot afford charges. Now Spectrum expects payment for equipment and service after the account had been closed/equipment returned and the no service rendered. Instead of contacting me to resolve my account sent it to Sunrise Collection. This was March 2020 I attempted to call them, could not get through Due to Covid 19, they refuse to adjust the account/help reverse ding to my credit. They care nothing about their customers.

Ticket: # 3929600 - Comcast could not complete my service plan change BUT they refused to put us back on our old plan

Date: 4/14/2020 10:08:40 PM

City/State/Zip: Columbia, Maryland 21045

Company Complaining About: Comcast

Description

I requested the Comcast Triple-play service because I was trying to lower my monthly bills, and because 3 different Comcast agents suggested this plan as a good option. However, I knew Comcast was having trouble porting my home phone number, which I insisted on keeping as part of the change.

I received a statement in the mail today indicating that all of my services, including internet and cable were about to be dropped. I called Comcast and told them "never mind" about switching to the triple play, and that I cannot be without internet since we are in COVID-19 isolation and my husband and I are rely on the internet to work, and our children rely on it to take college/high school classes.

Here's the big problem. Even though Comcast could not complete my triple play request, the agent said returning to my old plan was not an option. Instead, she offered me a similarly priced package that has fewer TV channels, and does not contain HBO and sports channels that I previously had.

I'm angry out of principal. Comcast was unable to process the request that their agents recommended to me....but when they are unable to hold up their end of the deal to port the phone number, they force me switch to a new plan and I end up getting less for the same price. How can this be okay? Comcast bullied me into taking a different plan because our family cannot afford to lose internet during the COVID-19 pandemic. Our incomes depends on us being able to work from home. I would like for Comcast to revert us back to my old plan at the price I was paying. Alternatively I would be very satisfied if Comcast was able to switch us to the triple play plan, but ONLY IF they can port our home number. Thank you for your time!

Ticket: # 3929612 - Xfinity

Date: 4/14/2020 10:29:40 PM

City/State/Zip: Bolton, Massachusetts 01740

Company Complaining About: Comcast

Description

Can you please investigate why xfinity charges every cable tv customer a mandatory \$8.95 per month regional sports fee? Is this legal? I never watch sports and find it illegal enough that I am required to pay this fee!! And now with the corona virus there are no sports so how do they get away with it!!!?????

Ticket: # 3929648 - NBC news providing biased coronavirus information

Date: 4/14/2020 11:17:22 PM

City/State/Zip: Woodland Hills, California 91365

Company Complaining About: Nbc

Description

NBC news is ignoring President Trump's coronavirus task force experts on its nightly news. Experts such as Dr Birx, Dr Giroir, Dr Fauci are being ignored on nightly NBC news shows. For instance Dr Giroir presented a plan today to re-open the country, but that was ignored. Additionally Treasury Secretary Mnuchin has been ignored when discussing the Payroll Protection Program. This is misinformation, lying by omission.

Ticket: # 3929667 - Payment Issues with Verizon during COVID-19**Date:** 4/15/2020 12:07:51 AM**City/State/Zip:** Jamaica, New York 11432**Company Complaining About:** Verizon Wireless

Description

I am a long time customer of Verizon. I am contacting you to complain about the completely callous and insensitive position I was put in today. This morning, I had found out that my Verizon line had been cut without being informed. When I called customer service to know why this had happened, the representative I had spoken with informed me that the line had been cut due to a build up for the past two months bill, March and April. As you very well know, these past two months have been very difficult for many people due to the current pandemic that we are undergoing. My wife and I are unable to work right now due to this outbreak. When I spoke with the representative about my dilemma, she informed me that I had no other option. I either had to pay my bill or have no connection. Even though I kept saying that we didn't have the money, she consistently asked how much could we pay. We were forced to pay \$100 with my wife's credit card. Even after we paid, we still had no connection. I called a second time to complain about why I didn't have any connection and the second representative that I spoke with forced me to create a payment plan, even though I had repeatedly stated that my wife and I have no job at this time and will not be able to pay. However, I had to create a payment plan regardless of this. I understand that I have to pay my bill and I have every intention of doing so, however I am complaining about the disgusting position I was put in. I am infuriated to see Verizon doing absolutely nothing for people who have no money or options due to this current situation, such as myself, and are instead trying to force me to pay money that I don't have. With a crisis like this it is important for people to be able to help each other and rely on one another. However, Verizon is being greedy and inconsiderate of our situations. This has been especially difficult for me because I have a son in the healthcare field currently working at a hospital and I was unable to keep in touch with him today while he is at the hospital. The complete lack of humanity that Verizon has shown me today is atrocious and inhumane and something needs to be done about this. I have no money to pay my rent or other bills, but I am being forced to pay \$100 just to be able to talk to my son working with COVID-19 patients.

I attempted to contact Verizon at first, however, their call center is currently over flown due to the current situation and they have no other viable form of communication.

Ticket: # 3929704 - Dropped calls

Date: 4/15/2020 2:06:39 AM

City/State/Zip: Memphis, Tennessee 38106

Company Complaining About: Sprint

Description

I'm having dropped calls. Called Sprint was transferred to Tech department without knowing phone was refreshed. Transferred to supervisor (was really nice, apologized because it was really noisy because she was home) She explained a tower had an issue and Sprint was having some sort of financial issue with a 3rd party to repair it and suggested I use wifi-calling which I pay 60.00 a month through another provider so why would I want to use my wifi for Sprint because they can't repair thy own property. I pay \$154.55 a month. I'm home due to Covid-19 and need to use my phone without it hanging up. It is not another providers problem to fix Sprint's problem at my cost. I don't understand how the FCC allows this behavior to continue. I pay for a service and I expect to be able to use it. I do know every service has issues but that is not my problem. If a tower is broken that is Sprint's problem. I have spent thousands since 2013. I just want to be able to use my phone. I shouldn't have to file a complaint with the FCC Sprint should be able to handle complaints themselves however you never hear back from anyone. The same problem all the time the tower is down. As a customer "What am I suppose to do?" The supervisor I spoke to was Cathy at 3:07pm central time, the next rep was Matt and he was offshore so I doubt that's his real name that's a whole other problem. Something has to be done. What do I do start a petition? Go to my Congressman? I'll be awaiting a respond. Thank you.

Ticket: # 3929719 - Service interruption

Date: 4/15/2020 3:20:45 AM

City/State/Zip: Allentown, Pennsylvania 18102

Company Complaining About: Sprint

Description

Sprint is shutting off phones during this covid 19 pandemic

Ticket: # 3929778 - Billing

Date: 4/15/2020 8:14:33 AM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Comcast

Description

I was told by combat my service would not be interrupted for 60 days due to the pandemic.....im trying to save my company and its 9 employees from losing their homes. Well with no notification my service was disrupted, my bill was increased significantly and now I cannot make the payment via automated or through the call center. They are requesting go into a location risking my health to do so. Appalling.

Ticket: # 3929871 - Equipment

Date: 4/15/2020 9:52:32 AM

City/State/Zip: Bronx, New York 10454

Company Complaining About: T Mobile

Description

Consumer is having problems with T-mobile. Consumer states that she used to be part of the T-mobile network but since she was constantly with no service she was force to change of provider, consumer states that she got a promotion where she got two Iphones and one galaxy device for free. Both of the Iphones were paid off within a month but the galaxy was a free phone. Yesterday that she try to make the pre-paid payment they were unable to add air time to the device because T-mobile has blocked the phone. Consumer wants her device to be unlock IMMEDIATELY. Consumer states that she will not pay anymore fees. Consumer wants to know why they block her phone during this pandemic going on. (Spanish assistant needed)

ctr408-phone

Ticket: # 3929885 - Internet down

Date: 4/15/2020 10:04:46 AM

City/State/Zip: Jacksonville, Florida 32208

Company Complaining About: Comcast

Description

My internet has a been down for 3 days I spoken w/Comcast they advised me they believed it was then equipment & scheduled a tech the tech said he could not bring a modem that they wouldn't have to ship it to me Due to the corona virus my kids are being homeschooled and I am working from home we need the internet working and I have paid for my service the agent I spoke with said that she wouldn't be expediting the shipping due to the missing homeschooling and me working but then the next agent said 7-10 days and was rude and hung up on me this is not how you treat a paying customers

Ticket: # 3929960 - Cox cable overcharging

Date: 4/15/2020 10:46:52 AM

City/State/Zip: National City, California 91950

Company Complaining About: Cox

Description

cox disconned my elderly mother internet services doing a pandemic as she is sheltering in place, with prior payments arrangement already set up.

during this pandemic, her cable bill have almost doubled.

Ticket: # 3929974 - Need faster speed

Date: 4/15/2020 10:50:48 AM

City/State/Zip: Lithia Springs, Georgia 30122

Company Complaining About: AT&T

Description

Currently ATT is the ONLY internet provider in my subdivision. With them being the only provider myself as well as other have made a request the ATT provide a faster service. The only speed available is Internet Basic 1.5 with up to 1.5 Mbps download. With the current pandemic situation many are forced to work from home including myself. This speed is not fast enough to allow me to work from home effectively without endangering my job because of performance. I have called ATT on many occasions requesting faster speeds and every time I call I have been told they are working on installing faster speed.

Ticket: # 3929977 - Complaint against my cell phone carrier

Date: 4/15/2020 10:51:38 AM

City/State/Zip: Birmingham, Alabama 35234

Company Complaining About: MetroPCS

Description

My phone company is metro pcs. My complaint against this company is, doing this crisis(coronavirus pandemic) only after a day not even 24hrs of my due date--my services were disconnected. I have always paid my bill on time; and i was looking for an extention. I only wanted ask them about an advertisement that supposedly would lower your bill because of their merging with another company. Instead of being gracious doing this time--they decided to turn their customers services off, WOW. Making it difficult to call my doctors office ,PS..I was going pay the bill. I thought it was some what expected of companies to be descent at this time. Please advise me on this. Thank you

Ticket: # 3930179 - was charged 160.00 directv bill & 375.00 at &t bill

Date: 4/15/2020 11:55:28 AM

City/State/Zip: Jena, Louisiana 71342

Company Complaining About: Directv

Description

DUE TO COVID-19 DIRECTV & AT & T ALERTED CUSTOMER'S THAT THEY EXTENDED SERVICES AND WOULD NOT CANCEL SERVICES DUE TO CUSTOMERS BEING LAID OFF , EVERYONE WAS TO BE GIVEN 60 DAYS TO PAY THEIR BILLS, MY SERVICES WERE CUT OFF DUE TO NON PAYMENT. ANY HELP IN THIS MATTER WOULD BE APPRECIATED,

Ticket: # 3930189 - No internet

Date: 4/15/2020 11:57:22 AM

City/State/Zip: Pendergrass, Georgia 30567

Company Complaining About: Comcast

Description

I moved to a new development home and there is no service for internet. Comcast service in my area and I called Comcast but told me they will not provide service. I rented a house one block away from my new home and it was Comcast. I don't understand why i can not get service. My kid goes to school and need internet. Please help me since we have to stay home because of this pandemic how will my kid go to school?

Ticket: # 3930212 - Sprint Keep America Connected - Covid 19

Date: 4/15/2020 12:01:39 PM

City/State/Zip: Bronx, New York 10469

Company Complaining About: Sprint

Description

Sprint Issue; They gave him to the 23rd of this month to pay his bill or they would shut it off. He is a senior citizen; without his phone he would simply die. They say that his bill is behind and he said that he does not have the means to pay them due to the Covid-19. His bill was not paid in full as of March 13. He has no income; he does not get SS and he was working prior to this part-time. Resolution the caller is seeking is for Sprint not to turn his phone off. ***CTR386-phone***

Ticket: # 3930216 - ongoing internet outages - known node issue N28

Date: 4/15/2020 12:03:02 PM

City/State/Zip: Elkton, Maryland 21921

Company Complaining About: Comcast

Description

I have had intermittent internet outages and drastically reduced internet speeds for 10 days. Comcast support refuses to acknowledge the issue and has wasted my valuable time in resetting modem and blaming my equipment. Two different field service technicians have come to my house (Kyle) 4/8 and (Bryan) 4/14. Both technicians told me there were node issues in my area and one even showed me his phone with the top ten problem nodes; my node, N28, was at the top of the list. IF the technician knew about this issue on 4/8, why is Comcast refusing to address the issue? On 4/14, technician Bryan told me that his area supervisor, Chris, was notified as well. Bryan told me that Comcast "comes out to fix the node, they think they have it fixed, they leave and the node goes down again and they aren't aware until customers complain".

The local comcast service team is aware of the issue but Comcast support agents still refuse to document and address the issue properly, take valuable time wasted by resetting modems. Bryan gave me his card and asked me to update him later the same day. I have texted him screen shots yesterday and today showing xFinity speed tests indicating my internet is completely down. But still no follow up from any Comcast employee. Both technicians confirmed that this issues is not related to the current pandemic.

Comcast should research the issue, communicate the problem to it's customers and let us know a timeline for resolution.

This is unacceptable service from Comcast.

Ticket: # 3930245 - Requesting refund of \$43.08 plus \$8 OC fee from ATT for removing funds from wrong account

Date: 4/15/2020 12:13:44 PM

City/State/Zip: Flagstaff, Arizona 86005

Company Complaining About: AT&T

Description

1. Due to the coronavirus, I switched payment method for my ATT prepaid phone service, well in advance of the April 14, 2020 scheduled withdrawal, removing the original payment method.
2. I received a "Success" Pop up verifying the new payment method. To my dismay, payment was taken from the original account. I notified ATT , but the billing manager did not resolve the problem. He stated I had to cancel my account and re-enroll for the new payment method to work. I went online again and did so.
3. But how do I know this error will not happen again? An ATT rep needs to email me to verify my checking account number has been removed and this mistake will not happen again.
4. I am requesting a refund of \$43.08, the \$8 overcharge fee from the bank and an old-fashioned apology.

Thank you,

(b) (6) widow

P.S. ATT, please secure/update your computer system. I don't want my checking account number stolen by the Russians if they hack you. Kindly make sure my checking account number has been completely removed from your system.

Ticket: # 3930319 - Internet and cable

Date: 4/15/2020 12:43:37 PM

City/State/Zip: Willis, Texas 77318

Company Complaining About: Sudden Link

Description

My family and I have been having issues with our internet and cable for months now at our second home in Willis, Texas. Now I understand that everyone is busy ever since Covid-19 started but we have been having issues with our cable and internet being out long before Covid-19 even started here in the United States. Suddenlink always tells us they have sent someone to go fix it and either they say they have gone to fix it or just don't show up. I feel like they are lying to us at this point and it is completely unacceptable along with it wasting our time going up there just to see if they fixed it. We are very unhappy customers and we aren't able to change our provider up there because suddenlink is the only provider there!!

Ticket: # 3930358 - Unsolicited robocall at 2:30 in the morning

Date: 4/15/2020 12:56:41 PM

City/State/Zip: Lore City, Ohio 43755

Company Complaining About: San Antonio Texas

Description

During this corona virus pandemic I received a robocall about student loans at 2:30 in the morning!!!!
A phone call at 2:30 in the morning during a pandemic I woke up immediately fearing someone had died!!!! Robocalls should be illegal and this particular one WILL HAVE CONSEQUENCES! I am filing suit against the company who used this number for some stupid student loan SPAM!!!!

Ticket: # 3930427 - Unwanted calls

Date: 4/15/2020 1:24:22 PM

City/State/Zip: Arlington, Massachusetts 02474

Company Complaining About: None

Description

I received a call from 401.636.5491. The caller did not introduce their company rather they immediately announced that they were reaching out to me to confirm the results of my covid19 test. I asked for a callback number and name of the caller and was informed that I could not call the party back and they would not provide their name unless I provided my name and date of birth to confirm my identity. It's worth noting that the caller did not address me by name at the start of the call, I did not take (nor has anyone in my household taken) a covid 19 test and my return call to the call number resulted in an automated message indicating voicemail had not been set up for the caller. Please investigate as I think this is a phishing scam.

[Ticket: # 3930436 - Cox Communications/Pandemic](#)

Date: 4/15/2020 1:25:45 PM

City/State/Zip: Manchester, Connecticut 06042

Company Complaining About: Cox

Description

Cox communications shut off my internet on April 15th, 2020. The account was past due 30 days. They are a signatory of the pledge to keep America connected during the pandemic. I reached out to them a week in advance to let them know, and I was still shut off. I had to pay past balance for reconnection during pandemic.

Ticket: # 3930526 - Xfinity

Date: 4/15/2020 1:51:11 PM

City/State/Zip: Chicago, Illinois 60620

Company Complaining About: Comcast

Description

Xfinity/Comcast has interrupted tv service for all past due customers due to this pandemic to protect themselves. Why? Whose gonna protect the customers? They are not making any exceptions to work with the customers. Even after they send letters stating differently.

Ticket: # 3930530 - Verizon Wireless Availability Complaint**Date:** 4/15/2020 1:52:54 PM**Company Complaining About:** Verizon Wireless

Description

Verizon has disconnected my cell service (on Easter Sunday) during this Coronavirus crisis. I previously had payment arrangements which failed for a number of reasons, including my not being able to work for several months due to a medical emergency. (Admittedly, I fell behind prior to the start of the virus. Verizon's argument is because my account is more than 150 days past due. I have had my account for several years.) Once I was ready to work, I started to work on collecting payments due to me as well as attempting to obtain temporary financing; unfortunately, the Coronavirus crisis kicked in and I am struggling to get by until the current stay-at-home order is lifted (May 20th).

I am still under medical care with my cardiologist and neurologist, and have attempted to work something out with Verizon to no avail. So in addition to having no cell service to stay connected with friends, I am unable to call my doctors or pharmacy. Would you point me in the right direction for assistance with this issue please?

Thank you in advance.

Regards,

N. (b) (6)

[REDACTED]

Ticket: # 3930551 - Verizon Availability Complaint

Date: 4/15/2020 1:59:59 PM

Company Complaining About: Verizon

Description

On March 13, 2020, Verizon agreed to participate in the 'Keep Americans Connected Pledge' due to the Covid-19 pandemic crisis.

On March 17, 2020 - my Verizon FIOS internet service was disconnected and I was unable to make arrangements.

Since it was disconnected, I have been continually asked in March and April, to return my equipment even though NYC has been under a strict stay at home order and I am unable to leave my home. I, like a majority of Americans, am suffering an economic hardship. Not having internet service during this time, has been detrimental to my day to day life under quarantine with a 3 year toddler. I am unable to access basic information such as staying informed with news about this pandemic, unable to provide entertainment options for my son, unable to stay connected with family/friends through videochat, and incapable of doing research or applying for any work from home opportunities. I am requesting, in good faith, for Verizon to restore my service for the timeframe by which Verizon agreed to under the national pledge. As a participant in the Lifeline program, it is unjustifiable that Verizon would agree to such a pledge but not honor for customers who are facing even more dire circumstances in comparison to others. The Bronx is one of the areas most severely affected by the pandemic in NYC.

I understand that a previous balance of \$173 was due on my account and I am willing to make arrangements.

My Verizon account number ends in:

(b) (6)

I can be reached at (b) (6) to further discuss.

Thank you, I hope to hear back from someone soon.

Sincerely,

(b) (6)

Ticket: # 3930567 - optimum/altice bill

Date: 4/15/2020 2:04:17 PM

City/State/Zip: Hopewell Jct, New York 12533

Company Complaining About: Optimum

Description

I had a problem with my TV/Box...so I called optimum. No one told me that it would be an \$80 charge to come out. I only found this out when I received my bill. I have spent hours trying to contact them. I also waited for the call back system...nothing.

There is no way to get a hold of them. Their customer service is horrible, and with COVID 19, I can't afford to pay an additional \$80 on my bill. I am trying to keep my service on because my kids are schooling from home and require the internet use. I also want to state that during this pandemic cable is doing nothing to be helpful.

During this strange time everyone is home, maybe they could provide some free services to assist the people struggling.

Ticket: # 3930633 - Spoof call

Date: 4/15/2020 2:23:31 PM

City/State/Zip: Peoria, Illinois 61615

Description

Caller ID said Ameren Service 309-693-4755 Robison call. The robo said due to the Covid19 your credit cards are delaying payment - I hung up. I notified Ameren that there phone number was being used with a spoof.

Ticket: # 3930637 - Constant Packet Loss, Latency, and Poor Download Speeds.

Date: 4/15/2020 2:24:59 PM

City/State/Zip: Surprise, Arizona 85387

Company Complaining About: Cox

Description

I've had issues with constant packet loss, poor download speeds, and random ping spikes for a year now using COX as my ISP. I had a maintenance guy come out to take a look at what could possibly be causing this. I finally have information that a node is being heavily congested, and they tell me it's going to be split soon. I've had this issue for a year now, and still nothing is fixed. Now connectivity is even worse since everyone is at home working because of COVID 19. I've read the forums on COX's website, and multiple people are having the same issue before the COVID 19 quarantine. COVID 19 has now exacerbated a pr-existing problem that should have been fixed a long time ago. And now apparently my promotional rate has ended, so they're asking for more money when I'm not even getting what I pay for.

Ticket: # 3930699 - Spectrum Monopoly

Date: 4/15/2020 2:46:11 PM

City/State/Zip: North Hollywood, California 91606

Company Complaining About: Spectrum

Description

Hello,

Spectrum has recently raised rates in our area which I have no other choice to accept as they are the only service provider in our area. If there were other options I would pick that but given Covid I work from home and must have internet, but there are zero options.

Ticket: # 3930701 - Cox Communications Availability Complaint

Date: 4/15/2020 2:46:58 PM

Company Complaining About: Cox

Description

Hello, today I had to call Cox Communications at approximately 3.00pm due to a surcharge on my internet account (b) (6). I contacted them because my account had a surcharge due to being unemployed after my workplace closed due to Covid-19. They told me I should start making payment arrangement or pay the total figure or my account would be disconnected.

According to a document issued by the FCC on 03/13/2020, where it lists the telephone and communications companies, including Cox. It is read that the users of these services would not be disconnected due to the coronavirus pandemic.

How can I make payment arrangements if I have no money or a known date of when I am returning to work. I understand that Cox is within its rights to charge for the service it offers and it is my duty to pay it, but these are exceptional times. There is also the possibility for that company to access financial aid packages to help them. I have been out of work for almost a month and unemployment hasn't payed me yet, even though I applied 3 weeks ago.

I would like the report this since I am not be the only person in Las Vegas exposed to this arbitrariness in times of pandemic, for most of us the casinos is our source employment and all of them closed 3/17/2020. WE ARE NOT ON VACATION. There are thousandths of people without jobs, no unemployment, barely enough money to keep food on the table. The last thing we need is for companies to pressure us.

I would like for the FCC to make sure the companies on the agreement are keeping their promise. Thank you.

Ticket: # 3930760 - Boost Mobile Availability Complaint

Date: 4/15/2020 3:03:59 PM

Company Complaining About: Boost Mobile

Description

Boost mobile us terminating familys phones do nonpayment in pandemic cant work by order gov i informed boost the fcc suggest phone internet comp keep services on what can i do i need phone in pandemic

Ticket: # 3930789 - Internet Outage

Date: 4/15/2020 3:13:25 PM

City/State/Zip: Denver, Colorado 80204

Company Complaining About: Centurylink

Description

I have spent countless hours trying to fix my internet connection. I spoke with customer service, and they sent me a new modem, which didn't do anything. I set up a tech visit and the problem was solved in five mins. Apparently it was a back-end issue that had nothing to do with this household's actions. I want to be compensated for poor customer service and loss of internet for approx. a week during a pandemic when I am forced to work from home, which I could not do. I contacted customer service and accepted a \$25.00 refund; however, I do not trust their agents, therefore I am filing this complaint to ensure the refund is processed correctly and as soon as possible.

Ticket: # 3930792 - No action from Spectrum

Date: 4/15/2020 3:14:53 PM

City/State/Zip: Odessa, Florida 33556

Company Complaining About: Spectrum

Description

Even before the Corona Virus situation, I experienced slower than expected speeds from Spectrum. I am currently paying for 100Mbps down and 10Mbps up. I generally receive less than 25 Mbps down. Spectrum's response was that it was on our end, but I have heard from several neighbors that they experience the same issue.

Ticket: # 3930907 - Service

Date: 4/15/2020 3:45:48 PM

City/State/Zip: Miami, Florida 33165

Company Complaining About: Vonage

Description

Consumer states that during this pandemic Vonage has interrupt her landline service due to non-payment, when the FCC pledge prohibit providers to do that on top of that this is a medical facility that should not have to go through this. Dr.Nieto should not have to be calling to restore the service of the facility for \$25.00. Consumer does not want this to happen again.

ctr408-phone

Ticket: # 3930951 - Cable channel availability in-state vs out-state

Date: 4/15/2020 4:02:48 PM

City/State/Zip: Onsted, Michigan 49265

Company Complaining About: Comcast

Description

My wife and I are Michigan residents and customers of Xfinity/Comcast. We only receive Ohio newscasts out of Toledo, OH with our current subscription. Now, more than ever, with the Coronavirus Pandemic, we need a news source that is pertinent to the state that we live in, Michigan and unacceptable that we don't have a Michigan news source. It's beneficial and appreciated that we have the OH news given our proximity to Ohio. Reality, we should have both, not 3 news station from Ohio and zero from Michigan, rather, 1 or two from both Ohio and Michigan.

Ticket: # 3930968 - Comcast Problems

Date: 4/15/2020 4:08:17 PM

City/State/Zip: Brownstown, Michigan 48183

Company Complaining About: Comcast

Description

Having issues once again with Comcast. I've filed complaints against them before. They are currently saying more money is owed to keep my services at what we pay for. A payment arrangement had already been made and we paid for April already. Now they took away my high speeds and cable package. I genuinely believe they are doing this to scam people during the covid crisis by throttling their speeds because they just can't handle the server pressure. But whatever, I guess that's my opinion. Regardless, I need this issue fixed. Thanks.

Ticket: # 3930997 - Spectrum Keep Americans Connected

Date: 4/15/2020 4:15:50 PM

City/State/Zip: Raleigh, North Carolina 27609

Company Complaining About: Spectrum

Description

The consumer states that she is having issues with her cable provider Spectrum.

The consumer states that she has called all her other utilities and they have been working with her on her payments,

She states that Spectrum has increased her bill from \$139 to \$246 now this month.

She states that she has called and spoken to them about the issue and they say they won't allow a waive or extension and its because she had a promotion with Time Warner.

The consumer states that with COVID-19 going on they should understand that there is no income coming in to pay these bills and especially if they keep increasing them.

The consumer states that she had to pay the \$246 that she should be using for other necessities.

She states that its awful that everyone but Spectrum is being understanding.

CTR-415

Ticket: # 3931009 - first-line physician COVID-related overage fees

Date: 4/15/2020 4:18:44 PM

City/State/Zip: Philadelphia, Pennsylvania 19147-2705

Company Complaining About: AT&T

Description

As a first-line physician, I incurred overage charges secondary to skyrocketing COVID-related work use of my phone. I would like these charges waived. I would like the option to add unlimited texting to my phone (advertised as \$20 a month) in order to avoid further overage fees. I would like to do so without having to lose my grandfathered data plan. I would like ATT to follow-up when they promise to do so.

Moreover, I would appreciate if their customer service matched their advertised intent when they claim to be trying to help physicians and nurses and those affected by COVID.

Ticket: # 3931013 - No reception/no service

Date: 4/15/2020 4:19:43 PM

City/State/Zip: Auberry, California 93602

Company Complaining About: AT&T

Description

For months now, making and receiving phone calls is very frustrating. I have complained to AT&T for 10 years. The service has gradually worsened. Im paying for a service I cant use, no connection, dropped calls, ect. With the Covid19 everything is done from home. Cant even keep reception to check bank account, Doctor calls, very stressfull and upsetting

Ticket: # 3931014 - OPTIMUM CARELESSNESS

Date: 4/15/2020 4:20:34 PM

City/State/Zip: Brooklyn, New York 11212

Company Complaining About: Optimum

Description

For 6 weeks straight every day, I have been trying to call/contact Optimum, to downgrade my plan to just internet..

I even went by the optimum location on 1095 E. 45th St, in Brooklyn. A worker came out and said they were closed.

Since, I lost my job due to Covid19, I have been out of work.

I've been trying to contact Optimum through all methods, ie phone calls, chat, went to the Optimum store, with absolutely no success.

I have a bundle plan with Optimum, (TV, phone and internet).

Since I've been out of work, I've been trying to contact them to downgrade my plan to only internet.

First, Optimum raised my bill to \$150.00, than \$173.00, now it's \$198.00 almost \$200.00 a month.

They know they can get away with this, because they are the only service provider in the area.

I've been trying to call them to let them know I cannot afford to pay this high bill.

I am disabled and on disability, and struggling just to put food on the table for my family.

I only need the internet to stay in touch with my family.

I lost my mother on 9/24/2019, and lost my brother on 3/19/2020.

I do not need the TV and phone.

Please, please, if you can find it in the goodness of your heart, please help me, please..

Thank you and God Bless You,

Ticket: # 3931060 - Invalid Charges on XFINITY Bill, Company Refuses to Rectify

Date: 4/15/2020 4:31:19 PM

City/State/Zip: Wheaton, Illinois 60187

Company Complaining About: Comcast

Description

When I logged in to pay my bill on April 8, I saw that XFINITY began charging me for unreturned equipment that I did not know I needed to return (it was a defunct router, and I returned it immediately once I saw). I called XFINITY to rectify the situation and they said they would back out the charges, and while I waited a couple days for this to happen before paying, my bill deadline passed, and they applied a \$10 late fee that they said it was "not possible" to remove. This is in bad faith; the reason the payment was late was because I was waiting for them to revise the bill amount to remove charges, and I refuse to believe a cable company is incapable of reversing a late fee.

In addition, my phone service had not been working properly, and on March 15 I called XFINITY support about it. We refused a technician service due to COVID-19, and the representative said that they understood, and that XFINITY would temporarily stop charging for phone service until the issue was resolved. However, XFINITY has continued to charge me for home phone and now refuses to pause the charges, despite the fact that we do not have a working phone.

The situation could be rectified if XFINITY removes the \$10 late fee, applies a \$24.67 credit for one month of phone charges, and puts a temporary stop on the \$24.67 monthly phone charges until it is safe for a technician to visit and remedy the phone service.

Ticket: # 3931087 - Regional sports fee

Date: 4/15/2020 4:37:42 PM

City/State/Zip: Tacoma, Washington 98446

Company Complaining About: Comcast

Description

Consumer's bill includes a regional sports fee of \$6.95.

During the COVID-19 time frame there are no sports on TV.

Consumer called to have the fee removed, but they refused.

Consumer has basic TV and internet service.

Consumer would like the charge to be removed.

CTR404-phone

Ticket: # 3931136 - Comcast TV interruption

Date: 4/15/2020 5:00:17 PM

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

Company Complaining About: Comcast

Description

This is a pandemic we are currently unemployed due to this and Comcast is shutting down our Cable TV. Are you kidding? They are a billion dollar company and they should be offering delayed payments or offer a couple of months of free service! If we had the money we would pay obviously but we can barely put food on the table! Kick people when their down is their motto! Even mortgage companies utility companies are trying to help but not Comcast! They should be ashamed of themselves! Please do something People should not have to lose anything because of what's going on. There is enough stress now!,,

Ticket: # 3931222 - inadequate customer service and failure to render services

Date: 4/15/2020 5:39:37 PM

City/State/Zip: Austin, Texas 78727

Company Complaining About: AT&T

Description

Since the stores are closed due to covid 19 I attempted to request a sim thorough website. The website is cluttered and filled with user create content not maintained by ATT but no easy way to get a sim without purchasing a new phone. Chat is broke. Attempting to chat results in no one is available messages. I contacted BBB to get external pressure to get a sim and ATT repr Kendrick Cowan reached out. He initially mailed a ESIM card to my address on file which I acknowledged and let him know that it would not work with my temporary phone. By time, he got a around to forcing me to call in with no phone I had got my phone back from apple. Now the esim he sent me was unusable. I kept choosing to acgtivate my number but it wouldn't work no 911 or 611 access. No cell access whatever. Att has completely and c ontinuously dropped the ball using the covid 19 pandemic to their favor. I had expressed that I taken a new job and was living in a area, Austin Tx, with some of the strictest rules and I had no friends or family within 300 miles yet ATT left me hanging with no phone or way to reach emergency yet continuing to charge me \$100+ for phone service. It was only after the reps repeated failure to help me activate my phone with my number that he fell back on I need to find access to a phone because of security. ATT always uses security as a way to run credit for devices against customers wishes or way to dismiss the customer. below I havae listed my grandmothers number which is also a number on my account because I have NO ACCESS to a phone due to ATT negligence.

Ticket: # 3931277 - Discrepancy in billing - mistaken international call

Date: 4/15/2020 6:10:25 PM

City/State/Zip: Williston Park, New York 11596

Company Complaining About: AT&T

Description

My 83 year old mother is part of our AT&T Wireless plan. She made a mistake and called her brothers in Italy using her cell phone. She was worried for their health due to COVID. We were charged over \$280.00 for these calls in March. Again this was a mistake. I spoke to an AT&T Customer Service rep - Jessie (located in the Philippines) on 4/15. She could not/would not relieve these intl charges because the system would not allow her to do. This is NOT a pattern for my elderly mom. She has not made international calls - you can look at the history of her calls. This was a human error due to her being frightened and concerned for her brothers in Italy. I was on hold with AT&T for over 45 minutes. I asked to speak to a supervisor, only to be transferred to "intl billing" where I was placed on hold for another 45 minutes until I finally hung up without this issue being resolved. Please help!

Ticket: # 3931316 - Internet shut down without notice - 17617 Hudson Dr. Victorville, CA 92395

Date: 4/15/2020 6:29:56 PM

City/State/Zip: Victorville, California 92395

Company Complaining About: Spectrum

Description

To Whom this May Concern

I am writing to report abusive service by my internet provider; Spectrum:

Account (b) (6)

Service Address: (b) (6)

A little business history before I go on with the issue. I have two service accounts with Spectrum one is residential address indicated above, the second service is a business account at my business location in Apple Valley, California. Two months ago I have changed providers at my business location since Spectrum service kept getting interrupted and was inefficient.

I have been a Spectrum customer for at least 2 years for this resident address and have never missed a payment except in February 2020. However as soon as I realized that I missed a payment once I received the March statement on March 31, 2020. I mailed a check in for the balance due (including feb and Mar) on April 1. Forward a week later, I got a call ask form Spectrum asking for payment, I gave them all the payment information as to check number, amount, and mail out date. Not to mention, all of this happened during the height of Corona Pandemic. Two days later, noticed my internet service has been turned off by spectrum. I called Spectrum back to see what do I need to do to get my service back up, as My children are in need of internet service in order to continue on-line class due to Corona-pandemic shut down and self isolation in place. Anyhow, the service representative said they would turned back on in five-minutes. I asked how long will it stay on? She replied that they won't turn it off for any reason going forward due to corona-pandemic. I took her word for it and everything seem to work until three day later. Now it's April 15, the internet was turned off again. Of course each time I have to call spectrum again and each time I call it's different representative in a different department and I have to repeat my situation over and over before they can try to help me and they are not very competent each time. I finally asked and got a supervisor on-the-line, they claimed I have an overdue balance (apparently the check we mail out have yet to clear from bank). So, I gave them my credit card to charge to get the service back on. They said it will be up in 30 mins. Two hours later there is still no internet service, I called again. Going thru the same explanation all over, the representative said the order is in place will be up in 10 mins. Five hours later, still no service.

I don't know if this has anything to do with retaliation from switching different providers at my business location or not. Regardless, this kind of service is unacceptable, I did not receive a written shut-off notice or any adequate notice before they turn off my service without my knowledge. This is clearly abuse of service knowing that it is an essential to have internet service during this Corona-pandemic time.

I hope this can spark an investigation and prevent big business corporation from abusing consumers.

Ticket: # 3931321 - Verizon Wireless disconnection fees

Date: 4/15/2020 6:31:29 PM

City/State/Zip: Valley Stream, New York 11581

Company Complaining About: Verizon Wireless

Description

Verizon charged me over 30 times for reconnect fees

They will not refund the charges and if I do not pay the disconnect my lines again. I have a disabled son and my mother is 92years old.

We all have corona virus and they will not help refund the fees

They charged me \$1000 in fees

And I need help with a refund.

Ticket: # 3931358 - FCC rule

Date: 4/15/2020 6:44:57 PM

City/State/Zip: San Manuel, Arizona 85631

Company Complaining About: AT&T

Description

During this Covid-19 we have no internet or news of what it going on. The Phoenix stations don't have anything on for our area. We are over 120 miles from Phoenix and only 35 from Tucson. What sense does this make. NONE. Let us at least chose which metropolitan news and television programing we use.

Ticket: # 3931359 - Billing issues

Date: 4/15/2020 6:45:03 PM

City/State/Zip: San Mateo, California 94401

Company Complaining About: Comcast

Description

I was contacted by Comcast Business about whether I was open for business during COVID19. I informed them that I was not. They stated to call 1-800-391-3000 for a special credit on my account for this time. I contacted them in early April. But I still kept receiving past due notices. I contacted Comcast business about the issue and I got Leonard on the phone who when I explained the situation he stated I was past due on my account. I asked for a supervisor and he put me back into the call queue. The next agent was Damian who stated the same thing and stated I missed a payment in February then he stated I received a credit for March and April. I asked to speak to a supervisor he stated I didn't need one and refused to give me a supervisor. I called the corporate office in Philadelphia and a Tom got on the phone from escalations but then my phone died. I called back and got a rude woman security guard person, who argued with me that there was so such department as escalations department. I called again to find that office closed because eastern time. I called the West Comcast Escalations team and Rudy answered and he stated he was going to send me back to the same Comcast business agents who were rude and refused to give me a supervisor and didn't resolve the issue. He refused to send me to the business escalations team because there was no ticket number. I asked him if I need to make a complaint to the FCC to speak to the escalations team to the issues wiht the account and the agents resolved and he said yes.

Ticket: # 3931377 - Local Stations Carrying Daily Presidential Briefings (DPB)

Date: 4/15/2020 6:55:48 PM

City/State/Zip: Sanford, Florida 32771

Company Complaining About: Spectrum

Description

Please check into the cessation of the local carriage of DPB during this COVID-19 outbreak. In our Orlando Market, several, if not all, Television stations are not consistently carrying the DPB's real time which is vital information and part of the FCC mandate of Public Service Information as part of their licensing renewal requirements. One station WESH TV cut away with broadcast of MSNBC panel who debated that the DPB was propaganda. THIS SHOULD CEASE IMMEDIATELY!

Ticket: # 3931410 - XMRADIO is purposefully giving excuse covid 19 to keep accounts

Date: 4/15/2020 7:21:20 PM

City/State/Zip: Port Orange, Florida 32129

Company Complaining About: Xm Radio

Description

XMRADIO I have attempted multiple times to contact and cancel account but they excuse and delay related to covid 19 .and continue to charge me and I want to cancel the service and I believe this is happening to others.

Ticket: # 3931495 - Repeated request to stop unwanted calls - inappropriate use of caller ID

Date: 4/15/2020 8:48:01 PM

City/State/Zip: Fentom, Michigan 48430

Company Complaining About: Booking Agent For Marriott Hotels Using Sinai-grace Hospital (detroit Mi Covid-19 Trauma Center) Requesting We Book Hotel Rooms For Vacation. This Is At Least The 3 Rd Time In The Last 5 Days And They Will Not Respect Our Status On The Do Not Call List And Our Request They Cease Solicitations.

Description

Booking agent for Marriott Hotels using Sinai-Grace Hospital (Detroit MI COVID-19 Trauma Center) requesting we book hotel rooms for vacation. This is at least the 3 rd time in the last 5 days and they will not respect our status on the Do Not Call List and our request they cease solicitations.

Ticket: # 3931503 - COVID-19 Scam Call/Voice Message

Date: 4/15/2020 9:09:49 PM

City/State/Zip: Stanhope, New Jersey 07874

Description

Rec'd a voice msg. on my cell phone from Devon @ 410-680-3370, stating he can now enroll me in the a hardship program & asked that I call back @ 949-681-9785 & Ref. Case ■ (b) (6) ■ so he can place me in another new program. I have never inquired about such a program. This is a scam.

Ticket: # 3931520 - Re: Request received: Local News during COVID19 pandemic

Date: 4/15/2020 9:32:00 PM

City/State/Zip: Allen, Kentucky 41601

Company Complaining About: Directv

Description

This is a follow-up to your previous request (b) (6) "Local News during COVID19 p..."

I have attached a copy of the DMA that I could find and circled the area I live in. My issue is, if I travel 15 nautical miles or 21 driving miles I would be able to get Kentucky news. This has been an issue for me with the current pandemic and I am going to explain my reasoning.

1. I have a 20 month old daughter and elderly parents, I did not have Facebook during the initial phase of the pandemic as I gave up all my social media for lent. Therefore, I was not up to date on the guidelines the Kentucky governor was announcing at 5pm each day because my news stations are coming from West Virginia and they only air their governor speeches. My parents also have satellite television and hence they do not receive Kentucky news either.
2. I am not sure why we have to be penalized for leaving near the state border by not receiving our state news stations
- 3 if I changed my service address to a friends house 18 miles away I would be able to get Kentucky news and not have to relocate my residence. How screwed up is that and how is that even possible, but it is.
4. I should not have to file a complaint with the FCC or change my service address (without moving my residence) to get my state news
5. I am not sure who Nielsen Company is and why I have to sacrifice my news because of the viewing area and the population
6. I should have the option as to which state I want to have my news broadcasted from in these circumstances

Please let me know if you have any questions and I look forward to hearing from you.

Live today like there is no tomorrow!

> On Apr 13, 2020, at 5:33 PM, FCC <consumercomplaints@fcc.gov> wrote:

>

>

Ticket: # 3931557 - Snapchat Complaint 04-15-2020

Date: 4/15/2020 10:07:07 PM

City/State/Zip: Beaver Falls, Pennsylvania 15010

Company Complaining About: Snapchat Inc.

Description

I am concerned that SnapChat Inc. has not been sufficiently regulating the content on their website regarding the spread of the COVID-19 virus and have refused to contact me back and address my concerns.

Ticket: # 3931566 - Spectrum TV

Date: 4/15/2020 10:12:27 PM

City/State/Zip: San Diego, California 92111

Company Complaining About: Spectrum

Description

I needed to lower my cable costs due to being unemployed by the Covid Crisis and asked to change my Spectrum to go to internet only. The cable company cut my services on the day I requested to change but billed me for the entire month without giving me service and without telling me that is how they operate. This is against the law and totally unacceptable.

Ticket: # 3931609 - HughesNet Refusal to Discontinue service**Date:** 4/15/2020 11:03:55 PM**City/State/Zip:** Ocala, Florida 34480**Company Complaining About:** Hughes Net

Description

I have been trying to discontinue my service with HughesNet which they have told me via e-mail that I have to speak to someone in their Account Management Department in order to do. Once I dial the number they provided 866-347-3292 and select the account management option menu, then select disconnect my service, an automated message says that they are short on representatives and cannot take my call at this time. I sent an e-mail before they would have billed me last from their website which there is of course no record of and to which they did not respond. I also spent several hours (2 each occasion) on hold during the week of April 1, 2020. They have a chat service and I waited for over 2 hours on hold without reaching anyone. I called again this evening and got the same automated disconnect I received earlier this month. My next move is to hire an attorney since it is obvious to me that they have no intention of allowing customers to disconnect their service while they can blame technical difficulties on the COVID-19 situation.

Ticket: # 3931630 - covid-19

Date: 4/15/2020 11:53:27 PM

City/State/Zip: San Bernardino, California 92407

Description

People are intersecting in and out of the wrestling ring. Everyone on Elite wrestling better have a 14 day quarantine, you can't tell me there aren't more than 10 people there. What state is Elite wrestling on TNT? I'm watching elite wrestling on TNT and if they aren't going violating every aspect of keeping a safe distance I don't understand.

Ticket: # 3931636 - Spectrum Price Increases during Pandemic

Date: 4/16/2020 12:06:35 AM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: Spectrum

Description

Hi,

I found out today that Spectrum increased my bill for internet services by \$10 during the COVID-19 national pandemic. I have no choice but to take the increase and that they're abusing their power as the only fast internet provider monopoly in my area.

I've attempted to contact them about the price increase and I was on hold on their chat service for over three hours.

Sincerely,

(b) (6)

Ticket: # 3931639 - Service Interruption during Pandemic

Date: 4/16/2020 12:07:59 AM

City/State/Zip: Port Allen, Louisiana 70767

Company Complaining About: Cox

Description

Cox interrupted my services for a second time during this pandemic when they promised to not interrupt services for customers. I have school age children that need the internet since we are required to do distant learning. I was told services would not be interrupted upon speaking with them.

Ticket: # 3931689 - Comcast

Date: 4/16/2020 3:17:13 AM

City/State/Zip: Madera, California 93638

Company Complaining About: Comcast

Description

I had to make changes to my cable due to covid19 and then realized I made a mistake and went to call back and no answer only automated service they give options to have an agent call back and it said an agent will get in contact within the next few minutes all day went by so I tried again the next day same thing so I had to call from my business phone that's not associated with the service and go through the steps to crest new service to get hold of someone long story short they will not help you unless you are calling to start service I think it's wrong especially with what the world is dealing with right now

Ticket: # 3931713 - Coronavirus Cable Disconnection Xfinity

Date: 4/16/2020 6:18:53 AM

City/State/Zip: Guilford, Vermont 05301-8501

Company Complaining About: Comcast

Description

We received various letters indicating new customer deals, waivers of fees and penaltys for our Xfinity/Comcast cable. We received a disconnection notice during the Coronavirus pandemic and they disconnected cable with a letter that suggested we'd have a reduced cable package until the demanded amount for \$450 arrived. In fact the cable was simply disconnected and I had to called them to inquire about junk mail indicating some kind of deal that I didnt qualify for and to mention the pandemic may cause financial strain and requested a search for further deals or discounts etc.

Ticket: # 3931747 - Internet Speed Throttled During Pandemic**Date:** 4/16/2020 8:44:39 AM**City/State/Zip:** Culloden, West Virginia 25510**Company Complaining About:** AT&T

Description

I live in a rural area and the only way to get internet is through an AT&T hotspot that is attached to my mobile phone bill. This plan is older and was grandfathered into the "unlimited" plan. My download speeds typically range from 8Mbps to 35 Mbps. Over the last week my download speed have been 1.4Mbps exactly every time. I have tested it more than 20 times. When I call AT&T, I am told that its just network congestion. I can see that being the case if it wasn't exactly the same speed every time no matter what time of day or night it is.

Ticket: # 3931790 - Fox News hosts endangering health and welfare--encouraging violation of laws.

Date: 4/16/2020 9:35:25 AM

City/State/Zip: Eugene, Oregon 97404

Description

Revoke Fox's broadcasting license for endangering health and welfare as well as encouraging people to violate laws and ordinances.

From an article by Sanjana Varghese.

As social distancing and lockdown measures are extended in many countries, people are starting to get frustrated. In some instances – instead of staying inside, or writing to their representatives – people are starting to defy lockdown and hold physical protests.

Fox News hosts are among those encouraging people to carry out physical protests against stay-at-home orders, potentially endangering the lives of countless others.

In Michigan, a mass protest was organised in defiance of the governor's stay-at-home orders. Recent figures put the number of deaths in Michigan at 1,900.

Laura Ingraham, a prominent host on FOX news, tweeted in approval and suggested that the same may start to happen in other states.

Initially, protesters were supposed to create traffic gridlock and hold signs from their cars, but a group gathered on the steps of Michigan's city hall. They said that the damage caused by the economic impact of stay-at-home orders was greater than the damage caused by Covid-19.

Other Fox News hosts, such as Jeanine Pirro, expressed similar sentiments on TV, saying that health officials had "overblown sentiments" and that the American spirit would not 'take it'. She also said that what had happened in Lansing, Michigan, would start to happen all over the country. On the Fox news website, coverage of protests featured prominently.

Ingraham, Pirro and a number of other Fox News hosts were calling for stricter lockdown measures and more guidance from central government towards the end of March, although they appear to have changed their mind after a few weeks. There's little evidence to suggest that any states in the US have reached a peak in Covid-19 cases.

Other prominent personalities in right-wing media have expressed frustration at public health measures – pro-Trump commentator Candace Owens tweeted in anger after being asked to wear a mask in a supermarket (she also said that she had been going every day).

Ticket: # 3931806 - Spoofing harrasment

Date: 4/16/2020 9:42:23 AM

City/State/Zip: Safety Harbor, Florida 34695

Description

A disgruntled ex girlfriend is spoofing numbers and sending me on long wild goose chases all over the county. I am a mobile mechanic and work on people's cars at their houses. I'm already behind on Bill's mostly because of Corona virus bar tenders and waitress customers and can't waste time anymore. Can you get in contact with her to either scare her enough to stop or bring charges? I have all the evidence I need in my phone.

Ticket: # 3931826 - Optimum

Date: 4/16/2020 9:52:50 AM

City/State/Zip: Brentwood, New York 11717

Company Complaining About: Optimum

Description

After signing the "Keep America Connected" agreement due to covid-19. Optimum disconnected my services because I couldn't pay due to my company shut-down. I called and they did nothing. It's still off and we can't even run business from home.

Ticket: # 3931861 - Service COVID-19

Date: 4/16/2020 10:05:57 AM

City/State/Zip: West Palm Beach, Florida 33415

Company Complaining About: Comcast

Description

(b) (6) is having a problem with Comcast. On the 04.04.2020 Consumer called Comcast because she was interested on getting Internet service besides her cable service. Consumer states that she spend five hours on the phone with the representative and they were unable to install the internet service. Consumer was upset because she was not able to get the internet and on top of that the representative did something to the account that even the TV went off. Consumer wants to be able to have internet during this period of time. She wants to be connected to know what is going on with the outbreak of the COVID-19.

ctr408.phone

Ticket: # 3931886 - Billing/Service (COVID-19)

Date: 4/16/2020 10:21:19 AM

City/State/Zip: Woonsocket, Rhode Island 02895

Company Complaining About: Cox

Description

The provider Cox Communication, internet service.

On 4/15/2020 around 11 o'clock at night the consumer service was disconnected.

The consumer stated that she been affected by the COVID-19.

She mention that she paid \$143.00 so that she could have her service restore.

The consumer said that she did this because she knew that her children needed the internet service.

The consumer did reach out to the carrier about the issue.

Resolution

The consumer basically said that it's not okay that if they knew about the pledge of COVID-19 why would they disconnect her service. She mention that she needed to pay with the last amount of money she had because she knew that her children needed the service to do school work.

ctr 388-phone

Ticket: # 3931968 - ATT Billing Fraud Overcharge

Date: 4/16/2020 11:00:59 AM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: AT&T

Description

When I got the wireless service from ATT they had offered me a buy 1 iphone get 1 iphone discount - contractually , which would take off \$23 on my bill, if I maintained two phone lines with them. This was correctly applied for over an year.

But in Bills Feb10-Mar 9 2020 and Mar10-April 9 2020 they decided to cancel the discount and over charged me by \$23 each month (total \$46). I have added last 3 bills as reference in attachments.

On calling customer service on 4/16 10:00 am , i spoke to a customer agent named cody, who told me after 40mins that somehow my Iphone buy 1 get 1 discount was tied to my internet and since i decided to cancel my internet service I was no longer eligible for wireless discount.

This is fraudulent because the discount was related to me getting two iphones and maintaining the line with ATT - "Discount was titled Buy 1 get 1 Iphone Free" and has nothing to do with who provides my internet.

I want FCC to look into these fraudulent practices by ATT of hiking bills on customers especially during the COVID pandemic and times of financial hardship.

Ticket: # 3931989 - No Human Side to Comcast Billing

Date: 4/16/2020 11:06:32 AM

City/State/Zip: Seekonk, Massachusetts 02771

Company Complaining About: Comcast

Description

I spoke with two customer service representatives trying to set-up a payment plan for my past due balance. I was told I was a "high risk" household. Although I have had problems with making payment over the year due to documented unemployment, I was trying to set up a payment plan to pay down the balance. Over the past year, I have seperated from my husband and lost my job. I have three young children and this has been a rough year. I am finally back to work and trying to get payments down. However, with COVID 19, as a teacher, I am unable to utilize the prepaid services as they are not enough to support distance learning. I was told I am unable to get services back on without paying the full \$1900, 900 from my husband and many late fees. I am surprised that COMCAST will not allow a large downpayment along with monthly payments set up in order to get services back. There seems to be NO human side to Xfinity. Every other utility company works with customers EXCEPT Xfinity. Their response was that Pre-paid does this. However, it does not as prepaid service is SUPER slow and does not lend itself to the situation at hand.

Ticket: # 3932036 - Comcast raised my rate from \$54.99 to \$84.99 during a pandemic

Date: 4/16/2020 11:28:53 AM

City/State/Zip: Inver Grove Heights, Minnesota 55076

Company Complaining About: Comcast

Description

Without notice, comcast raised my internet rate from \$54.99 to \$84.99 without notice and they have removed the ability to contact a live person. I was able to get a rep by saying I wanted to cancel but they seem to have charged me for a separate internet service. I would like my internet back down to what it was, because that is messed up. Internet needs to be an affordable utility

P.S. I have been calling At&t many times to solve this overcharge but because of the Covid-19 situation I have not been able to get through the line.

Ticket: # 3932095 - Spectrum - Price Gouging

Date: 4/16/2020 11:47:29 AM

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

Company Complaining About: Spectrum

Description

Spectrum provides internet service in my area (Harlem, NYC). I believe they are the only internet service provider in the area. Given their monopoly, they are now price gouging consumers who need internet service in the midst of COVID-19. I pay \$45.99 for internet service which I need now more than ever to work remotely. I checked my March/April 2020 bill and now Spectrum is charging me \$60 for internet service despite the fact that internet service has actually deteriorated. The speed is slow and sometimes unstable. What justifies a nearly 50% increase in the price during these uncertain times? I am being charged more for the same service. What additional benefit am I getting? Why are they allowed to rip consumers off like this? This is especially unconscionable given that having internet at home is an absolute necessity for those of us who still have jobs and are able to work remotely.

I called Spectrum on 4/15/2020 to request a reduction for the cost of internet, ie. a return to the pre-COVID-19 rate of \$45.99. I explained that I never agreed to pay the new increased price of \$60 when I signed up for internet service nearly a year ago. The Spectrum representative refused to reduce my bill. Spectrum also indicated that the initial price offered was a promotional price only. However, this was never indicated to me when I signed up for the service and nowhere on the bill does it state that the price of \$45.99 is promotional only. This is text book bait and switch and quite frankly unconscionable business practices. They should not be allowed to have a monopoly and they should not be allowed to price gouge, especially during a public health crisis. Please fix this!!

Ticket: # 3932102 - Cricket Wireless

Date: 4/16/2020 11:48:18 AM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Cricket

Description

On April 15, 2020, I deleted a phone # in my call log by accident. This pandemic has made me very edgy. The # was for masks for the elderly. I immediately called Cricket so they could provide me with the #. I gave them the 915 area code because that is what I recalled. They told me I had to hire a lawyer and get a subpoena. This is my own # ! Courts are closed! They refused to assist. I was left stranded with no help to get masks. In a crisis like this, protocols can be relaxed. I still need that #!

[Ticket: # 3932137 - Verizon turned off phone after sending an e-mail stating they would not.](#)

Date: 4/16/2020 11:58:36 AM

City/State/Zip: Aurora, Colorado 80010

Company Complaining About: Verizon Wireless

Description

Verizon has turned off both my phone and my daughter's after sending an e-mail stating they would keep people connected during this time. They only would turn my service on if I paid \$298 which I can not due because I am not working due to covid 19. My daughter uses the phone for remote learning.

Ticket: # 3932140 - Lost of KCRA

Date: 4/16/2020 11:59:26 AM

City/State/Zip: South Lake Tahoe, California 96151

Company Complaining About: Spectrum

Description

Almost two years ago spectrum took KCRA off their line up for CALIFORNIA residents in South Lake Tahoe. We have been through some devastating fires and now this devastating pandemic that is affecting the whole world. It is imperative that us California citizens living in Southlake Tahoe get California news on what's going on with this devastating life-threatening disease COVID-19. Please I'm asking for your help to make this happen for us in Southlake Tahoe California. Thank you 🙏

Ticket: # 3932152 - Internet shut off during covid, unsatisfactory service, prices

Date: 4/16/2020 12:03:53 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

I lost my job to covid and the day after a second late payment was missed my internet was shut off and I was unable to use essential communications. Additionally, as I have been trying to contact anyone at Comcast, I realized my rate was increased from 39.99 to 66.95 after moving units during an emergency flooding in my current apartment building. The service is generally unacceptably slow and far lower than the advertised speed (verified with speed test) to the point where I can sometimes not access email without a minutes long wait. Just unacceptable practices and unaccountable and unreachable service to the customer. I feel swindled.

Ticket: # 3932245 - Comcast shut off internet

Date: 4/16/2020 12:29:30 PM

City/State/Zip: Katy, Texas 77449

Company Complaining About: Comcast

Description

Consumer claims her internet service was shut off.

She cannot believe they did this during the pandemic.

Consumer claims their service was reconnected recently in April under her husband's name.

She had a past due debt with them and they sent the debt to collections and cut her off due to them being at the same address.

Consumer called Comcast and they said they shut it off because it is service at the same address.

Consumer claims the account that is in her husband's name (Steven Munsey) is being paid and not in her name.

Consumer would like the internet to be reconnected due to the pandemic because her husband needs to file for unemployment online.

CTR404-phone

Ticket: # 3932252 - SUDDENLINK....billing charges & inability to contact company to address the issues

Date: 4/16/2020 12:32:30 PM

City/State/Zip: Amarillo, Texas 79110

Company Complaining About: Sudden Link

Description

suddenlink raises their rates with no prior notification. also during this covid quarantine i paid late (3days) & was charged late fee. now i cant reach them via phone without paying more charges to address issue because they want extra phone charges.....im a senior on fixed income with no other resources. you cant live without internet in these times now.

Ticket: # 3932279 - Not able to pay

Date: 4/16/2020 12:43:07 PM

City/State/Zip: Rochester, New York 14612

Company Complaining About: Straight Talk

Description

Messaged with a employee of straight talk. Requiring payment to renew service during the covid crisis.

Ticket: # 3932311 - Boost Mobile phone service

Date: 4/16/2020 12:53:48 PM

City/State/Zip: Hamptonville, North Carolina 27020

Company Complaining About: Boost Mobile

Description

Consumer is on a stay at home order in NC.

Consumer's phone will be shut off tomorrow.

He has Boost Mobile.

He is out of work and cannot pay the bill.

Consumer would like to be able to use his phone since he won't be able to contact anyone once the phone is shut off.

Consumer would like someone from the corporate level to contact him about the use of his phone during the pandemic.

CTR404-phone

Ticket: # 3932457 - Spectrums - Escalating Internet Pricing**Date:** 4/16/2020 1:36:08 PM**City/State/Zip:** West Hollywood, California 90038**Company Complaining About:** Spectrum

Description

I have been a client of Spectrum (formerly TWC) since 2015 for Internet including personal WIFI and I own my modem router. Between Feb and March of this year they raised my monthly rate from \$49/month to \$59/month with no advance warning. I was told my promo-ended. I am not on any promotional offer; I am a long-time client. They are currently offering 'new customers' \$49/month for Internet. My rates went from \$34/month increasing to the current rate \$59, with no attempt to offer senior discounts. The fact that they did this during a pandemic to a senior on SS, shows this company has no scruples. I do not think I am alone here. Since they do not value a long-time customer's needs, I will most likely take my business elsewhere. Both AT&T and Comcast offer reduces rates for the same if not equivalent service.

Ticket: # 3932502 - SPORTS SURCHARGES

Date: 4/16/2020 1:51:01 PM

City/State/Zip: Fairview Park,, Ohio 44126

Company Complaining About: Cox

Description

HOW CAN COX COMMUNICATIONS CHARGE US A SPORTS SURCHARGE WHEN WE DON'T HAVE ANY SPORTS GOING ON DURING THIS VIRUS CRISIS??? TO ME THIS IS UNETHICAL WHEN WE ARE SUPPOSED TO BE TRYING TO HELP EACH OTHER THRU THIS PANDEMIC? THEY ARE CHARGING \$8.53 PLUS TAXES!

I DON'T UNDERSTAND HOW THEY CAN ADD THESE CHARGES IN THE FIRST PLACE WHEN THEY ARE SUPPOSEDLY IN THE TV PACKAGE ALREADY. PLUS AND ADDITIONAL \$13.95 FOR BROADCAST CHARGES? PLEASE AT LEAST EXPLAIN WHY THEY ARE ALLOWED TO DO THIS? AREN'T THEY UNDER YOUR SUPERVISION?

Ticket: # 3932585 - Slow and unstable internet connection.

Date: 4/16/2020 2:20:23 PM

City/State/Zip: Linden, New Jersey 07036

Company Complaining About: Comcast

Description

I've been having connectivity issues with my internet since March 28, 2020. The connection is slow and unstable (keeps disconnecting). I have the 1000 MPS plan and I pay \$105 per month. I've called Comcast several times to get this problem fixed. They told me they need to send out a technician to my house to solve the problem, but they can't do that at the moment because of COVID-19. Now I have to pay a bill for a service I am not even able to properly use at the moment. Bill is due April 26th, 2020.

Ticket: # 3932602 - Significantly slowed internet speeds

Date: 4/16/2020 2:24:40 PM

City/State/Zip: North Providence, Rhode Island 02904

Company Complaining About: Verizon

Description

Verizon Fios gigabit connection advertises 980/980 upload download speeds. Last two weeks I have been tracking speeds at various hours, mostly off peak (2-5am) and have gotten on average 42-60 up/down. Verizon has been contacted and refuses to do anything to actually solve the issue, saying it is UP TO those speeds, and there is nothing they can do to fix it. I believe Verizon is using the global pandemic as an excuse to throttle internet speeds.

Ticket: # 3932612 - availability DATA

Date: 4/16/2020 2:28:05 PM

City/State/Zip: Hesperia, California 92345

Company Complaining About: Sprint

Description

for past 7 years, and 3 different iphones (4,5,7) i have no Data, no internet, no siri, problems with connection, safari search does NOT work, i power phone off to get to work again, and next day or few hours later, same problem. Every time i call to complain, they say towers out in my area. that means to me, for the last 7 years i have been paying for intermittent service? or Sprint i lying to me, unless they can prove towers have been out every other week for 7 years??? they tell me clear browser history, they "reset on their end" every excuse except WHY i'm paying for no service. i have contacted BBB on them in 2012/2013 and feel this is reprisal and has been for years, when i have 202 people at my house 3 of which have i7 and Sprint can access internet while i can not, tells me they are DELIBERATELY shutting down my Grandfathered in "free data" plan. to resolve problem Sprint needs to pro rate me for last 7 years they deliberately shut my service off and most recently during world wide pandemic be held accountable for their criminal actions.

Ticket: # 3932672 - Verizon Wireless billing me without activating my account

Date: 4/16/2020 2:51:36 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Verizon Wireless

Description

I signed up online for verzion wireless service for a piece of equipment that I already own (Jetpack hotspot). The instructions I received showed that I would be getting a SIM card in the mail, and I needed to activate it before getting service with Verizon Wireless. The SIM card never arrived, but I am now be billed for service that I cannot use. Also, I called today to simply cancel my account with Verizon Wireless because it has been too much trouble. However, they are unwilling to cancel my account until I physically walk into a store (in the midst of the Coronavirus Pandemic) and show my ID to them to confirm my identity. The ONLY THING I want to do is cancel my account, but they WON'T LET ME!!

Ticket: # 3932682 - Providing false advertising for help with service during the COVID-19 crisis

Date: 4/16/2020 2:55:09 PM

City/State/Zip: Milwaukee, Wisconsin 53206

Company Complaining About: Boost Mobile

Description

In the message played during the wait to speak to an agent it states: To visit the Boost Mobile website. On their it states it can help in some cases, but when I called they told me, that through a computer generated lottery I was unable to receive help. I asked how was that determined and they stated if they helped everyone they would run out of money. I asked how come they chose to help others and not me and they kept repeating it was all computer generated. I don't think it is fair to choose who gets help, because we all need help right now.

Ticket: # 3932693 - Internet

Date: 4/16/2020 2:59:22 PM

City/State/Zip: Manteca, California 95336

Company Complaining About: Comcast

Description

Contacted Xfinity after they cut off my cable. Paid them \$228.58 on April 10 next due on April 23 for \$164.29. I thought the cable company wasn't supposed to cut off our cable because of Covid-19. I'm on disability and my husband lost his job. So we are counting on our stimulus checks.

Thank you hope to hear from you soon.

Ticket: # 3932751 - Phone internet service is slow

Date: 4/16/2020 3:16:40 PM

City/State/Zip: Bronx, New York 10456

Company Complaining About: T Mobile

Description

Since inception of Pandemic telephone service has been slow. T-mobile carrier service is constantly lagging.

Ticket: # 3932769 - No Internet Connection

Date: 4/16/2020 3:19:38 PM

City/State/Zip: Bronx, New York 10456

Company Complaining About: Optimum

Description

Internet connection is constantly slow or non existent since the inception of pandemic. Service is constantly lingering and work can not be completed.

Ticket: # 3932777 - Verizon refusal to suspend billing

Date: 4/16/2020 3:21:02 PM

City/State/Zip: Chincoteague Island, Virginia 23336

Company Complaining About: Verizon

Description

Our business is temporarily closed due to the Coronavirus. We asked Verizon to suspend six of our lines until we reopen. They said that after 30 days, we will still have to pay half price for these lines. We don't think we should have to pay for lines we've had disconnected, but they said to complain to you. So here we are.

Ticket: # 3932782 - VERIZON WIRELESS

Date: 4/16/2020 3:22:58 PM

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

Company Complaining About: Verizon Wireless

Description

On 4/15/20, Verizon Wireless sent text and 2 secs later cut off my phone service stating non-payment during pandemic, which is against the law per Governor Cuomo. Payment was already pending. Luckily had landline so resolved immediately.

4/16/20 they did the same thing. This time, they would not connect you with a representative unless you paid a \$7.00 fee, which I will NOT PAY. Your only choice was internet. Again, told them they have now been paid and by law, you cannot cut off someone's phone service during this time. They immediately reconnected me.

This situation is absolutely appalling and caused me much anxiety during this stressful time. Verizon Fios told me if you don't call, you will not get extension. I would like two month's free of Verizon due to the anxiety they caused me for nonsense when a bill was already paid. If this was done to a senior citizen, or someone who had no other access but their cell phone, it would be horrible. Many people today do not even have landline. Verizon Wireless was absolutely appalling!

And I NEVER RECEIVED THEIR PAPER BILL EITHER!

Ticket: # 3932791 - Data Limit During Pandemic

Date: 4/16/2020 3:25:19 PM

City/State/Zip: Catawissa, Pennsylvania 17820

Company Complaining About: Sprint

Description

Called about the data limit I currently have and it being removed during this pandemic. Their fix was for me to purchase another phone line for my kids to be able to do online school. Fix would be remove broadband data limit or do what is posted on FCC website of doubling the data allotment.

Ticket: # 3932806 - Internet

Date: 4/16/2020 3:32:25 PM

City/State/Zip: Clarksville, Ohio 45113-9306

Company Complaining About: Frontier Communications

Description

For years we have had bad internet service and it continually gets worse. We are paying for 6 megabytes and they have us capped at 3 megabytes and Frontier said they cant do anything about it and we dont have a choice. We have spent hours on the phone with their technical people to try to resolve this to no avail.

The only answer we get is "we're sorry". My wife is trying to work from home during COVID-19 and can lose her job if the internet doesnt improve. This was a terrible company when it was General Telephone and it is terrible as Frontier. And we are paying for something we cant even use. The internet drops out 5-6 times per hour for a few minutes each time, yet we have to pay full price for the service that we can barely use. We have never been offered a discount or any other compensation. Anything you can do to help us resolve this issue would be greatly appreciated.

Ticket: # 3932810 - Verizon appears to be shutting down 3G support during Coronavirus

Date: 4/16/2020 3:33:17 PM

City/State/Zip: Leesburg, Virginia 20176

Company Complaining About: Verizon Wireless

Description

I live in Lucketts Virginia, and am currently required to stay at home [COVID]; my phones are an important lifeline, no landline service here. During the last week, Verizon appears to be changing the configuration of its' 3G service and removing functionality - calls dropping, texts not going through, and strange unsigned certs being pushed by the tower, even as I am on a hill and can literally see multiple cell towers from different parts of my yard. It seems Verizon is shutting down 3G, at a time when I can't readily engage with them on a way forward. FWIW, typing this off a 802.11 tethered device that is ALSO connecting to cell towers, it is 4G and has no problems, but it is not the phone # I use to talk to people or that people, including my medical care providers and employer, would use. Please ensure Verizon does not phase out 3G support during a crises! PS - I would like to talk to Verizon but they don't have a viable way to reach them if one's Verizon phone keeps going down...

Ticket: # 3932811 - Internet interruption of service

Date: 4/16/2020 3:34:01 PM

City/State/Zip: Norfolk, Virginia 25305

Company Complaining About: Cox

Description

Cox Communications is consumers provider for internet..Her internet has been down for 3 weeks..She is a Physicians Assistant and MUST have internet during the Covid-19 Pandemic..She works withing the Corona Unit..Provider keeps putting consumer off and has not resolved her issue in 3 weeks..Cox is the only provider in her area..Consumer wants this issue resolved ASAP to provide the service they are paying for.

CTR 392-phone

Ticket: # 3932859 - Internet disconnection during covid-19

Date: 4/16/2020 3:51:12 PM

City/State/Zip: Big Bear City, California 92314

Company Complaining About: Charter

Description

Charter spectrum internet service is technically not supposed to be disconnected during covid-19 and due to the fact that they signed the pledge to keep Americans connected. However room because I have a past due balance of \$65 on my account charter disconnected my internet on April 13th. After a lengthy wait in chat support and being transferred to he's supervisor the supervisor stated that he would reconnect the internet. Actually correction that was April 14th. Two days later today April 16th the internet was disconnected yet again due to non-payment. They're not adhering to their pledge and they seem to not actually care. My daughter is supposed to be participating in virtual academy to Google classroom as an RSP students at big Bear middle school she's in eighth grade and due to the internet being cut if she's unable to participate. I don't understand whether or not adhering to their own pledge

Ticket: # 3932881 - No Phone Service-COVID-19

Date: 4/16/2020 3:57:16 PM

City/State/Zip: Dyersburg, Tennessee 38024

Company Complaining About: Verizon Wireless

Description

He is calling about Verizon Wireless.

He has a per-paid card account.

His account renews on the April 11th of the month.

He would like explanation to why his service was cut-off during the COVID-19.

He also would like credit for the time he lost his service during COVID-19.

He did call the service center and it was during business hours and he could not get in touch with no one.

He got a recording, he did call back the next day and still got the same recording.

CTR414-phone

Ticket: # 3932910 - termination of NYC service providers

Date: 4/16/2020 4:05:10 PM

City/State/Zip: Bronx, New York 10452

Company Complaining About: Optimum

Description

During the initial weeks of the NYC pandemic our community office locations & food sites internet was told was protected as first responders . then april 1st the services to these offices were cut off including our (b) (6)

Bronx New York 10452 location that serves district 3 . we was then again told that our service would be reconnected but we continue to work with no internet availability. as a community organization that is serving people in a international pandemic we reached out to optimum but was told that other businesses have to be put first before the first responders.

Ticket: # 3932934 - Scam Text

Date: 4/16/2020 4:13:35 PM

City/State/Zip: Washington, District Of Columbia 20554

Description

The consumer states she received what seemed to be a scam text message.

The text message read: Hi its working America! Corona Virus poses a serious health risk, and its impact is also economic. Have you or someone you know been laid off due to COVID-19?

The consumer states she didn't respond.

CTR-415

Ticket: # 3932969 - Internet Availability

Date: 4/16/2020 4:25:01 PM

City/State/Zip: Cayuga, New York 13034

Company Complaining About: Verizon

Description

Consumer is currently a Verizon wireless customer. She wants to have Fios installed in her home. Consumer states Verizon Fios is in her area all around her.

Provider states they that it not in her area. Consumer needs internet for her son to do his live classroom schooling during the Covid-19 pandemic. Consumer wants provider to install Fios to her residence.

CTR 392-phone

Ticket: # 3933024 - Internet turned off for non payment (Covid 19)

Date: 4/16/2020 4:43:58 PM

City/State/Zip: Lockport, New York 14094

Company Complaining About: Spectrum

Description

Internet turned off 4-10-2020 for non payment. Owed \$64.

Tried to explain I am home schooling my son due to closures and was told I needed to pay and also up to \$4 reconnect fee.

Spectrum

Lockport, New York

Ticket: # 3933057 - Cox: High Packet Latency effecting service

Date: 4/16/2020 4:56:42 PM

City/State/Zip: Phoenix, Arizona 85018

Company Complaining About: Cox

Description

Cox blaming covid for 24/7 high ping and latency in my neighborhood, and effecting my home. I've had their engineers at my house checking levels/signals, my pole and my neighborhood node. They confirmed seeing spikes in the signals.

I worked with their level 1, 2, 3 support engineers, netops engineer and 2 field specialists to only be told it's essentially congestion they can't fix because the node is overloaded. This could be partially true, but I've been logging the issue with extensive logs showing that this problem is 24/7 and suggests a bigger problem. Cox has refused to do anything further. Because of their regional monopoly I have no access to viable alternatives in my area.

Ticket: # 3933059 - Price Gouging for Internet Service during a Pandemic

Date: 4/16/2020 4:57:27 PM

City/State/Zip: Branson, Missouri 65616

Company Complaining About: Sudden Link

Description

Suddenlink, our Internet provider has raised prices by over 22% during a pandemic when most of the country is unemployed. This is price gouging. They have no explanation except to say it was decided in January and we were notified of the increase, yet I cannot find the information anywhere. I've called three times to get this resolved and each time was promised a supervisor would call me back, yet none have.

Ticket: # 3933149 - Suddenlink raising bill nearly 30% without notice or explanation for essential healthcare worker during pandemic

Date: 4/16/2020 5:40:25 PM

City/State/Zip: Mckinleyville, California 95519

Company Complaining About: Sudden Link

Description

We have been Suddenlink customers for over 9 years. This month, our bill increased 30% with no explanation. We know they're offering similar service to new subscribers at around half the price we're paying per month. My wife called their support number to try to rectify this, waited on hold for well over an hour (they have a very limited window of time to speak to a live person, in the middle of the work day of course). The person she spoke to tried to upsell a more expensive plan and wouldn't lower our bill. When she asked to speak to a supervisor he refused. When she asked to speak to another rep he refused. When she complained their support rep **BEGAN REPEATEDLY PUSHING PHONE BUTTONS AND EVENTUALLY HUNG UP ON HER**. He called back shortly after and I tried to take over the call, admittedly very angrily after the way my wife was treated. He would only talk to her and did the same thing again, pushing buttons and hanging up. He called back again, and she asked for a supervisor to file a complaint. He refused. She asked again to speak to another rep, but he refused. Same thing again, pushing buttons and hanging up. I'm a healthcare professional. I work in a hospital impacted by COVID-19. I need internet service so I can access the hospital network remotely in an emergency. This is not the time to price gouge longtime customers while luring new ones with lower rates.

Ticket: # 3933166 - At&t Direct TV billing

Date: 4/16/2020 5:49:45 PM

City/State/Zip: Windsor, New York 13865

Company Complaining About: AT&T

Description

During covid-19 pandemic At&t increased our bill by \$60 and gave us a run around on the phone for more than 3 hrs, by finally putting us on hold with no answer for more than an hour before we hung up.

Ticket: # 3933226 - Verizon

Date: 4/16/2020 6:26:20 PM

City/State/Zip: Glendale, New York 11386

Company Complaining About: Verizon

Description

Out of work due to pandemic. I need help resolving a billing issue with Verizon. I over paid and am due a refund which they refused to provide.

Ticket: # 3933233 - Optimum/Altice Bait and Switch

Date: 4/16/2020 6:31:24 PM

City/State/Zip: Stratford, Connecticut 06614

Company Complaining About: Optimum

Description

So I have an original complaint about my internet service dropping a few times a day. The tech that came to my house to look at my services recognized that when he checked the speed at the coaxial cable that comes into my house (not the router) that I am not receiving the speeds that I am paying for and have been paying for since August 2019. I have the workorder from the Tech stating I am not getting what I am paying for. My one complaint has now turned into two. It is my observance that the speed issue is a Bait and Switch. Michael Cobain (michael.cobain1@alticeusa.com and 631-846-5317) was tasked to help me with my complaint through their Executive Customer Complaint Office and after 4 days of looking for a resolution has stated that he does not have a resolution for: 1. My internet dropping which has been dropping since Pre-Covid 2. The fact that I am not getting the speeds I am and have been paying for I find this type of business practices unacceptable as I am also finding through a town Facebook group that they are having the same issue with this company. I would like an investigation into this companies business practices.

Ticket: # 3933234 - Suddenlink Service Disconnection Due to Non-Payment During COVID-19 Pandemic After Promising to Maintain Services

Date: 4/16/2020 6:31:24 PM

City/State/Zip: Belle, West Virginia 25015

Company Complaining About: Sudden Link

Description

Suddenlink disconnected my internet in March 2020 due to non-payment. I was aware that Suddenlink promised to not disconnect customers due to non-payment during the pandemic, so I called Suddenlink and was on hold for over an hour at that time, and a representative stated that they would restore services, which they did. Today, which is less than one month later, my internet was disconnected again. And when I called this time, two different representatives stated that I would need to make a payment in order to restore services due to some convoluted explanation involving a "30 day bucket" and a "60 day bucket" while also stating that they indeed are not disconnecting customers due to non-payment during the pandemic (while also confirming that my internet was disconnected due to non-payment, which is obviously a contradiction). I ended up having to pay 2 month's worth of Suddenlink charges (\$237.46) in order for my services to be restored. I am self-employed and I need my internet in order to earn money. And because of the pandemic, money has been limited and the amount that I had to pay Suddenlink was over half of all the money that I had left to survive (unemployment assistance for self-employed individuals is still not available in my state yet). After making the payment to restore my internet, I visited Suddenlink's Facebook page just to see if anyone else had reported a similar issue and I found comment threads on their Facebook posts full of customers complaining about being disconnected, even after being told by Suddenlink that they would not be. Suddenlink's behavior during this pandemic is detestable and they do not deserve to be in business any longer as they do not serve the public good and are conducting predatory business practices

Ticket: # 3933237 - Qlink - Lifeline Service Shutoff

Date: 4/16/2020 6:31:55 PM

Company Complaining About: Qlink Wireless

Description

I am a 69 year old man living on social security retirement. I am also a SNAP and Medicaid recipient. On the Saturday before Easter, April 11, Q-Link shut off my service without notice. Today is Wednesday, April 15, and my service is still shut off. My service with Q-Link began last August, but they chose to ask me now to reverify my eligibility for the Lifeline program. I submitted several current documents as requested, and, also edited information I initially gave them, like adding my phone number which I, of course, did not have at the time of my application last August. By editing my account information, that apparently began a new application process which prompted Q-Link to cancel my original account and begin the process of applying for a new account. Q-Link cancelled my service during a pandemic on the Saturday before Easter was unbelievably cruel and beyond inexcusable. I have no idea if my service will ever be restored.

Ticket: # 3933302 - Billing Increase during pandemic

Date: 4/16/2020 7:26:24 PM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: Spectrum

Description

Spectrum internet raised our monthly bill by \$10. We are not getting faster internet service or anything, it is the same internet we've had for the past few years, and they raised the price again. They raised it before, but to raise it again \$10 during the pandemic when we lost our jobs is outrageous.

Ticket: # 3933323 - Unwilling to assist in canceling account

Date: 4/16/2020 7:39:06 PM

City/State/Zip: Modesto, California 95356

Company Complaining About: AT&T

Description

I have dozens of lines, due to COVID the government closed my business. I need to cancel 90% of my lines. Keeping 9 active. They are not answering phone, the chat was not willing to help me. The online account wont let me cancel the lines.

Ticket: # 3933393 - Billing Harrassment Xfinity/Comcast

Date: 4/16/2020 8:21:06 PM

City/State/Zip: Burlington, New Jersey 08016

Company Complaining About: Comcast

Description

I am receiving texts/and or emails daily from them regarding disconnecting my service if I don't pay my bill and I can't afford my bill at this time due to the COVID, I'm speaking with a Billing rep name Terrell and I asked for a Supervisor and they refused to speak with me and Terrell hung up on me

Ticket: # 3933414 - Optimum Outage

Date: 4/16/2020 8:33:47 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

Optimum internet service has been out for days across the tri-state area, as well as where I live in Brooklyn, NY. We have repeatedly tried to contact their customer service with no success. During this pandemic both my roommate and I work from home, we continue to pay our WiFi bills, and we have no access to another internet service in this apartment, so we cannot switch. Optimum has seemingly done nothing to address this crisis, and if it were not for hundreds of comments online from consumers with the same experience I would have no way of knowing whether this was an individual problem, since the company has not acknowledged it on their website or through a communication to their customers. For lack of options I am filing a formal complaint because I feel that without regulation, this will continue to be an issue for customers reliant on a company which has a near monopoly on internet provision in this part of the city.

Ticket: # 3933425 - Billing Complaint**Date:** 4/16/2020 8:38:33 PM**City/State/Zip:** Cincinnati, Ohio 45219**Company Complaining About:** MetroPCS

Description

I contacted Metro PCS regarding some billing matters.

I was offered a deal for 60 days at \$15.00 plus tax. The day I contact MetroPCS and advised them that I wanted to inquire about other plan options during Covid19. I was advised during the call that I could pay for the \$30.00 plan and not have to pay until April 26, 2020. I then suggested to the representative that I would like to go back to my original plan of \$60.00 per month since I will have until April 26, 2020 to pay. I then asked the representative what would be my new balance. He advised me that he would my new bill will be \$97 and change. I told him that could not be true considering that I have not used any of the service yet. He essentially charged me for the difference for the \$30.00 plan plus the \$60 plan. I requested to speak to the supervisor after a back and forth. The supervisor told me that I would have to pay for the changes even though I had not concluded the call or used the services. She was adamant and told me that I had no choice but to pay the charges. I was outraged and told her that I already paid \$18 and asked about changing my services only to be charged for inquiring about changing my services. The \$18 that I already paid should have been deducted from my new charges.

To remedy this matter I am requesting that my bill be reviewed and the appropriate charges be adjusted. I do not believe I should have to pay for the \$30 plan. I made a payment of \$60 to offset any expenses in the interim.

Please investigate this matter. Customers should not be forced to pay services they have not used. It is the customers account and the wireless carriers will allow customers to direct the affairs of their accounts.

Ticket: # 3933429 - Verizon phone(the device) display issues

Date: 4/16/2020 8:40:39 PM

City/State/Zip: Fort Myers, Florida 33967

Company Complaining About: Verizon Wireless

Description

During this pandemic, my phone screen started to malfunction screen split top/bottom reversed with green horizontal lines throughout. Therefore making any emergency or other calls an extreme problem. Home alone with health and physical issues and can't make emergency call if needed. Verizon rep and mgr that I was dealing with issued refurbished replacement at no cost to me and sent in writing with mail date 4/11. When called rude mgr stated he wouldn't of handled that way. So isolated, in more ways now, please help.

Ticket: # 3933448 - Facebook Two Factor Authentication**Date:** 4/16/2020 8:58:35 PM**City/State/Zip:** Philadelphia, Pennsylvania 19116**Company Complaining About:** Facebook

Description

On April 1, 2020, I logged out of my Facebook account via the app on my smart phone. I went to log back in and was asked for a 6 digit code that would be sent to my phone via SMS. The message told me the code would take some time. I never got the code. I proceeded to google and ask Facebook how to resolve and none of this was helpful, because the system keeps stating it is sending a code to my phone has not happened. I get emails and text about everything else BUT the Two Factor Authentication SMS code I need to get back into my account. I went as far as to look up people at Facebook to email, for assistance I sent the same email to six people at Facebook twice no one reached out. I then took my concern to the BBB I included pictures verified my Facebook account name, email address and phone number and Jesse from Facebook sent the same generic information the first response and then on the response I got this evening he/she told me they will not be able to answer anymore question via the BBB but have not contacted me outside of the BBB. I offered to send a copy of my Drivers License or what every they need to help me regain access to my account. My issue is with this pandemic going on Facebook is how I stay connected with my family and friend around the world. I got a notification recently that I have 88 notification waiting. I need assistance accessing my account.

Ticket: # 3933457 - Keep America Connected COVID-19- Data Cap for WIFI

Date: 4/16/2020 9:09:03 PM

City/State/Zip: Collins Center, New York 14035

Company Complaining About: Verizon Wireless

Description

I live in a more rural area where high speed wfi is not available except for a MI-FI Verizon Box which has a data cap. This has made it almost impossible to work from home and service my speech.language, feeding and swallowing clients as an SLP, plus having to have my children try to access school resources. The data cap could be lifted during this time.

Ticket: # 3933510 - Unable to get internet service

Date: 4/16/2020 10:15:16 PM

City/State/Zip: Richmond, Indiana 47374

Company Complaining About: Frontier Communications

Description

I am a physician and have a farm just outside of Richmond, Indiana. I need reliable internet service as part of performing my duties; especially now as healthcare is relying more heavily on computer/virtual interactions with patients and other health care workers due to Covid 19. My neighbor across the road as well as next to me both have Frontier as a service provider. I've called them and they said they can't provide service to me. I requested to speak to a supervisor and they said someone would call me back. That has been a week ago and no one has called me. Your assistance in resolving this matter is greatly appreciated.

Ticket: # 3933554 - Cox Communications Inc Consumer Fraud**Date:** 4/16/2020 10:56:28 PM**City/State/Zip:** Scottsdale, Arizona 85251**Company Complaining About:** Cox

Description

Cox communications is engaging in fraudulent business activities. Their infrastructure has not been maintained in order to keep up with demand. They have received bailouts in the past, lobbied at the state level in AZ to prevent competitors from entering the market, and maintain a geographic monopoly throughout the state. How can this company be allowed to charge patrons for services that they can not (and will not because it's not cost effective) provide? Every customer experiencing internet connectivity issues is being told it's due to high demand, but how can they sell internet data packages when their current infrastructure can not allow all of said customers to receive the services for which they are paying? This is all side from the current Covid-19 pandemic. For 6 years I have experienced complete outages, speed drops, packet loss in excess of 60%, and latency valves measured in seconds. Cox Communications is going to drag out their inability to provide the services their customers pay for by blaming it on increased traffic during the pandemic. If they are operating under the assumption that customers and governing agencies will accept this during this pandemic and then hope in the near future the "traffic" decreases as the country returns to prior usages, this is an unacceptable business practice and should not allowed to continue. Cox Communications must be regulated and ordered to fix these solutions that are absolutely within their power to fix.

Ticket: # 3933565 - Fraudulent internet service

Date: 4/16/2020 10:59:54 PM

City/State/Zip: Henderson, Nevada 89012

Company Complaining About: Cox

Description

I have a business internet connection with Cox Communications that I pay \$110 per month including a rental modem. Recently when I started working from home due to Covid-19, I noticed that my internet service was poor. I did multiple speeds tests through Cox's website and noticed my speed was more than 90% lower than what I was paying per my bill. When I called Cox, they claimed the issue was my modem (less than a year old) and insisted I was receiving full speed, but refused to send out a technician or show a speed test that I was receiving the bandwidth per my bill. I asked multiple times for a supervisor or a credit and the best they would do was offer to send out a new modem and not deal with the fact that since I moved in December of 2016, they cannot prove I received the business internet I paid for.

Ticket: # 3933579 - Lost landline number

Date: 4/16/2020 11:15:15 PM

City/State/Zip: Noblesville, Indiana 46062

Company Complaining About: Frontier Communications

Description

I am with Frontier for internet and my landline. I was told by them that my number is gone and that I can not get it back. They can not give me a landline number, until after the Pandemic. I want my old number back, my account was (b) (6) I do not want to wait that long. Please help me.

Ticket: # 3933598 - Billing/Inconsistencies

Date: 4/16/2020 11:36:21 PM

City/State/Zip: Bartlett, Tennessee 38134

Company Complaining About: Comcast

Description

I contacted Comcast on 4/7/2020 to add voice to my services so I can begin working from home. I have been with Comcast for 5 years and I unfortunately expected this to not be as easy as it seemed. The young lady offered me a new plan with a 2 year agreement total after taxes and fees \$163. The day after I received a box with a new modem and a new small cable box. I waited until 4/13 and I reached out to Comcast to see why I had a new modem and only one box when I have 2 boxes in my home and why I needed to change equipment. Due to the process that Comcast has implemented with Covid 19, I was able to contact no live person and was only repeatedly sent a link to chat with someone online. This became VERY frustrating. After going back and forth with a rep that was not understanding what I needed, I was FINALLY able to have a live person call me. This person told me I needed to speak with activations to finish what the rep on 4/7 started but she assured me she would call me back so we can get the issue with the equipment resolved. While speaking with activations he stated that the previous person "screwed up" how she put my order in on 4/7 and it had to be fixed. He asked was my plan \$184 after taxes and fees I informed him no and went to the order that I signed and gave him the \$163 amount. He told me the dept was closed and my issue couldn't be resolved and I promised another callback. 2 days later after receiving no callback and still not having voice services I called. While on the phone with the new person who helped me alot with getting my voice services going, I receive ANOTHER email from Comcast stating my estimated bill would be \$245 and the charges were broken down far from what was signed on 4/7. I am so frustrated as I type this because at this point I am not sure what has happened to my account but I really wish I could get another service to work but I cannot in my area. With everything that is going on right now, the last thing I can do is receive a huge bill from Comcast when my initial point was to decrease my bill from paying \$220/month because I could no longer afford it. I cannot pay almost \$300 to Comcast not even one time as my hours have been reduced due to Covid19 and I am only trying to maintain services so I can pickup some services from home and continue to care for my child and bills. I am exhausted with Comcast, their billing issues, lack of consistency, horrible communication and there is no reason why a company that causes such frustrations should have thought to route all incoming calls to an online chat. This is a nightmare and I am scared to see my new bill especially after failures to follow through with callbacks, and the major inconsistencies with what I am being told.

Ticket: # 3933604 - Service disconnection

Date: 4/16/2020 11:53:39 PM

City/State/Zip: Pahrump, Nevada 89060

Company Complaining About: Rise Broadband

Description

Rise Broadband interrupted Internet due to lack of payment.

Per Government guidelines, "Carriers should not disconnect during Pandemic".

Ticket: # 3933644 - irresponsible programming

Date: 4/17/2020 1:33:01 AM

City/State/Zip: Bakersfield, California 93311-4596

Company Complaining About: AT&T

Description

direct tv is showing a free preview of the playboy channel. on channel 85 . its irresponsible at this time when everyone including young children and teens are all sheltered in because of covid19 . and rely on tv for entertainment having this preview is in poor taste and its irresponsible. I did not give permission and have parental block

Ticket: # 3933651 - Earthlink Turned Off My Internet During Pandemic**Date:** 4/17/2020 1:55:53 AM**City/State/Zip:** Chesapeake, Virginia 23324**Company Complaining About:** Earthlink

Description

My internet was turned off. I received an ebill on 04/15 just as I usually do. This time I missed the notice. My internet has been out for two days, which means I can't use my telephone. I'm a senior and disabled. I was shocked to find out that they took the FCC pledge to "Keep Americans Connected." They turned off my service around April 16. I just paid them on 04/17, hoping they will put my service back on. They didn't show me any leniency. They're customer service was not contacted because they are not capable of taking care of any situation. I included of picture of the bill to show that there's no mention of a pledge or working with anyone during the pandemic.

Ticket: # 3933673 - Massive Packet Loss // Speed Throttling

Date: 4/17/2020 3:33:45 AM

City/State/Zip: Aliso Viejo, California 92656-4812

Company Complaining About: Cox

Description

Cox is throttling my connection to Twitch.tv while live streaming. While streaming, approximately every 7-10 minutes. During this time frame, Cox will induce massive packet loss, essentially making it impossible to upload any content, and then slowly reintroduce a connection. I have contacted support, spoken to the supervisor, and spoken to the tech they sent out who blamed it on congestion from the Coronavirus. This does not seem reasonable, as even streaming at 2 AM during little traffic still induces this issue. Also, Cox states in section C1 of their "Internet Service Disclosures" that "Cox does not shape, block or throttle Internet traffic or engage in other network practices based on the particular online content, protocols or applications a customer uses or by a customer's use of the network." Graphs and traceroutes (a common troubleshooting command) to help display my issue.

Ticket: # 3933679 - Missing Parts and Billing

Date: 4/17/2020 4:30:06 AM

City/State/Zip: Jax, Florida 32226

Company Complaining About: Comcast

Description

on a 2nd request for wireless boxes xfinity sent me aa box with the wrong power cord and now has no way to send another one

on top of i have not had service in my master bedroom since 4/13/2020 no one available on chat i called the rep could not help but then told me to go to a store when they are all closed

xfinity has no way to fix their mistake and has yet to send me the correct parts

absolutely unbelievable no available rep by chat and over 40 minutes on the phone the agent could help fix a issue comcast created.

comcast has no continuity and they are adding stress to a customer during a pandemic and stay at home without service this is unreal. they charge too much not to have quality service

after paying a \$303 on 4/6 my cable doesn't work then billing me another \$200

Ticket: # 3933682 - Unreliable mobile wireless Phone and internet

Date: 4/17/2020 5:51:22 AM

City/State/Zip: Hillsboro, Texas 76645

Company Complaining About: At&t

Description

In our area Hillsboro , Texas, we rarely get the internet speed we pay for. With COVID, the network is useless. In fact, the day before our Federal Income Tax was due for submission the system became so slow all our page loads were timing out. I contacted ATT and was told as always, "we know we have a problem, but can't tell you when it will be resolved. ". This happens often. Telephone and messaging is rarely reliable with missed and dropped calls. One recommendation they make is to go somewhere else in town for a better signal.. maybe. As a disabled person, especially now during covid I have no options. ATT will not respond, even with their knowledge I am disabled. I have no options but to hope someone reads it. Thanks for all you do!R/S, (b) (6) no options, Texas

Ticket: # 3933737 - COVID 19 Text Message Audio Scam

Date: 4/17/2020 7:46:55 AM

City/State/Zip: Johnson City, New York 13790

Company Complaining About: Verizon Wireless

Description

I received text messages from two contacts in my address book with an attached audio clip. You click on the clip and it's a message about being around someone who was COVID positive and to self quarantine. I am now afraid my phone number has been spoofed and everyone in my address book with get a similar message.

Ticket: # 3933769 - Phone Provider Restricting Service

Date: 4/17/2020 8:52:32 AM

City/State/Zip: Omaha, Nebraska 68164

Company Complaining About: Sprint

Description

My phone provider, Sprint, has recently restricted my phone/internet/data/text service due to non payment, despite signing the keeping America connected pledge. I spent almost 1 hour with 2 different Sprint departments trying to troubleshoot the issues, before finding the issue myself. I explained to both associates that my hours were reduced to Covid, I was subsequently transferred/offered to transfer to other departments. I do not have internet at home and i need my phone to keep the job that i do have. This was all to no avail.

Ticket: # 3933782 - Unwanted calls

Date: 4/17/2020 9:08:59 AM

City/State/Zip: Alpharetta, Georgia 30009

Description

I have blocked these numbers and they keep changing ladt four digits 470-300-8234,5316,9275.
Please have them to stop...to much and dealing with covid 19.

Ticket: # 3933790 - keep america connected pledge

Date: 4/17/2020 9:15:12 AM

City/State/Zip: Elizabethton, Tennessee 37643

Company Complaining About: T Mobile

Description

My sons services was interrupted for 5 days and we where unable to get a hold of him. My son does not live with me and this is a safety issue you. He was forced to pay his bill that just came due on march 23 and a bill that was not due for April 23, My son was layed off do to covid 19 and t-mobile offered to do a data cap to lower bill 50% percent off and charged late fee and restoral fee do to services being restored which should not have been interrupted and should not have been charged these fees and should not have been made to pay 2 months of bills at one time. I feel like t mobile did not keep up their end on the agreement that they signed on March 13 "Keep America Connected".

Ticket: # 3933844 - phone service

Date: 4/17/2020 10:04:27 AM

City/State/Zip: Tulsa, Oklahoma 74133

Company Complaining About: Windstream Communications

Description

We have been without phone service since March 20th. We were without service for 2 and a half weeks earlier in the year and the line was full of static when it was "fixed". When the line went down again in March I called for service and was told it was an area thing and could expect resolution by April 4th at the latest. Nothing was ever done I received no notification and when I called in after that date the ticket was still open and I could not get a reason why no one was taking care of our situation. I have called multiple times, been put on hold for 20 minutes, lied to by the rep and still have no phone service. We are in an area where there are no alternatives (rural), and our ability to have cell consistency is out the window with this Covid 19 issue (every one tying up lines). Our security system is tied in to the Phone line, so we have no security or smoke detectors that are functioning. I am beyond exasperated! I need my phone lines fixed, we have been customers of Windstream for 20 years and pay our bills. This treatment of a customer is what I imagine socialism looks like. One option and therefore no one is in any hurry to take care of you, or worse yet even cares!

Ticket: # 3933864 - Pandemic cancellation

Date: 4/17/2020 10:13:30 AM

City/State/Zip: Columbus, Ohio 43227

Company Complaining About: AT&T

Description

Due to covid19, I transitioned to work from home. Required internet speed was 30mbps and according to AT&T customer service, I had the fastest speed that was available in my area which was only 25 mbps. As I work on the phones this was not enough to take calls for my job and I had no choice but to break my contract. I agree to the term fee for the cable but not for the internet. This was not something that was expected to happen. I would like a refund as I have paid the bill so it would not show on my credit. I switched to a carrier that had faster speed for my area of 100mbps. I have provided proof of the speed requirement and the bills.

Ticket: # 3933870 - Spectrum Email Suspended

Date: 4/17/2020 10:16:43 AM

City/State/Zip: Weeki Wachee, Florida 34613

Company Complaining About: Spectrum

Description

The consumer states that she has Landline, Internet, and TV services with Spectrum.

Spectrum suspended both her and her roommates emails because they moved location.

The consumer states she thought it was odd that they suspended her email at this time during this pandemic.

The consumer just wanted her email restored and if you want her to change her information after the pandemic she will gladly go with another email company.

CTR-415

Ticket: # 3933874 - Service COVID-19

Date: 4/17/2020 10:18:58 AM

City/State/Zip: Stamford, Connecticut 06902

Company Complaining About: Optimum

Description

(b) (6) is having problems with Optimum. Consumer service was interrupted and she is working from home she does not have internet and when she calls they are asking her to report the issue online. Consumer is stating that this is now the very first time when her service gets interrupted. Consumer needs to be in contact and connected with her internet during this pandemic outbreak. Consumer wants her service restore immediately and credit on her account because of this interruption and the previews ones.

ctr408-phone

Ticket: # 3933935 - 101.5 Morning Mess Phoenix Arizona - COVID Fraud Call

Date: 4/17/2020 10:50:18 AM

City/State/Zip: Mesa, Arizona 85201

Description

I was listening to the radio on my way to work and the Morning Mess aired a lady, who admittedly stated she's unemployed, not a doctor who has written THOUSANDS of fake COVID 19 positive test results as a doctor for people.

This should never have been aired, they were laughing about it all in the name of ratings. Whomever decided this should be aired needs some consequences. Legally they should have reported this immediately, and they won't. They also advertised about it on Instagram, screenshots attached.

Ticket: # 3933948 - Boost Mobile Billing

Date: 4/17/2020 10:56:29 AM

City/State/Zip: Philadelphia, Pennsylvania 19133

Company Complaining About: Boost Mobile

Description

- consumer stating that she went on line to pay her phone bill and her bill was \$45.00 but she could only paid \$42.00 on April 10th, 2020 and Boost Mobile said thank you through a text message and then on April 11th, 2020 consumer realized that Boost Mobile shut her phone off for only \$1.83.
- consumer had to go out even with the Corona Virus mandate to stay inside consumer had to go out and try to locate \$2.00 to finish paying her bill so she was able to have it turned back on.
- consumer very upset over this uncaring situation that Boost Mobile showed the elderly consumer.
- Consumer is upset over Boost Mobile not giving her a courtesy call to let her know about \$1.83

CTR395---phone

Ticket: # 3933998 - ViaSat is Awful

Date: 4/17/2020 11:21:00 AM

City/State/Zip: Goochland, Virginia 23063

Company Complaining About: Viasat

Description

ViaSat is the only provider in my area and they are horrible. We have horrible service and they don't send adequate techs to resolve issues. During this pandemic crisis, they are making it impossible to follow the CDC and government regulations regarding containing the spread of the virus as we are faced with having to return to the office to perform basic duties as essential workers.

Ticket: # 3934024 - Late fee

Date: 4/17/2020 11:32:28 AM

City/State/Zip: Bloomingdale, New Jersey 07403

Company Complaining About: Optimum

Description

I was told by representative "Raymond" on 3/25/2020 that late fees would be waived until May 13, 2020 due to COVID-19. My bill, which was issued on 4/15 shows a late fee of \$10.00. I called on 4/17/20 and rep. "Jack" said that because I was past due, he could not do anything about the late fee that was wrongfully assessed on 4/15.

Ticket: # 3934034 - Report a number that keeps calling my employer

Date: 4/17/2020 11:34:25 AM

City/State/Zip: Hamlin, New York 14464

Company Complaining About: Unkown

Description

The phone # 760-748-4126 keeps calling my place of employment 6 times a day everyday now for this past wk after being told repeatedly to stop calling and that due to covid19 I'm not even there and not to call for me again

Ticket: # 3934042 - Spectrum Phone Issues

Date: 4/17/2020 11:38:29 AM

City/State/Zip: Kettering, Ohio 45429

Company Complaining About: Spectrum

Description

The consumer is legally blind and she has both parents with dementia.

The consumer states that she has Time Warner and they were always very understanding and whenever they phone issues, they would come out and fix the issues.

If they couldn't they would always give them a credit to their account.

The consumer states that she called Time Warner (whenever they were going to become Spectrum) and asked specifically if they had to do anything or if she would just automatically getting transferred, since she can't see any notices.

The consumer states that she called Spectrum because she has ongoing phone issues where her calls get disconnected.

They told her they would send someone out to fix the modem.

The consumer states that her mom would go out back and noticed once they left that a wire was sticking out and not connected to anything.

The consumer then noticed that her phone wasn't working at all because people would ask her why they wouldn't answer the phone.

The consumer asked another technician that had came out to fix the modems if they were with Spectrum and they would tell her that she is.

For about 3 months shes been in and out of the hospital and couldn't deal with Spectrum.

Another technician said that she was not on a Spectrum plan but a Time Warner plan instead.

The consumers mom called them 7 times on Monday and they were of no help.

The consumer needs to talk to a technician and she gets disconnected and they never call them back.

The consumer always gets disconnected from doctors offices and pharmacies and other important calls.

There is also a lot of interference.

She states they are paying \$50 more then what they would pay years ago for a Time Warner plan which is still what they have.

She will not be paying \$50 extra for a Time Warner Plan that she is receiving only about 30 mgb.

The consumer needs her phone working since everyone at her home is sick and during this pandemic is necessary.

The consumer states they never let her upgrade to a better plan with more mgb and she needs a good working phone that receives no interference.

CTR-415

Ticket: # 3934051 - Disconnection during the pandemic

Date: 4/17/2020 11:41:17 AM

City/State/Zip: Las Vegas, Nevada 89130

Company Complaining About: Cox

Description

Hi, I was laid off due to corona virus pandemic. Cox stated they would not be disconnecting service during this time and have pledged to work with the fcc by not disconnecting people. As of today they disconnected my service. I still haven't even received unemployment because the nv unemployment portal is atrocious.

Ticket: # 3934085 - Covid 19/Internet Outage - CenturyLink Consumer Cannot Work From Home

Date: 4/17/2020 11:53:39 AM

City/State/Zip: Ponifer, Colorado 80433

Company Complaining About: Centurylink

Description

The consumer called to file a complaint about her internet service.

The consumer stated that she has had a complete outage, for internet service, since yesterday, 04/17/2020. When she called CenturyLink to remedy the issue, she was advised that this involves a permanent exhaustion of available services. They would not issue a repair ticket. CenturyLink advised her that there is nothing that they can do about this. She lives in a mountain area, of Colorado. She has been told that this area is fed by copper service. However, there are about 200 homes in this subdivision! They have refused to upgrade the network/system.

She stated that her services had consistently gone out, prior to this outage. She stated that she had been calling about every two weeks with issues. Now it is out entirely. They will do nothing for her/to remedy the outage.

This consumer works from home and has now lost two days of work time.

Ticket: # 3934086 - Internet Billing

Date: 4/17/2020 11:54:07 AM

City/State/Zip: Olive Branch, Mississippi 38654

Company Complaining About: Comcast

Description

My Xfinity bill is \$300 I'm being charged for an unlimited plan and data overage fees for the same bill. When I switched to my unlimited internet plan I asked several times if there would be any fees other than my regular monthly fees and was told no every time. All I want is the data overage fees to be removed for that month. This is all going on during the covid pandemic while I have reduced hours so a \$300 bill where there shouldn't be one is killing me.

Ticket: # 3934139 - Boost Mobile COVID-19

Date: 4/17/2020 12:13:18 PM

City/State/Zip: Shorewood, Wisconsin 53211

Company Complaining About: Boost Mobile

Description

The consumer states that she has a cell phone with Boost Mobile.

The consumer states that she called Boost Mobile because she is currently not working because of COVID-19 and therefore is not receiving income to pay her bills.

Boost mobile was of no help and told her to contact us.

The consumer needs her cell phone turned on in case of any emergency.

CTR-415

Ticket: # 3934191 - Billing/services COVID-19

Date: 4/17/2020 12:39:58 PM

City/State/Zip: Bronx, New York 10460

Company Complaining About: Optimum

Description

Consumer is looking for an internet provider because she has a child that needs internet to do his homework. The school provide her with a tablet and she just needed to get the internet. The building where she lives has a contract with Optimum she called optimum and they told her that she had a previews balance and in order to get internet she will have to pay that remain balance. Consumer is stating that she never had internet before with optimum that was probably the last family who was living there. Consumer needs the internet for the education of his child. Consumer states that she has prove of the previews addresses where she used to live.

ctr408-phone

Ticket: # 3934244 - Service

Date: 4/17/2020 1:06:25 PM

City/State/Zip: Riviera Beach, Florida 33404

Company Complaining About: Comcast

Description

I have been a customer of Comcast for about 25 years. I don't make complaints but I felt that I need to file a complaint for all customers. I have not had any problems with internet services and overage since I had Comcast. In the last month I was informed that I was going over with the internet. Like I said I have never had any concerns regarding billing issue with the internet. I was informed on March 26, 2020 that I had went over on the internet. I really didn't understand. The agent informed of some changes that was made on your behalf and I needed to upgrade to a different modem. I requested the modem. The problem I am having is the overage came up to the amount of 170.00. I then ask what would the price be for unlimited internet because that's what I initially had. She informed about 50.00 a month additional. I informed her I would have rather paid 50.00 instead of 170.00. That makes no sense for me to waste money. My mother just past away the end of last month. Money is tight now and we all are going through some things with the pandemic going on now. I was told that a request will be inputted to credit me the 170.00 to my account. On March 26, 2020 I paid 400.00 to you for my bill. I just received the next bill for 444.00. I can afford to pay out 800. for a month an 1/2 of service. I only have basic channels. That does not make sense. I was forced to cut my cable service off due to the amount. I only have internet service with you now. I will try to make a effort to change all of my business to another company that will assist me better. That what I get for being a LOYAL CUSTOMER.

Ticket: # 3934252 - Surprise massive Spectrum internet price increase during pandemic

Date: 4/17/2020 1:08:17 PM

City/State/Zip: Apex, North Carolina 27502

Company Complaining About: Spectrum

Description

I am a public school teacher and customer of Spectrum Internet with its "Ultimate 200" upgrade plan (200-300 mbps), which is now a basic requirement for me to conduct online teaching sessions from my home. I opened my internet-only Spectrum bill today to find a shocking 33% price increase for absolutely no change or improvement in my service. This attempt at gouging is happening during our COVID-19 pandemic and makes me feel as if I have just been billed \$100 for a 4 oz. bottle of hand sanitizer.

Since December 2015 I had paid Time Warner \$35/month for this exact same package. Upon Spectrum's absorption of Time Warner by September 2016, Spectrum immediately jacked the price to \$50/month - a 43% increase overnight. This was followed only 1 year later (2017) with another 10% price increase for the exact same service, far outstripping the rate of inflation. Another 9% increase (to \$60/month) followed again one year later in 2018. Now, only 18 months after the last egregious hike in Spectrum internet rates, I am facing a whopping 33% increase from \$60/month to \$80/month.

I am facing a very uncertain economic future as an elective language teacher following this semester, and this outlandish rate increase will cost me an extra \$240 per year for what is considered a basic level of internet service required to conduct my profession from home, whether I full-time teach or contract tutor.

Thank you for your attention to this matter.

Ticket: # 3934260 - Service Issues

Date: 4/17/2020 1:11:59 PM

City/State/Zip: San Diego, California 92139

Company Complaining About: Cox

Description

- The consumer is calling about Cox as her carrier
- She has a bundled package
- She states they are having intermittent service issues
- She states they rely on this to order food due to COVID-19
- She has reached out to the carrier
- They did send out a tech
- The consumer is still experiencing the same issues
- The consumer is wanting her service issues fixed

CTR405-phone

Ticket: # 3934275 - Comcast /Xfinity

Date: 4/17/2020 1:16:25 PM

City/State/Zip: Chester, Pennsylvania 19013

Company Complaining About: Comcast

Description

April 2, 2020 I was informed my service was disconnected because of outstanding charges and until I paid my service would not be restored. I paid 300 however the issue wasn't because of an outstanding bill, the cord on the box was broke. The representative gave false info. On April 14 my service was disconnected again for 100 outstanding. Xfinity is giving false information to all of their customers and they also announced that they would not interuppt service due to pandemic. Their practices are deceiving and I shouldn't have to pay restoral fees. I have been a customer for over 10 years. I would like answers.

Ticket: # 3934298 - Unacceptable Internet Speed**Date:** 4/17/2020 1:23:41 PM**City/State/Zip:** Equinunk, South Carolina 18417**Company Complaining About:** Verizon

Description

Since March 31, 2020 my internet speed has been consistently below 1.0 mbps. I am paying for 3 mbps. I am unable to do basic functions such as sending emails and downloading forms. From what I understand, my line is connected to a network with 10 other customers, however the utility is only providing a total of 6 mbps to the group of 10. Clearly this is not enough to support everyone especially now that many are working from home due to COVID-19. I have contacted Verizon almost every day since March 31. I have had multiple tickets opened and closed, and I today I was told that this is the best I can expect because there is too much traffic on the lines and the lines aren't robust enough to support the users. This is unacceptable. Verizon needs to add services to accommodate the increased traffic.

Ticket: # 3934370 - Comcast Account, Dirty Billing Practices**Date:** 4/17/2020 1:52:29 PM**City/State/Zip:** Orange Park, Florida 32065**Company Complaining About:** Comcast

Description

I received an email today advising me my services would be downgraded for payment due to Covid 19. I am told this was not done yet but my system has been running slow for last two weeks. The company has downgraded my service but charging me for the fastest services. I was also told that if I paid 106 by Sunday - they will not shut the service down to a slower speed. This company is threatening to do all of this in a middle of a pandemic! Can you explain how a company can be so cruel and still be in business? I cannot afford to have my service slowed down due to the fact everyone is at home now. We are working from home and my kid is going to school from home. I have spent hours logging in and out of the computer trying to get it to run right but I have been informed it is the internet speed and not my company's server. This is a disgraceful company. I called to address this issue and the representative hung up in my face. I then called back and was told to speak to technical support - I waited for two hours for assist but no one picked up then release the line again in my face.

Ticket: # 3934421 - Service/Billing

Date: 4/17/2020 2:13:28 PM

City/State/Zip: Bronx, New York 10469

Company Complaining About: Optimum

Description

She has a bundled plan.

Optimum is her carrier.

She is having problems with her billing.

Her bill was raised \$10.00 for one month.

She had to pay \$129.00

The next month it was raised another \$10.00.

Now she has to pay \$139.00.

Without notice.

Resolution:

Explain why her bill was raised \$10.00 twice in two months.

Everyone is raising prices at this bad time of the pandemic.

She feels since she has filed a complaint that is why they raised her rates back to back.

CTR394-phone

Ticket: # 3934436 - Sprint

Date: 4/17/2020 2:18:59 PM

City/State/Zip: Arcadia, California 91007

Company Complaining About: Sprint

Description

So sprint raised my government taxes from \$10.07 to \$44.37 and when I call them they refuse to answer why and tell me that my bill is the same. So I wanna know why my bill during this Coronavirus outbreak is \$34 higher.

Ticket: # 3934457 - Billing/COVID-19/service

Date: 4/17/2020 2:23:16 PM

City/State/Zip: Mckenney, Virginia 23872

Company Complaining About: Dish Network

Description

Consumer is having a problem with Dish Network. Consumer states that her service is at the moment interrupted. She called consumer service because the service should not be disconnected until the 04-22-2020 that when then new cycle begins, they told her that it was a computer error. Consumer states that this is not the first time they cut her service earlier than what it is expected this is unacceptable then consumer ask them to give her an extension of the time until the 05-01-2020 that when she gets her social security check and they reject it. Consumer states that they did not wanted to help her and on top of that this is the third time that they cut her service before the new cycle begins. Consumer feels like this is a fraud. Consumer is 70 years old and she is disable. The only entertainment that she has is TV and that is how she keep herself informant with the outbreak of the COVID-19. Consumer wants her service restore, an extension on his billing until the 05-01-2020 when she gets her check, and if she can have a credit into her account because of the times that her service was interrupted before the new cycle will be appreciated.

ctr408-phone

Ticket: # 3934470 - Ketamine commercials on Chicagoland Radio stations

Date: 4/17/2020 2:26:55 PM

City/State/Zip: Lake Zurich, Illinois 60047-9066

Company Complaining About: Mrs.

Description

I just heard a radio commercial regarding COVID-19 symptoms and a "new treatment" using Ketamine. My God! That's a horse tranquilizer and a highly controlled medication used to euthanize smaller animals. First, it's preying on vulnerable people during very difficult circumstances. Second, KETAMINE!!!!

Ticket: # 3934505 - Verizon Fios customer service rep performed deceptive practices

Date: 4/17/2020 2:42:18 PM

City/State/Zip: North Potomac, Maryland 20878

Company Complaining About: Verizon

Description

After I contacted Verizon to see if, during these times of coronavirus, the company would be able to lower my cable bill, the Verizon representative told me that the company would be able to lower my monthly bill by about \$2, increase my internet speed, and increase my number of channels. In the online chat with Verizon, I told the representative that I didn't have a prior bill in front of me and asked the representative if there would be any negative changes at all if I agreed to the new contract -- if I would lose any channels or services -- and was told no, there would be no negative changes; I assume Verizon saves these chat transcripts. Once I agreed and the chat ended, however, I received an email that said I no longer would have DVR service and everything I had on DVR would be deleted. I contacted Verizon, explained the situation to a manager, and was told that it was MY fault -- that I should have noticed, when looking at the new deal, that something was missing -- and that I had three options: revert my contract to the old channels but pay considerably more than I had before, keep the new deal and lose my DVR, or pay for DVR (and the cable deal I'd struct would go from paying \$2 less a month than before to paying \$10 more a month than before.) She told me it isn't possible to go back to the same deal at the same rate I'd had earlier today, and that supervisors couldn't help me and she could not transfer me to one -- it would take three to five business days for a supervisor to call me and that person wouldn't be able to help me either.

Ticket: # 3934518 - Fast internet

Date: 4/17/2020 2:49:02 PM

City/State/Zip: London, Kentucky 40744

Company Complaining About: Windstream Communications

Description

I have not be able to get fast internet. I could be working from home during the coronavirus but I am in a rural area. I have contacted the cable company and Windstream. They tell me it is too expensive to come out to me. Spectrum is about 2 thousand feet and they said it would cost \$32,000. Almost everyone from my work is working from home.

Ticket: # 3934527 - FAKE NEWS

Date: 4/17/2020 2:52:44 PM

City/State/Zip: Crowley, Texas 76036

Company Complaining About: Spectrum

Description

FOX NEWS is reporting false information and supporting the FAKE President of the USA. Donald Trump, by opening the country, is signing my death warrant. Is murder legal now? If not, then allowing FOX & Trump to air the lies is murder. Stop letting MURDER happen. Stop allowing TRUMP & FOX to air ANY TV at all, ban them for false advertising on COVID19.

Ticket: # 3934561 - Pricing abuse from internet monopoly during Covid-19 pandemic

Date: 4/17/2020 3:02:30 PM

City/State/Zip: Smithville, Missouri 64089

Company Complaining About: Spectrum

Description

Time Warner Cable/Spectrum internet offers the only reasonable option for high-speed internet in Smithville, MO. Their website offers no information about full-price monthly internet plans. Searching by address only shows you the price with a 2-year contract.

From 10/28/2016 to 04/13/2020 my bill has risen from \$59.99 to \$99.99. (No change in service provided) The largest jump occurred on 04/13/2020 when the bill rose from \$79.99 to \$99.99.

Time Warner Cable/Spectrum has abused its power as an internet monopoly, forcing a price increase during the time when families can not afford it.

Ticket: # 3934620 - 17% Rate Increase during the CoVid pandemic is unconscionable!

Date: 4/17/2020 3:24:25 PM

City/State/Zip: New York, New York 10025-6815

Company Complaining About: Spectrum

Description

I just received a 17% rate increase. Inflation is virtually non-existent and Spectrum is taking advantage of its oligopolistic if not monopolistic position in our building ... The rate increase is couched in sheep's clothing ... My rate went from \$137.09 to \$160 .77 per month in the midst of an international pandemic ... a national crisis and a local devastation of death and hospitalizations. The fake 'discount expiring' game of the cable company is shameful There is a pandemic and to increase pricing during such a terrible time is un-American to say the least.

Ticket: # 3934625 - Fox News

Date: 4/17/2020 3:25:17 PM

City/State/Zip: Lenoir City, Tennessee 37772

Description

Something must be done about the airing of false information by this network. They are placing lives at risk by minimizing the dangers associated with the Covid pandemic. This network must be shut down!

Ticket: # 3934735 - Verizon FiOS COVID19

Date: 4/17/2020 4:08:28 PM

City/State/Zip: Floral Park, New York 11002

Company Complaining About: Verizon

Description

She understands that they are giving customers a hold their bill. She is effected by it because her son passed last night and she is not working. She spent over an hour on the phone with customer service yesterday trying to lower her bill but keep the services she had. A couple of years ago another company wanted her service and they offered to lower her charges. Nowthey will only offer a 2 year contract with a \$14 decrease in the bill. She asked to speak to a supervisor and spoke to Ms. Robinson who would not help her.

Even a hold on the bill will not help her because when she goes back to work the bill will be backed up and she does not get extra money and will not be able to recover from the lost wages.

Ticket: # 3934752 - Verizon

Date: 4/17/2020 4:11:52 PM

City/State/Zip: Los Angeles, California 90033

Company Complaining About: Verizon Wireless

Description

Verizon wireless is interfering with my ability to reinstate service and/or switch providers during a global pandemic. I have been trying for over two hours.

Ticket: # 3934805 - ATT DSL - Continuous Internet Failure

Date: 4/17/2020 4:32:21 PM

City/State/Zip: Forney, Texas 75126

Company Complaining About: AT&T

Description

ATT DSL internet out again. During COVID-19 PANDEMIC. Continuous problems with their outdated system. Refuse over and over to upgrade DSL internet when it available in our neighborhood. DSL INTERNET has never been fixed. continuous ongoing problems every single month the same thing.

Ticket: # 3934815 - 210-493-1668 SPOOF 210-493 #321

Date: 4/17/2020 4:37:45 PM

City/State/Zip: San Antonio, Texas 78231

Description

How many more 210-493 spoofs do I have to receive from S Asia? Seriously? The FCC can't stop these? This one wants to sell me a car warranty. That's just what I need during a pandemic. How ineffectual are you?

Ticket: # 3934833 - unauthorized extra charges

Date: 4/17/2020 4:44:14 PM

City/State/Zip: Los Angeles, California 90046

Company Complaining About: Sprint

Description

sprint has been charging me for a phone number that i havent had for 4 years and continue to charge me, they will not give me any refunds for service i dont have or any discounts during this pandemic, and keep turning my service off for being late of payments.

Ticket: # 3934849 - Cox internet barely usable due to node congestion

Date: 4/17/2020 4:48:04 PM

City/State/Zip: Scottsdale, Arizona 85251

Company Complaining About: Cox

Description

Cox internet is slow and almost unusable from jitter and packetloss due to congested node. Due to the Corona Pandemic, more users are on during the day. Cox has oversold the node causing oversaturation, and has not presented any plans to fix the issue, such as building a new node.

Ticket: # 3934878 - Channel 26-8 complaint

Date: 4/17/2020 4:54:12 PM

City/State/Zip: Las Vegas, Nevada 89122

Description

At around 1:30-1:45 pm, channel 26.8 (dtv movies +) aired music videos that talked about the corona virus. The videos used racial slurs and conspiracy theories that the virus was produced as a biological weapon.

Ticket: # 3934899 - Billing (COVID-19)

Date: 4/17/2020 5:06:28 PM

City/State/Zip: Jacksonville, Florida 32218

Company Complaining About: Family Mobile

Description

The provider Family Mobile, cellphone service

The phone (b) (6)

The consumer mention that she does not understand why Family Mobile not provide the COVID-19 for those that are being affected.

The consumer stated that she does not agree how the carrier Family Mobile is not offer this COVID-19 that was announce.

Also the consumer mention that she has tried reaching out to the carrier about to what she wantes to know but she has not been able to speak to someone.

The consumer stated that she paid \$32.72 on 3/9/2020.

Resolution

The consumer would like an explanation to why the carrier does not want to participate with the COVID-19.

ctr 388-phone

Ticket: # 3934995 - spectrum internet

Date: 4/17/2020 5:52:59 PM

City/State/Zip: Beverly Hills, California 90212

Company Complaining About: Spectrum

Description

Without warning, Spectrum billed me ~30% higher. Due to coronavirus, I need affordable internet to do my job. There is no way of contacting someone in person on the phone or through chat about this.

Ticket: # 3935004 - AT&T Non-Compliance with Keep Americans Connected Pledge

Date: 4/17/2020 5:57:42 PM

City/State/Zip: Texarkana, Texas 75501

Company Complaining About: AT&T

Description

I am an AT&T prepaid costumer, and although AT&T is a signatory to the Pledge, they are terminating service for prepaid customers who are unable to pay due to COVID-19 financial hardship. They should either honor the pledge without exception, or be removed from the list of participating companies. That is all I want.

Ticket: # 3935017 - Xfinity Internet Slower Than What I am Paying for

Date: 4/17/2020 6:03:38 PM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: Comcast

Description

I pay for 200mbps from Xfinity, however by their own speed tests, the internet speed rarely rises above half that. This issue has only become worse since the COVID-19 pandemic, and Xfinity has done nothing to remedy the issue. Frequently now the internet with stop working entirely for periods of 5-15 minutes and still Comcast claims no issues or outages have been identified.

Ticket: # 3935026 - Constant Robo Calls

Date: 4/17/2020 6:10:33 PM

City/State/Zip: Ft. Eustis, Virginia 23604

Description

This govt registered phone number receives many, upwards ten per day, nuisance "robo" calls per day. making matters worse the phone is being legitimately used in support of COVID19 support operations in NYC/NJ area.

Ticket: # 3935067 - High Latency Spikes with Cox Communications**Date:** 4/17/2020 6:38:27 PM**City/State/Zip:** Newport Beach, California 92660**Company Complaining About:** Cox

Description

For the past couple of months, I've had issues with high latency spikes on Cox even with a wired connection which makes hobbies like gaming and live streaming nearly impossible. It seems to be at its worst during prime hours of the day where most people would be using the internet and it has gotten much even worse since the COVID-19 pandemic. This makes me believe that the node that I am on is congested and is not enough to keep up with the demand of my neighborhood. During the night the latency settles and multiplayer games are playable, however, for the vast majority of the day, it is not.

Having no other ISP in my area that can offer the speeds I receive with Cox, I am asking that they install another node for my neighborhood, or whatever the solution may be so that I can use my internet without the latency issues plaguing my experience constantly. This is especially important to me considering I make some of my income from livestreaming, something that is extremely hard to do with the issues I'm experiencing.

I've attached a photo of the program PingPlotter running on my network, pinging google.com and returning extremely high latency spikes every few seconds.

Thank you

Ticket: # 3935112 - Threats of Disconnection during COVID19

Date: 4/17/2020 7:20:49 PM

City/State/Zip: Garland, Texas 75040

Company Complaining About: Spectrum

Description

Prior complaints of Ticket (b) (6) have been ignored by Spectrum. They are violating their commitment to Keeping America Connected repeatedly. I am being harassed by autodial Robo calls every other day, threatening emails, and letters threatening disconnection and disruption of services during this pandemic.

Ticket: # 3935119 - Billing Dispute/ Mis Informed.

Date: 4/17/2020 7:25:22 PM

City/State/Zip: Palmdale, California 93552

Company Complaining About: Verizon Wireless

Description

I called to let Verizon know I was laid off from work, a female rep stated she was going to code my account with Covid relief and she made it clear my next bill was going to be due June 2, 2020 and that my bill was going to be \$371. As of April 17, 2020 and I'm already getting bills from Verizon for over \$800. I called wanting to resolve my issue on 4/17 and after being on the phone for over an hour and getting blind transfer from different reps, a lady by the name of Lily advised me I was misinformed. She stated there was nothing she can do for me. If I were of been giving the correct information due to my financial situation I would of cancel my service, instead Verizon lied to me for me to continue my service with them and continue to bill me after I called them to let them know of my financial situation.

Ticket: # 3935195 - Unacast.com

Date: 4/17/2020 9:09:57 PM

City/State/Zip: Evansville, Indiana 47715

Company Complaining About: Unacast

Description

This company has been tracking phones all across the US. What gives them the right to do so? They are in clear violation of our 4th amendment rights. Cease and desist.

<https://www.unacast.com/covid19/social-distancing-scoreboard>

Ticket: # 3935196 - intermittent internet spectrum

Date: 4/17/2020 9:13:38 PM

City/State/Zip: Frisco, Texas 75033

Company Complaining About: Spectrum

Description

Spectrum recently raised my monthly fees for Internet service and advertise 200MB down and 10MB uplink, but had to call three times to get fixes. Been frustrated with Intermittent Internet and its causing issue with my work as well as my daughter online class due to covid19. I've been calling Spectrum tech support and no good answer, they keep telling me that service in my area is overload but no concrete answer on when it's going to fix. I'm paying for services that i'm not getting help.

Ticket: # 3935212 - False, Misleading, misrepresented facts regarding public safety.
The criteria available to me below do not allow addressing this topic directly

Date: 4/17/2020 9:43:17 PM

City/State/Zip: Rio Verde, Arizona 85263

Company Complaining About: Cnn

Description

The US Corona Task Force held a public presentation to direct and provide information and assurance to the population of the United States today April 17, 2020. That presentation provided a scientific and professional guidance and information regarding testing, disease propagation and controls to be implement during specific phases of the next steps in dealing with the Corona Virus Pandemic. The protocols, mechanics, testing methods, availability and sources of that capacity were specific and well presented by Medical Professionals from the NIH, CDC, the Task Force and FEMA. Other professionals also provided much needed guidance for the general population as well as local Governance required to complete this desperately needed effort to save lives and protect the health of Americans. As a Scientist I found it well thought out, mathematically accurate, a ;logical use of test resources and scientifically based.

CNN, Anderson Cooper and Reporter Acosta, immediately following this presentation/dissemination of technical guidance and information then proceeded to:

- 1) Misrepresent and misconstrue facts, test capabilities, protocols and applications
- 2) Misrepresent facts of testing implementation
- 3) Misrepresent Facts of requirements for implementation of the "re-entry" plan
- 4) Misrepresent facts regarding the technical support of local governments by the NIH, CDC, and other Federal Agencies to proceed through these next phases safely
- 5) Affirmatively declare knowledge of President Trump's mental health and motivations

These misleading and misrepresented facts and positions will cause:

- 1) A lack of confidence by local Governance in the re-entry protocol
- 2) A lack of proper engagement by local Governance with Federal Agencies having correct expertise, supplies and other resources.
- 3) A lack of confidence by the Public in both local and Federal Governance in containing and managing the health and safety of the Public .
- 4) Loss of life and serious health impacts on the men, women and children of this country
- 5) Loss of resources to correct these false and misleading statements and assertions.
- 6) Again resulting in the potential (and likely actual) loss of life.

Please hold the CNN Corporation and Specifically Mr. Anderson Cooper and Mr. Acosta accountable for their misrepresentation and false assertions.

Said responsibility could consist of formal censure, criminal penalties, or civil actions removing them from positions of trust for which they obviously have little regard.

Evidence for these occurrences can be found on review of the Friday, April 17, CNN Cooper Anderson report @ 5:00 PM Pacific Time and the Corona Task Force Briefing of Friday April 17, 2020 either CNN or FOX news archives.

Thank you for your patience and time in the review of this rather lengthy note

(b) (6)

Ticket: # 3935219 - Spectrum charging for services customers aren't able to get

Date: 4/17/2020 10:00:44 PM

City/State/Zip: Lutz, Florida 33558

Company Complaining About: Spectrum

Description

I live in a new community called Birchwood Preserve in Lutz, FL (33558) and it's nearing its completion stage of homes to be built. Recently many neighbors in our community have been having major bandwidth issues. With service dropping off throughout the day. At first, we thought it was related to our set-up and the recent corona virus at home policies keeping everyone at home. However, Spectrum has now admitted that the infrastructure itself isn't set-up to support our community. Several members of our community are paying to have speeds that they are not getting. Spectrum has a monopoly in our neighborhood and there are no other providers so they are unwilling to fix it. Is there anything we can do to get the service we need?

Ticket: # 3935224 - 2020 election

Date: 4/17/2020 10:13:18 PM

City/State/Zip: Mesa, Arizona 85207

Company Complaining About: Out Of Country

Description

This is my analysis of the 2020 election

The Demoncraps have been rigging election since the 60's when they killed one of the own, JFK. And the 2020 election has been in planning since 2016 and will do ANYTHING to get back in control to destroy the USA

The caravans are not about asylum, amnesty or immigration.

They are for the 2020 election and to overload the system meanwhile. Why else would states give drivers licenses to illegals who walked here and don't own a car but will have an ID to vote.

They have tried impeachment and failed

They tried the Russian collusion and failed

They have tried scandals and failed.

They blame everything on Trump and failed.

Now they have created a pandemic virus that has literally shut down the world and should we get it under control, they will reignite it by November. Why? So people cannot go vote and have to mail in their votes which will disappear and be replaced by DNC votes. Can anyone name just one good Demoncrap that has America first? JUST ONE?

If done electronically, Zuckerberg has controls of millions of devices across the USA followed by Google, Twitter and other social media. You may think you voted on line but it never went anywhere.

There will non stop fake news on Fake Book, fake polls, fake, fake, fake.

Zuckerberg will be shadow banning millions of people. By shadow banning is you voice your opinion and post on your page and yes it is there but nobody else see it

"We The People" need to take control even if it means taking it to the streets. Control of voting stations. Weeding out illegals, etc

The 2020 election will be the MOST RIGGED election in USA history and the USA knows that Trump is the only pro American candidate putting America first

Ticket: # 3935235 - Spectrum Internet

Date: 4/17/2020 10:46:13 PM

City/State/Zip: Lutz, Florida 33558

Company Complaining About: Spectrum

Description

I live in a new community called Birchwood Preserve in Lutz, FL (33558) and it's nearing its completion stage of homes to be built. Recently many neighbors in our community have been having major bandwidth issues. With service dropping off throughout the day. At first, we thought it was related to our set-up and the recent corona virus at home policies keeping everyone at home. However, Spectrum has now admitted that the infrastructure itself isn't set-up to support our community. Several members of our community are paying to have speeds that they are not getting. Spectrum has a monopoly in our neighborhood and there are no other providers so they are unwilling to fix it. Is there anything we can do to get the services we are paying for?"

Ticket: # 3935265 - City municipality channels

Date: 4/17/2020 11:42:51 PM

City/State/Zip: Clearwater, Florida 33761

Company Complaining About: Spectrum

Description

Spectrum will not supply availability to our local municipality channels which are free to customers. For some reason, our particular Condo Association is not given these free channels along with all other customers. In order to get these free channels, they insist I would have to change things that would remove other channels and/or pay more for things like cable boxes, etc. I have already missed our city's election information and am now missing important Covid19 information through the city. I cannot see why (under any circumstances) they cannot include the free city channels offered to everyone.

Ticket: # 3935305 - service turned off owe 123.66 balance

Date: 4/18/2020 1:41:45 AM

City/State/Zip: Absecon, New Jersey 08201

Company Complaining About: Comcast

Description

Today 4/17/2020. My husband turn on the tv just to find no service. I called comcast and they say at 1st for me to reset tv, after 15mins. she would text back which never happen. I called by and another person explained that I was in payment assistance and that had suspended my svcs. for a passed due amount of 123.26, but i still had a outstanding balance of 27,41. Plus I had a coming bill of 150.70. I asked how she said that is my bill for May 13 and due on June 6th. Now due to my husband having cancer and covid 19. We are very tight for money, as most american know. This is why mortgage companies, car companies and other's are deferring payments, until we survive covid 19, but not xfinity/comcast.

In order for me to get my tv back on i had to paid \$150.70, now mine you I did send 175.00 on my bill and that was after paying for my essential bills which I had to make parital payments. I feel like i was forced to spend money that i don't have for a nonessential entertainment that I don't have doing to crisis. Like i said my husband have cancer and all he is able to do is sit and watch tv. I had to charge a credit in order to pay the fee,which I would have paid at the end of the month when I got paid. I am the only one working in the household and like I said life has really changed since my husband is unable to work and i work very little due to covid 19 and taking care of him. I really want to change my service and go with other services that is much cheaper by as you know comcast is the only broadcast in the area. If you look at my records you can see that my husband and I have always paid our bill, but have fallen on hard times. Comcast seems to always do things like this and I really can't wait until something new come in to offer us. If any one would have told me that comcast of all people wouldn't help in a crisis like this covid 19 I wouldn't believe it. I have internet service , cell phone and tv. I have called for my payments to be lowered and alter my services only to find that it keep going up. I am so disappointed with the service til I am looking for something else before my next bill come in because everyone I know is so unhappy with xfinity.

Please respond to my letter. No way I can keeping in a time like this and you don't defer or other people payment relief and continue to skyrocket the bills.

Thank you

(b) (6)

Ticket: # 3935312 - FOX News Corporate Spreading False Information and Inciting Harmful Acts

Date: 4/18/2020 2:06:15 AM

City/State/Zip: Desert Shores, California 92274

Description

FOX News continues to spread false information on the COVID-19 coronavirus as well as encouraging people to violate federal guidelines concerning the stay at home orders.

[Ticket: # 3935322 - My direct tv bill is high. Can't afford it during covid crisis](#)

Date: 4/18/2020 3:41:39 AM

City/State/Zip: Brownsville, Texas 78520

Company Complaining About: Directv

Description

Bill is high

Ticket: # 3935369 - Drive-In Theater - FM Station

Date: 4/18/2020 9:00:27 AM

City/State/Zip: Uvalde, Texas 78801

Company Complaining About: Hangar 6 Air Cafe / Skyway Entertainment Group

Description

There has been a drive-in movie theater open in the past week and from what I can tell they don't have an FCC license to operate their FM sound system after searching all current FCC licenses in our area. The owner has several FCC licenses for aircraft, however, there isn't one for him personally, the Hangar 6 Air Cafe, or Skyway Entertainment Group, the company in which he is operating the drive-in theater under. The theater was broadcasting on 89.3 on April 14, 2020, and it could be heard loud and clear over ½ mile away.

Please look into this violation, as the owner is known to commonly circumvent the law and do things in a shady fashion to make a buck.

Here is their web site outlining the drive-in theater, which on a different note, is most concerning during the COVID-19 situation.

<https://hangar6aircafe.myncrsilver.com/commerce/categories/aa8e15cf-4eef-457c-ab2c-b62a671960ee>

Ticket: # 3935383 - Bandwidth paid for not provided

Date: 4/18/2020 9:23:25 AM

City/State/Zip: Lutz, Florida 33558

Company Complaining About: Spectrum

Description

I live in a new community called Birchwood Preserve in Lutz, FL (33558) and it's nearing its completion stage of homes to be built. Recently many neighbors in our community have been having major bandwidth issues. With service dropping off throughout the day. At first, we thought it was related to our set-up and the recent corona virus at home policies keeping everyone at home. However, Spectrum has now admitted that the infrastructure itself isn't set-up to support our community. Several members of our community are paying to have speeds that they are not getting. Spectrum has a monopoly in our neighborhood and there are no other providers so they are unwilling to fix it. Is there anything we can do to get the services we are paying for?

Ticket: # 3935405 - Suddenlink disconnected internet service coronavirus essential employee

Date: 4/18/2020 10:25:48 AM

City/State/Zip: Scott Depot, West Virginia 25560

Company Complaining About: Sudden Link

Description

I recently moved into a new home in late March. I purchased Suddenlink cable tv and internet service. Everything was working ok until Thursday the 16th of April. My internet would not work. After troubleshooting and multiple calls and chat with Suddenlink customer support, I found out the company had deactivated my internet access. They could not tell me who did it, as I had just had the service installed and did not remove it. I am an RN and also in school to advance my degree, internet is essential to my Covid response with work emails. I will be 4 days without service they disconnected without my consent before a tech can come reinstall the service at the outside box.

Ticket: # 3935436 - Service Interruptions during covid-19 pandemic

Date: 4/18/2020 11:18:51 AM

City/State/Zip: Utica, New York 13502

Company Complaining About: Spectrum

Description

On April 9th 2020 i paid on my spectrum bill \$200 out of the \$231 bill m spectrum has put out on their website and also on the news that they would not be terminating service , today spectrum disconnected my service for a left over balance of \$31 , which i had to pay not really being able to due to needing the internet for schooling and they terminated my cable as well i did call and

Ticket: # 3935446 - Price Gouging

Date: 4/18/2020 11:30:03 AM

City/State/Zip: Vail, Arizona 85641

Company Complaining About: AT&T

Description

How can ATT (DirecTV) get away with billing folks full price during this pandemic when there are no live sports anywhere in the world, no live daytime and nighttime shows.....just reruns. They charge me a "regional sports fee" when no regional sports are being played at all. They charge me rental fees for cable boxes that cost them only a few bucks to make but they rent them to me from now until the end of time. That's paramount to paying off a car loan but still making monthly payments to the bank because of their corporate greed. They charge me for a protection plan that supposedly offers me free upgrades but there are no upgrades available. It's corporate greed at it's finest and either Congress or the FCC needs to put a stop to it, pandemic or not. This is ridiculous!!!

Ticket: # 3935515 - Internet Access and Regulation**Date:** 4/18/2020 12:55:43 PM**City/State/Zip:** Pittsburgh, Pennsylvania 15222**Company Complaining About:** Comcast

Description

The internet, something we all use every single day. Whether it's for work, school, or fun, the internet has become a big part of believes lives in the past decade. Recently, the world has started to rely on the internet due to a global pandemic. So, why is it that Net Nuetrality isn't a priority? Why do we believe we don't need it? Everyone is using the internet to work on classwork, to do their job from home, and to communicate with loved ones during this time. Internet should be accessible and affordable for everyone. We need regulation to make sure that everyone has equal access to the internet. Especially since internet is now a necessity if you want to be able to be apart of and work in today's society. No one should have to pay more than others to aces the same things. Please regulate the ISP's to make ensure fair and equal access.

Ticket: # 3935519 - robocalls from spoofed numbers

Date: 4/18/2020 1:07:28 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Winona, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3935522 - FRAUD UNWANTED TEXTS CONSTANTLY FOR YEARS!!

Date: 4/18/2020 1:10:33 PM

City/State/Zip: Cranston, Rhode Island 02921

Company Complaining About: None

Description

I received ANOTHER Fraud Text. I have been receiving these texts from the same sender but from DIFFERENT NUMBERS EACH TIME for 5-6 YEARS!! ALL are addressed to "Allie" (not my name). ALL say they have a "prize, offer, gift, money, Covid-19 product"...ALL have a link in the texts they want me to click on (I NEVER have). I keep blocking each number that each text is sent from for 5-6 years. But they have endless numbers to use because these texts continue. 4/17/20 Fraud Text at 8:48 AM came from 657-397-9046. It said there was a \$120 gift and package from Amazon Rewards. The link in that text was: d2ecv.info/B6n8ez5xlw
The copy of that text is below in pdf.

Ticket: # 3935523 - robocalls from spoofed numbers

Date: 4/18/2020 1:10:50 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Ashland, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3935542 - Verizon fios

Date: 4/18/2020 1:40:08 PM

City/State/Zip: Warwick, Rhode Island 02886-5605

Company Complaining About: Verizon

Description

I can no longer afford to keep the entire package due to loss of job due to coronavirus. I tried to negotiate with Verizon to only keep the internet . They said ok but early termination would be applied . I need to figure out how to do this.

Ticket: # 3935551 - Sprint Threat of disconnecting services

Date: 4/18/2020 1:47:53 PM

City/State/Zip: Fresno, California 93706

Company Complaining About: Sprint

Description

With keep america connect sprint has pledge not to disconnect services, but have received 3 notices regarding disconnecting. I contacted sprint and they told me I must set up a payment arrangement to secure connection. My bill was due on 4/5/20 and am now passed due. My husband has been furloughed since 3/18/20. I tried explaining due to Covid 19 we have lost a large sum of our income. He has yet to receive payment from edd. I went ahead and set up an arrangement to pay in 2 weeks to secure my connection, but what if I cant pay? I would of broken my promise, then what? Why pledge when they are still requiring payment to secure! The msg I recieved via text to go to sprint.com/covid-19 for more info.

Ticket: # 3935552 - Spectrum complaint

Date: 4/18/2020 1:48:11 PM

City/State/Zip: New York, New York 10025

Company Complaining About: Spectrum

Description

Approximately three weeks ago, i filed a complaint regarding Spectrum cable. despite an executive order by the governor, spectrum cut off my service....after i was held hostage to a \$166 payment for access to the outside world and was assessed a late fee (which was ultimately removed notwithstanding the fact that the late fee amount assessed was double the amount of the automated line). after going back and forth with spectrum executives once they received news my complaints of ongoing service issues and violations of executive orders, after speaking with ray smith of the executive office on april 14, who refused to give me retroactive credits until such time i allowed a technician into my dwelling to review the issues. right after my call and my refusal and automated calls stating that a payment was past due (even though a payment was made two weeks earlier because i had no other access to the outside world and news) given the covid 19 situation because i live with a cancer diagnosis and autoimmune disease, all of a sudden i began to have even more problems whereby cable and internet was not working. last night, the cable went out again which i thought was a technical glitch but now after spending a couple of hours trying to resolve the situation, i now have to wait for a technician tomorrow for access to news. i find the timing of this situation highly suspicious and inappropriate given the dire health situation going on in new york. all of a sudden when i am refused retroactive credits for services that i have been paying for and not receiving and being told that i can not get them until a technician is allowed into my dwelling, the cable miraculously goes out and only a technician can fix it. On Friday morning, at 8am I was awoken by an automated call confirming my appointment. Minutes later, I received another automated call after being told previously that there was no outage in the area that the outage in the area had been fixed and to check whether service had returned. Then I received an automated call for payment and an email (for services that I have not been receiving). A technician came out and yet no one from Spectrum will apply retroactive credits or respond to communications. On Sunday (today) again, at 8:13 am, I received an automated call from Spectrum about an appointment followed up by another call at 9:29 am about an outage in the area that was fixed (so many outages). Spectrum's unfair, ongoing violations of business practices, misrepresentations and harassment must be investigated. Nor should I be held hostage for access to the news and information and harassed for payments for services that I am NOT receiving.

Ticket: # 3935615 - spectrum speed failures

Date: 4/18/2020 2:36:43 PM

City/State/Zip: Hawthorne, California 90250

Company Complaining About: Spectrum

Description

Hi. I am an essential worker who edits stories for nbc national news... now from home. We upgraded our services prior to the mandatory stay at home order... to 940mbps speeds so I can continue to put out national news stories daily. Spectrums lines are completely saturated with users and the free wifi plan to kids that the government is paying for..... I live a 1/2 mile from 6 schools. My internet speeds are a 1/6 of what is contracted under the gig plan. Spectrum's commercial states that Spectrums network was built for times like these.... I disagree and the 20 +hours on the phone and multiple appointments at my house is alarming due to covid. MAintaining their infrastructure and adding nodes to their local neighborhood hubs/nodes would help.... .

Ticket: # 3935630 - COX CABLE: Bait & Switch on Contract Pricing

Date: 4/18/2020 3:08:56 PM

City/State/Zip: Rancho Palos Verdes, California 90275

Company Complaining About: Cox

Description

Good day,

Cox Cable Loyalty Department basically told me "Too Bad". Not sure why they have a Loyalty Department as they do nothing to resolve conflict or retain the customer's business. As new options for cable customer crop up, I foresee Cable Companies continue loss of customers to those other options.

Issue: I am on a limited budget and can barely afford the basic cost of the package which was approximately \$125/month with taxes for TV, Internet, and Phone service. I take extensive notes and compared their 1 and 2 year Contract options. I opted for the 2 year contract to lock in the cost. However, at the start of year 2, the bill rose by \$20 + Taxes. I called several times and the last agent said she would escalate to management to review the audio tape of that conversation to see if the "price increase" was accurately disclosed to me and I accepted. I was told it would take a few days. A week or so later I called back to be transferred to the loyalty department who told me they would not be reviewing any audio tape.

With the last rep, I reviewed the "T&Cs" of the contract. Neither she nor I could find any language referring to a price increase of \$20 in Year 2.

Therefore, this is a highly dishonest practice by Cox Cable. It is Bait and Switch. What is the point of locking a customer into a price "contract" when you will not honor the price for the time commitment?

I then asked to be released from the contract and the Loyalty Department denied me and said they would charge me the hundreds in termination fees. So, they uphold some of their contract for the benefit of themselves and not the customer.

Therefore, I request Cox Cable to reimburse me the overage paid since January 2020 and to return the price back to the contract cost. As this affects thousands of customers in their deceptive practices, I will be referring this to the District Attorney of Los Angeles to investigate further. This is why customers no longer trust "Corporate America" as "Corporate America" seems to have centered their business model around profits and deception instead of the long term benefit of customer satisfaction.

Second Issue: I do not watch Sports Channels as do so many other customers. Most likely the majority. As Cable Costs continue to rise, the Cable Companies want to pass and spread out those costs to all their customer base to pay. Not only are we paying for the increase cost for not watching any of the channels, but they also charge a surcharge called "Regional Sports Surcharge" which in my case is another \$8/mo or \$96 plus taxes per year. As Cable/Internet have become a "Life or Death" type of instrument, I again feel that Cable Companies can do whatever they want. I would like the FCC to look into this as will I with my state government. How many children in this COVID

environment cannot do their schoolwork because their parents cannot afford these ever increasing bills? It will get to the point that a significant portion of the population will not be able to afford any of it - similar to medical insurance - and they will go without. Cable Providers have a Corporate and MORAL responsibility to provide services at the best possible rates. Let the SPORTS fans pay the higher costs. Would they like it if I made them pay for multiple "SEWING" channels, as an example, that they have no interest in watching. COX CABLE - take responsibility and be a leader in best business practices....not "Switch & Bait" and not "Extortion" in paying extra for SPORTS channels that most of us do not have an interest in watching. Thank you.

Ticket: # 3935672 - Verizon Wireless

Date: 4/18/2020 3:51:57 PM

City/State/Zip: Chambersburg, Pennsylvania 17201

Company Complaining About: Verizon Wireless

Description

Verizon Wireless will not help me to keep an active line even though I have no ability to pay during Covid-19. I have not yet received my stimulus nor have I received child support due to father having just been furloughed, I have no money at the moment and Verizon pledged to not disconnect lines. My problem could be solved if Verizon would honor what they've said.

Ticket: # 3935728 - Cox Internet in Phoenix AZ

Date: 4/18/2020 4:34:44 PM

City/State/Zip: Phoenix, Arizona 85023

Company Complaining About: Cox

Description

We've been with Cox for 15+ years, and over the last 3 years or so their internet quality has gone down to the point where it is unusable. We are seeing ping spikes throughout the day, as well as download speeds of 0.01 mbps when we are paying for 150 mbps. I have contacted Cox dozens of times and each time I complain, they tell me my modem is bad despite the fact that I've replaced it several times with modems that they recommended. When I tell them that I have already replaced my modem, they tell me they'll see what they can do, and suddenly my internet starts working again for a week before it all collapses again. I have never dealt with such a blatantly fraudulent company, they don't even try to hide the fact that they lie rather than actually addressing customer issues. I am now stuck doing my schooling at home because of the coronavirus situation, and our internet has been down for the last week. I missed an exam because I couldn't access the internet. I cannot even study at this point. Something needs to be done about Cox in Phoenix, AZ.

Ticket: # 3935772 - Spectrum raised the price of service during pandemic and made me cancel

Date: 4/18/2020 5:36:45 PM

City/State/Zip: Hacienda Heights, California 91745

Company Complaining About: Spectrum

Description

I was a customer of Spectrum for 2 years (account (b) (6)) My name is (b) (6) (b) (6) The company raised my rate in the middle of pandemic. I tried to negotiate so that I can keep for at least two more months my old rate. Marcos and a supervisor named Rebecca forced me to cancel or pay the new amount. I asked to freeze my rate for at least two months so I can get time to safely change providers. My wife is sick with lupus and at high risk of infection. I am putting her in danger by bringing a tech at home from another company. Spectrum agents are heartless and do not care about customers. Spectrum did not give me any options but to raise my price more than 25%. Now I do not have internet except for my phone. And I am looking for a new company.

Ticket: # 3935800 - COVID-19 Antibody Testing Ad

Date: 4/18/2020 6:07:19 PM

City/State/Zip: Highland, California 92346

Company Complaining About: Kfi Am 640

Description

KFI AM 640 has aired a commercial advertising covid 19 antibody tests that are not FDA approve several times today. This borders on a hoax, and I believe that the FCC should be made aware of this advertising. Currently, the FDA has issued guidance against advertising covid 19 antibody tests. At the very least the commercials are questionable. Not an availability issue, please forward to the appropriate parties.

Ticket: # 3935837 - AT&T Uverse Internet

Date: 4/18/2020 6:56:18 PM

City/State/Zip: Travelers Rest, South Carolina 29690

Company Complaining About: AT&T

Description

In early March before this Covid 19 was in full swing I called to get AT&T internet service installed at my home. A AT&T Uverse Tech came to my house the Saturday after the call and upon meeting him at the door he was quite rude and asking me why did I not just use a hot spot to get the same service because all I would be getting is 5mbps. I told him I needed a dedicated line because I've had a hotspot it wouldn't do what I needed since I work for a bank in the mortgage industry. He moves to the back of the house and unplugs everything in the phone box on the side of the house then moves up the driveway and opens the main line box that is next to the driveway and unplugs most of the wiring in it and leaves it open. He proceeds across the road and gets in the box of the neighbors for about 30 minutes and leaves with out letting me know anything and leaves the box on the house and the one next to my driveway open. I called which takes for ever and tried their online chat which you can't connect to half the time. When I did get to talk with some one multiple times they said they scheduled some one to come out and then they never showed up. When I call to talk to some one they keep telling me that the tech is working on their end but I tell them once they are done on their end nothing will work at the house because it's disconnected behind the house in the telephone box and the main box next to he driveway is open as well. I have photos of both. I would like to get this resolved. My job wants us to work from home but due to this I can't .

[Ticket: # 3935926 - Cox is giving awful internet service](#)

Date: 4/18/2020 8:13:40 PM

City/State/Zip: Mesa, Arizona 85201

Company Complaining About: Cox

Description

Cox internet connection is giving huge amounts of jitter and packet loss specially during congestion due to COVID-19

Ticket: # 3935955 - Prorate

Date: 4/18/2020 8:41:18 PM

City/State/Zip: Denton, Texas 76210

Company Complaining About: Charter

Description

Charter billing practices are completely unfair. Due to COVID-19 I had to make cuts so I cut off my TV early in the pay period. In fact there are still 10 days left as I write this. I called last week. Charter no longer prorates the bill. Ok but they also cut off your TV the minute you call them. So I am basically paying them for nothing. It is not fair to the consumer. I called they would only give me a 20 dollar discount when it should of been at least 50 dollars. If they are not going to prorate they should be required to at least keep services on till the end date. Not cut you off minute you call or go back to prorating the bill. I am sure there is nothing that can be done and I will not be going back to them for the TV service and if they didn't have a monopoly I would go elsewhere for internet. I have always paid my bill every month. The manager I talked to was also rude and started raising his voice thus making me raise my voice back. So not happy why I am writing this. These are difficult times and feel they should do more to help their customers.

Ticket: # 3935959 - T-Mobile Prepaid

Date: 4/18/2020 8:48:13 PM

City/State/Zip: Brooklyn, New York 11202

Company Complaining About: T Mobile

Description

URGENT: T-Mobile continues not to process payments for my T-Mobile account. I tried again yesterday to make a payment. Whichever card I use, they claim the card is no good. However, the cards work perfectly fine anywhere else. Each time, offshore representatives and supervisors engage in highly inappropriate and often cynical statements, inquiries and demands. Each time, I can see that T-Mobile successfully placed multiple holds on my accounts. Following multiple complaints over the past year and a half filed with the FCC about this and related issues (e.g. cutting off service in spite of successful payment), the T-Mobile Executive Response Team told me abruptly earlier this year that they would no longer investigate the matter and I should find a different phone provider. The T-Mobile store, where I tried to pay when it was still open, then told me that my number (after almost ten years of being a faithful prepaid client) is marked as no longer active and that they would not be able to accept payment without giving me a new number. In view of the current COVID19 lockdown, I risk losing all phone and internet connection to the outside by APRIL 23 if the matter is not successfully resolved before. Thank you for your IMMEDIATE ATTENTION to the matter.

Ticket: # 3935969 - Verizon disconnected my services

Date: 4/18/2020 9:01:39 PM

City/State/Zip: Portsmouth, Virginia 23703

Company Complaining About: Verizon

Description

My services was disconnected due to non payment and they asked for a cash payment. With coronavirus shutdown no place was available. I paid with my debit card and they wanted me to wait 10 days for my services to be restored. They completely terminated my services and I had to set up new services. It was a huge inconvenience because my services was out for a week and I had kids that had classwork to do for school. Services under my husband name (b) (6) (b) (6). They said they wasnt disconnecting services to adding late fees due the pandemic.

Ticket: # 3936022 - Scam calls, texts

Date: 4/18/2020 10:50:40 PM

City/State/Zip: Sandpoint, Idaho 83864

Company Complaining About: Carry-zero-stress.com

Description

A persistent scam operation intended to milk people "stressed" by Coronavirus.

I get these every day.

Do something, please.

Ticket: # 3936027 - Comcast unfair data caps

Date: 4/18/2020 11:04:04 PM

City/State/Zip: Seaside, California 93955

Company Complaining About: Comcast

Description

We spent 300 hundred dollars on overaged fees for internet with Comcast. On top of the 80.00 a month. They shutdown our internet while in the Coronavirus epidemic so we payed them in full. \$450.00 to turn on the internet, our kids have online schooling due to our epidemic and they won't turn our internet on. Always excuses with Comcast they have tons of them. They also have really bad billing schemes, please investigate them fully. Data caps at 1tb a month is not realistic cap for any family. You'll always go the data cap. Please help with senseless greed from Comcast

Ticket: # 3936033 - Spectrum surprised me with 20% rate increase during pandemic

Date: 4/18/2020 11:13:27 PM

City/State/Zip: Greenfield, Wisconsin 53228-2005

Company Complaining About: Spectrum

Description

My March 22 Spectrum internet bill had a surprise increase from \$50 to \$60. Out of all the times in the world to raise my internet, they pick the week after I lost my job due to the coronavirus??? I'll concede they have the right to raise their rates, but their insensitivity is truly off the charts! I called customer service to ask them to hold off on the increase until I can at least get back to work, and they said no, the rate increase would stand. I wrote a letter to Charter Communications corporate, but did not hear back from them.

Ticket: # 3936050 - Internet outage

Date: 4/18/2020 11:42:53 PM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

I have been without internet since 4/12 I have had 2 guys come of from Suddenlink that couldn't fix my issue both stated that someone else needed to come out because it was something that had to do with the outside lines. The one guy that came out yesterday 4/17 stated someone would be out to fix it on either 4/17 or 4/18 and of course no one showed up. We called guy who then stated he didn't know why other than maybe they don't work weekends. I am at the point now that I'm getting know where with this company, they tell me different things while still taking my money and no resolving my no internet issue. I work from home and now have kids that are home school due to covid-19. All I want is for someone to fix my issue as I have been without internet for almost 7 days as of tomorrow. Again my job depends on me working from home and I feel like I'm stuck as they are the only provider in my area. Please help me if you can I'm beyond stressed out with this company and the lack of compassion they have for us customers in this most difficult time. I would really appreciate any help you guys can help with this issue getting taken care of.

Ticket: # 3936061 - Cox cable/ disconnect

Date: 4/18/2020 11:54:23 PM

City/State/Zip: Narragansett, Rhode Island 02882

Company Complaining About: Cox

Description

In 4/18 at 11:00am my service was disconnected for being 100.00 delinquent on last months bill. Currently bill isn't due for several days. Shameful give the covid situation. Disconnected over 1/2 a bill being late! Cox cable should be fined for this behavior. Greed!! Shameful!! I paid the 100.00 to have my service restored. Wasn't offered any help or options. I've lost my jobs due to covid-19.

Ticket: # 3936142 - Turning off phone in my business during COVID 19 required closure

Date: 4/19/2020 9:19:59 AM

City/State/Zip: Philadelphia, Pennsylvania 19106

Company Complaining About: Comcast

Description

My business is in Philadelphia Pa. I am a small business owner, senior, with a boutique. We were closed mandatory by the city of Philadelphia on March 17,2020.

Within is days, it became clear that this would be a longer closure than I would be able to afford the bills. I was able to turn off every utility, work with my landlord, and cancel things that would cost me money I could not pay.

Comcast at first refused to do so , on 3/20. They told me I had a contract to fulfill , and I would not be able to turn it off. I told the that would be impossible, and that it would be fine if they just froze it then. They said that option did not exist, if I turned it off I had to pay the duration of the contract, if I left it on there would be monthly billing.

I opted to turn it off, and hope to be able to resolve this at some point.

Today on 3/25, I was sent a bil in the amount of \$1134.26 for the full contract. I had a credit for prepaying the previous month of \$153.26

It is not my fault the government of the US forced me to close.

I would like those charges removed and a ful refund of \$153.26 returned to me

Further for some reason. they are demaning I return the equipment or get an additional charge. Since My business has to be closed obviously that is not possible.

These people are treating a small business owner in an unacceptable manner.

When and if I am allowed to reopen. I would never want their services

Please resolve

Ticket: # 3936145 - Local tv station availability in South Carolina

Date: 4/19/2020 9:21:17 AM

City/State/Zip: Bamberg, South Carolina 29003

Company Complaining About: Directv

Description

In the lowcountry of South Carolina we do not receive any SC tv stations, but only Ga stations. Our elderly population who do not have access to cell phones or computers cannot get any SC information concerning the COVID 19 virus or severe weather. A Columbia or Charleston station would be ideal. Please reconsider your decisions for the Directv customers in SC.

Ticket: # 3936181 - Virgin Mobile & Boost merger

Date: 4/19/2020 10:45:54 AM

City/State/Zip: Southington, Connecticut 06489

Company Complaining About: Boost Mobile

Description

Virgin Mobile migrated customers to Boost. I had a pay as you go plan and now a phone that does not work. My 40 hr job has changed to 20 hrs because of the COVID virus. I cannot afford a new phone at this time. On 4-2-20 I asked Boost for the money in my account(\$106)to be refunded since I can't use the phone and I had no say in the merger. The coverage is also poor in my area. I have not heard back. I could really use this money to pay bills.

Ticket: # 3936190 - Sprint fails to provide service

Date: 4/19/2020 10:55:04 AM

City/State/Zip: New Orleans, Louisiana 70115

Company Complaining About: Sprint

Description

Since the merger with T-mobile, Sprint (my carrier) has not provided service. I have had more days with no service (with stints like 10 days no, one day good, then 7 days down again). With COVID I have not way to terminate and move to another carrier. This is a fundamental failure and public health emergency. I cannot make or receive calls.

Ticket: # 3936222 - Verizon - cut service on phone that is paid in full.

Date: 4/19/2020 11:40:05 AM

City/State/Zip: Goshen, Indiana 46526

Company Complaining About: Verizon Wireless

Description

My sister is in the hospital. I paid her phone bill last week. The next day, they cut the phone off. Then I was told they needed more money (which is ridiculous) we've overpaid them already. They acknowledge all of the payments but won't turn on the phone because we did not know her PIN number (which she also does not know. We tried our best but, because I am not her, I cannot get them to turn on the phone. They even admitted they should not have cut off the phone because of the Coronavirus crisis. This is very serious. Her name is (b) (6), Indiana. I am (b) (6)

Ticket: # 3936225 - Internet and TV disruptions

Date: 4/19/2020 11:44:16 AM

City/State/Zip: Hamden, Connecticut 06517

Company Complaining About: Frontier Communications

Description

Due to Covid-19 I started working from home 3/27/20. Starting 4/18 and today 4/19 my internet & TV service started dropping then coming back. I contacted my provider Frontier Communications to ask if they could temporally give me more data (I have 6mb), they said they could but it would change my plan which would be an increase in price. I had been grandfathered in a lower plan due to an issue I had with Frontier some time ago. When I'm working I do not have any other devices on; I don't even have a smart phone! I would like to keep Frontier as a provider but will discontinue my loyalty with them if this can not be resolved. Thank You

Ticket: # 3936235 - ATT not allowing number to be Ported over

Date: 4/19/2020 11:53:20 AM

City/State/Zip: Clovis, California 93619

Company Complaining About: AT&T

Description

I am 1st responding physician, trying to port my CRITICAL number over to FIRSTNET however getting the run-around and no help. Spent 20+hours doing this with my husband (also 1st responding physician). They holding my line hostage and blaming "processes". No respect for current pandemic and need for health care.

Ticket: # 3936282 - pernicious misinformation

Date: 4/19/2020 1:19:02 PM

City/State/Zip: Sparta, New Jersey 07871

Description

Fox News is perpetually broadcasting misinformation (promoted as facts) on COVID19 (a deadly virus) to a their tv audience. Fox bills itself as "News" in their description though they include entertainment in the descriptor. This misinformation is pernicious, impacting all of society, not just their audience as the actions of their viewers threaten all of us as they "liberate" themselves to spread the disease. Elderly listeners (a good portion of their audience) are, as you know, particularly vulnerable. This cannot stand. Freedom of speech ends at the threshold of menace to life and limb. It is beyond indecency and immorality because it has a deadly impact.

Ticket: # 3936289 - Solicitation calls

Date: 4/19/2020 1:26:23 PM

City/State/Zip: Cannon, Kentucky 40923

Company Complaining About: Portfoliorecov

Description

I receive 1-5 calls a day from "PortfolioRecov". A credit collector or that's what they are trying to get my information. My credit score 750 plus and only have a small mortgage payment. I am not behind on anything, never filed a bankruptcy etc. I am a retired, disabled senior citizen and they are getting to me in addition to Covid-19. Help! They are still calling. Please contact them to cease these calls. They have several different numbers. I let all my calls go to answering machine but it wakes me up at night when they call. All times of day and night.

Ticket: # 3936348 - ATT internet

Date: 4/19/2020 3:03:11 PM

City/State/Zip: Mcneil, Arkansas 71752

Company Complaining About: AT&T

Description

For the address 2540 US-79 internet has been down for 2 weeks (that is supposed to be provided by AT&T) all bills have been paid. There is no reason why the internet shouldn't be working, and when I tried calling AT&T's number I couldn't get a hold of a representative. This is really causing a lot of problems with the corona virus going on at the same time because online college is impossible while I am without internet.

Ticket: # 3936354 - Internet

Date: 4/19/2020 3:10:41 PM

City/State/Zip: Newark, New York 14513

Company Complaining About: Hughes Net

Description

Hi, my address is (b) (6). I currently have HughesNet Satellite internet. It is very slow. Spectrum internet stops less than 1/2 mile from my house. I am the only house on this one part of Fairville Station Road. What can be done to get this run to my house? I mean, less than 1/2 mile. It is ridiculous that I even have to write about this. In this day of age everyone should be connected. Especially in New York State and its population. Why would Spectrum just stop where they did? It makes no sense. And then, they run down another road that is even more rural than my house. It is NOT fair. This whole Covid thing is bad and having to stay home and not be connected is very tough. Please help. Thank you, (b) (6)

Ticket: # 3936379 - 33% price increase in less than 3 months

Date: 4/19/2020 3:46:45 PM

City/State/Zip: Statesville, North Carolina 28625

Company Complaining About: Spectrum

Description

Spectrum jacked up my Internet bill by another \$10 per month. No explanation, nothing. They just did it. I called customer service and asked about it and they wouldn't do anything...Told me to hang on and they'd transfer me to "retention", but I waited another 20 minutes on hold and finally got frustrated and hung up.

It must be nice to increase their take by 33% anytime they want...It had gone up by \$5 in February to \$49.99 and now here in April it is \$59.99.

It seems wrong that they can go up so much in such a short amount of time.

In February when it went up by \$5, it said it was because my promotional pricing was ending. That was fine with me, since they said on the bill that "As a valued customer, we have automatically extended you a new preferred rate" and I assumed I would be kept at that new pricing for at least a year before any further increases. However on my last bill I found out rudely that was not the case.

Is there any regulation on these telecoms regarding how much they can randomly increase prices and how quickly? It would seem there isn't.

It is also aggravating that starting about 3 years ago, it all became "one size fits all" in terms of speed tiers.

I don't want or need 100 Mbps service. I only need 20 to 25 Mbps to do everything I need, yet Spectrum will not offer a lower priced package to me.

In any event, it just seems completely unfriendly to consumers that companies can basically just charge whatever they want anytime they want without regards to the economic uncertainty many consumers are facing brought on by the Covid-19 virus.

This is not a good time for them to be raising rates, especially jumping 33% in only a few months.

Thank you.

Ticket: # 3936468 - Unfair and Deceptive Practices**Date:** 4/19/2020 5:12:37 PM**City/State/Zip:** Winlock, Washington 98596**Company Complaining About:** Hughes Net

Description

I have been a HughesNet Customer for many years and have experienced a number of internet speed issues as well as equipment issues over the years. I have called HughesNet repeatedly. They have changed out my modem several times and have had to re-position my satellite and even replace faulty parts on my satellite. I continued to run speed tests using Speedtest.net, Testmy.net and even speed tests using the Hughesnet online account speed test per the request of HughesNet. After years of issues, I decided to cancel my account. Hughesnet asked for another chance. I gave them one last chance. I saw my speeds go from 25-30 Mbps all the way down to 1.7 Mbps. I have records of downloads, speed test logs and even tickets opened with Customer Service. After cancelling, it was explained that I would get a final bill. I get online billing and have not been able to access my account even after changing my password twice. I have taken pictures of screenshots to prove I have done this. Hughesnet has somehow blocked me from access to my account with all of my billing records and even speed test results besides the ones I took screen shots of. Today, 4/19/20, I spoke with Nick after receiving a Collections notice from Hughesnet. I asked Nick to escalate this to a manager and he only said I could speak to "someone higher than a supervisor or a manager" and gave me the number to the collections company. When I cancelled my account, they told me I would have to return equipment AND told me I would get a final bill. I told them I should not have to pay a final bill when I couldn't even get internet service from them and they could not fix the issue. I never rec'd a final bill in writing, I never rec'd a phone call and now I receive a collections notice in the Amount of 101.76. I explained to Nick I could not return the equipment because we have had bad weather. HughesNet is asking me to get a ladder, get on top of my 2 story home and remove the radio from the satellite. I am not familiar with this equipment, they sent me instructions. I have apparently leased this equipment. It is standard to return leased equipment but I had no idea I am supposed to dismantle equipment on the actual satellite, unscrew equipment and take it off of the satellite in order to return in. I have no idea if this satellite has power to it or if it is dangerous. I am willing to return the equipment but I am not willing to put myself at risk for equipment that HugesNet owns and that I have been leasing and that they are responsible for. They charge me for a professional to come out and install it but now want me, with no professional satellite install or uninstall experience, to take parts off of it on the roof and return it. I am not trained nor am I certified to perform this type of work and I am not sure how they can expect me to perform this service on this piece of equipment and then threaten to fill me if I don't get it back to them within 21 days. I was told during my cancellation call to call HughesNet in order to dispute my final bill and when I called, they have extended wait times due to Covid 19. I've tried to do this online, but now they won't allow access to my account. I do not feel I should have to pay for inadequate service. They advertise the Service as HughesNet Gen 5 with speeds to 25 Mbps. I understand I may not get 25 Mbps, but 2 Mbps, or 1.7 Mbps or even 10 Mbps is more than 50% less than what they advertise. They tell me it can be weather related. I have called when the sky is clear. They have told me the bandwidth is limited due to high volumes. That is unacceptable. They have pointed me to another satellite and then tell me about the weather again because "it is cloudy in Oregon" and I say I am in Washington and it is a 100% clear day. HughesNet has not been 100% transparent about their service that they continue to advertise on T.V. and online. This is a violation of the Open Internet Order. There is an apparent lack of bandwidth, lack of transparency, or their

satellite waves are basically overloaded. I am requesting my account be credited for my final bill. I am requesting that my account be removed from collections. I am requesting that HughesNet send a technician to my house and professionally remove their equipment from my roof to ensure it is removed properly and does not get damaged in the process. Lastly, I am a small business owner, internet is crucial to my business. I cancelled my service prior to the Covid 19 pandemic and am not navigating uncertainty in the marketplace and trying to save our small business. For Hughesnet to not notify me in writing or by phone and to send me to collection in the midst of this National Crisis is disgusting. I am working on some programs with our Mayor, my Representatives and even the Governor and will highlight this experience with them as well.

Ticket: # 3936470 - Lack of internet access

Date: 4/19/2020 5:13:29 PM

City/State/Zip: Pollock Pines, California 95726

Company Complaining About: AT&T

Description

Hello I am a high school counselor struggling to meet the needs of my students during this covid 19 pandemic. I currently have to work from home but no internet providers will access my neighborhood. There are a number of students who are experiencing the same challenges. How can I get a ISP to expand into my neighborhood? It is severely limiting the education of my students and affecting my work also not being able to access any type of internet.

Ticket: # 3936566 - Keep Americans Connected Pledge

Date: 4/19/2020 9:23:23 PM

City/State/Zip: Greenacres, Washington 99016

Company Complaining About: Centurylink

Description

centurylink has added a late fee to my internet service. I contacted their live chat and talked to 3 different reps with no resolution.

Centurylink pledge; <https://news.centurylink.com/fccpledge>

fcc document for reference. <https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>

(2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic

I would like to pursue that centurylink be held accountable for this pledge and that absolutely nobody is in the same position as myself. Can i formally request an audit for centurylink compliance? Thank you.

Ticket: # 3936592 - Stay connected pledge

Date: 4/19/2020 10:40:51 PM

City/State/Zip: Las Vegas, Nevada 89123

Company Complaining About: T Mobile

Description

Hello my complaint is with T-Mobile they have charged me with overage fees and terminated service due to non payment. We are unable to make full payment do to Covid19 and these hard times. It is to my understanding T-Mobile has signed the pledge to keep us connected but they are not upholding there pledge. I have contacted them and they have told me they still need a payment. Now I'm stuck with high late fees and restore fees to get service back. I hope we can resolve this issue. Thank you and stay safe whom ever may read this.

Ticket: # 3936624 - CBS Covid 19 Sensationalism

Date: 4/19/2020 11:38:11 PM

City/State/Zip: La Vernia, Texas 78121

Description

CBS news utilized footage from Italy to sensationalize coverage of Covid 19 in New York. CBS acknowledged their "mistake" and blamed it on an editing mistake. CBS news is correct by millions of viewers and sensationalism such as this is akin to insighting panic. To me, they are responsible for what they air and should be accountable as such. <http://nypost.com/2020/04/01/cbs-admits-to-using-footage-from-italy-in-report-about-nyc/>

Ticket: # 3936632 - ISP not providing service.

Date: 4/19/2020 11:49:30 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Optimum

Description

My ISP Optimum has been charging me for service that keeps going out. I have called multiple times and received excuses such as sometimes the speed drops, there's an outage in your area, your device is outdated, or too many people are using the service at the same time none of which is true and I've checked with my neighbors to prove it. Tech support don't know anything about their product and send technicians to check but the technicians don't even bother. The first time the tech guy came he argued that there was nothing wrong with my service because the lights were on on the modem and claimed the modem was old so he replaced it for a newer version and left. The second time after there was still no internet he connected to a speed test and it worked but it was 195Mbps slower and they said sometimes it drops a little and I should wait until it fixes itself but refused to actually do anything about it claiming he didn't bring any equipment with him. Third day there was still no internet service on any device I had another tech guy scheduled to come by and they canceled the appt without telling me after I waited for more than 2 hours. The excuse was they don't have enough technicians to help me with my problem. When I contacted the ISP they said the reason was because the technician canceled because of the corona virus as their excuse implying I had it which isn't true they just didn't want to actually check what was wrong. I've not had internet almost the entire month and after spending a total of 9hours on hold with multiple support ppl one of whom said they'd transfer me but hung up after making me wait an hour I dont think its fair for me to pay the internet part of my bill. This is over the course of 2 weeks and I've had one hard drive get corrupted due to this internet cutting out in the middle of an update. Optimum told me the only thing I can do to fix the internet issue is to upgrade my plan for faster internet speed even tho I don't get what I already pay for. My bill for internet alone is over \$60. The only ISP that's in my area and cheaper is verizon fios but I can't get it until they install it in the building I live. There are no other competing ISPs making it impossible for me to switch when I need this internet for my job. I want my service restored and a refund for this month along with reimbursement for my hard drive which cost \$90 and is barely 6 months old. These people have been wasting my time and money simply because they're too stubborn and lazy to actually do their job and check what's wrong with their cables blaming my equipment and devices before they even get here and trying to get me to pay them to actually do something when its supposed to be free since I have service insurance.

Ticket: # 3936681 - Subliminal Infrasound messagingwith malintent.

Date: 4/20/2020 3:36:10 AM

City/State/Zip: Wytheville, Virginia 24382

Description

During a segment covering the current Covid-19 pandemic with Anderson Cooper, a high volume infrasound heartbeat is broadcast in the audio feed. The sound is broadcast below 20Hz and can only be heard with the use of headphones or high quality speakers. These frequencies, sometimes called "fear frequencies", are known to cause feelings of dread, anxiety, and panic attacks in humans even when they are not audibly heard. It is evident that CNN added the sound in an effort to further scare the public during this global crisis, which is reckless, dangerous, and blatantly reminiscent of terrorism. A public apology, punitive actions and further investigation is clearly warranted.

<https://youtu.be/XfbvLn3DgV8>

Ticket: # 3936758 - Cable Vision Availability Complaint

Date: 4/20/2020 7:26:59 AM

Company Complaining About: Cable Vision

Description

They cable shut me down until I paid \$315 now I have no money for food or medicine I am 61 and I need help no stem check yet no help from cable vision 631 521 1564 alan Eppers

Begin forwarded message

For Immediate Release:

CHAIRMAN PAI LAUNCHES THE KEEP AMERICANS CONNECTED PLEDGE

Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic

WASHINGTON, March 13, 2020—Yesterday, in multiple phone calls with broadband and telephone service providers and trade associations, Federal Communications Commission Chairman Ajit Pai emphasized the importance of keeping Americans connected as the country experiences serious disruptions caused by the coronavirus outbreak. And in order to ensure that Americans do not lose their broadband or telephone connectivity as a result of these exceptional circumstances, he specifically asked them to take the Keep Americans Connected Pledge.

The Keep Americans Connected Pledge reads as follows:

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges for the next 60 days to:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- (3) open its Wi-Fi hotspots to any American who needs them.

Less than 24 hours after the Chairman's calls, the following companies have already told Chairman Pai that they are taking the Keep Americans Connected Pledge and will implement it as soon as possible: ACIRA – Powered by Farmers Mutual Telephone Company & Federated Telephone, Allstream Business US, AlticeUSA, Antietam Broadband, Atlantic Broadband, AT&T, BBT, BOYCOM Vision, Burlington Telecom, Cable One, Central Arkansas Telephone Cooperative, CenturyLink, Charter, Cincinnati Bell, Citizens Connected, Comcast, Consolidated Communications, Cox Communications, Digital West, East Ascension Telephone Company, Education Networks of America, Emery Telecom, Farmers Telecommunications Cooperative, FirstLight, Frontier, Google Fiber, Grande Communications, Granite Telecommunications, Great Plains Communications, GWI, Hiawatha Broadband, Hill Country, IdeaTek Telcom, Inteliquent, Lafourche Telephone Company, Lakeland Communications, Long Lines Broadband, Mammoth Networks/Visionary Broadband, Mediacom, MetTel, Nex-Tech, Ninestar Connect, Northwest Fiber, Orbitel Communications, Pioneer Communications, Premier Communications, Range Telephone Cooperative, RCN, Reserve Telephone Company, Sacred Wind Communications, Shawnee Communications, Socket Telecom, Sonic, Sprint, Starry, TDS Telecom, TelNet Worldwide, T-Mobile, TracFone Wireless, Uniti Fiber, US Cellular, Vast Broadband, Verizon, Vyve Broadband Investments,

Waitsfield and Champlain Valley Telecom, Wave Broadband, West Telecom Services, Windstream, and ZenFi Networks. And the trade associations ACA Connects, Competitive Carriers of America, CTIA, INCOMPAS, NCTA—The Internet and Television Association, NTCA—The Rural Broadband Association, USTelecom, and WISPA have all endorsed the pledge.

“As the coronavirus outbreak spreads and causes a series of disruptions to the economic, educational, medical, and civic life of our country, it is imperative that Americans stay connected. Broadband will enable them to communicate with their loved ones and doctors, telework, ensure their children can engage in remote learning, and—importantly—take part in the ‘social distancing’ that will be so critical to limiting the spread of this novel coronavirus,” said Chairman Pai. “That’s why I’m asking all broadband and telephone service providers to take the Keep Americans Connected Pledge. I don’t want any American consumers experiencing hardships because of the pandemic to lose connectivity.

“I applaud those companies that have already taken the Keep Americans Connected Pledge. They are stepping up to the plate and taking critical steps that will make it easier for Americans to stay connected during this pandemic and maintain much-needed social distancing. I urge other companies to join them. This may be a difficult time for our nation, but if we all work together, I am confident that we can rise to the challenge.”

In addition to the Keep Americans Connected Pledge, Chairman Pai commended companies that have already taken additional steps to ensure that Americans, especially low-income American families and veterans, remain connected. He exhorted those companies with low-income broadband programs like the Connect2Compete program to expand and improve them (for example, by increasing speeds to 25/3 Mbps and expanding eligibility) and those without to adopt such programs. He also called on broadband providers to relax their data cap policies in appropriate circumstances, on telephone carriers to waive long-distance and overage fees in appropriate circumstances, on those that serve schools and libraries to work with them on remote learning opportunities, and on all network operators to prioritize the connectivity needs of hospitals and healthcare providers. Chairman Pai also continued the Commission’s ongoing discussions with service providers regarding their efforts to ensure that changes in usage patterns occurring during the pandemic do not impair network performance, as well as their plans to ensure network resiliency.

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See *MCI v. FCC*, 515 F.2d 385 (D.C. Cir. 1974).

Ticket: # 3936759 - Optimum Availability Complaint

Date: 4/20/2020 7:32:21 AM

Company Complaining About: Optimum

Description

Good Morning/Afternoon....I hope when you receive this letter you and your family are safe and surviving this covid 19 pandemic. I am a mother, Ms. (b) (6) whom has twin 14 year old boys whom are autistic and use remote learning which is critical for them, especially now. I am an optimum customer who is affected by this covid 19. I am not employed and I do live check by check, and always pay the minimum amount on my optimum bill. Unfortunately, my service maybe cutoff on April 18th Saturday, and I am hoping you or anyone can help me to keep my service on until I receive a stimulus check so my sons can continue their remote learning, My phone number is [REDACTED]. I am with optimum in the Bronx location. I need someone to reach out and help if they can. Thank You.

Ticket: # 3936760 - Spectrum Availability Complaint

Date: 4/20/2020 7:36:50 AM

Company Complaining About: Spectrum

Description

I am a resident of Lancaster California.

I would like to inform you I have been disconnected by Spectrum internet service for no payment. I understand that we are in a tragic time with covid -19 and to my understanding the company signed a no shut off agreement for this crisis.

This message is for you records ad to what is happening to individuals who has not paid. I also tried to call the company prior to make sure no disconnected will happen but they refer customers to go online only...when you go online you can't make payment arrangements or even say you are affected by covid-19 or anything of that nature. Even the chat is robot with just basic info. So I assumed the company will not shut my home off because the is of paying is not priority considering the country circumstances. BUT no, today I am take the time to write you to inform you off the signing of the keep America connected has failed!

Thank you for you time in reading my concern

Respectful yours,

(b) (6)

Ticket: # 3936789 - Altice Availability Complaint

Date: 4/20/2020 8:37:55 AM

Company Complaining About: Altice

Description

We woke up to disconnected internet services. My son has a video call with his 4th grade teacher and can't go online. I called Altice (866-200-7273) and the automated system said service was cancelled due to nonpayment.

I connected with a representative at Altice and he ("Victor") insists the service has to be disconnected first then the account information gets sent to a department that reconnects, and it's not going to be connected right away. I told him about the pledge their company agreed to "Keep America Connected" during COVID-19 (link below). He told me to look at their website for their policy and this is how it works.

Please help! Our lives depend on internet. We were going to place a grocery order today as well.

Thank you,

(b) (6)

Ticket: # 3936798 - sports surcharge fee when no sports are taking place

Date: 4/20/2020 8:43:49 AM

City/State/Zip: Allentown, Pennsylvania 18104

Company Complaining About: Service Electric

Description

I have service electric cable TV and have been back and forth with their "sports programming fee" that they are charged and must pass along to their customers. However, it has now been 34 days and they don't seem interested in contacting the CEO or president to get on the broadcast idiots to waive their fee while there are NO SPORTS taking place. I have informed that I am not paying \$ 7.25 a month to have networks that are running reruns of 20-30 year old sporting events that can be seen for free on you tube. Sports programming fee is for SPORTS being broadcast LIVE and not 30 year old reruns. No one at the company seems interested in getting this waived while this pandemic is going on, so I am turning to you to complain about the company not interested in their customers and the programming channels raking in money illegally. Thank you.

Ticket: # 3936813 - service shut down during COVID19

Date: 4/20/2020 8:56:32 AM

City/State/Zip: Glen Cove, New York 11542

Company Complaining About: Optimum

Description

I am a small business and Optimum has turned off our telephone AND internet due to non payment - 2 months behind, due to COVID-19 We were under the impression that our account would be extended atleast 30-60 days during this time, but no - our account was suspended and turned off anyway!! Had to pay balance in full, since customer service hold time was over 1 hour and needed our phone and internet system up and running.

Ticket: # 3936841 - Boost Mobile COVID-19

Date: 4/20/2020 9:13:04 AM

City/State/Zip: Queens, New York 11377

Company Complaining About: Boost Mobile

Description

The consumer states he has cell phone service with Boost Mobile.

The consumer states he is at the epicenter of COVID-19 in New York.

The consumer states that the only way to pay his cell phone bill was to go to the store, but he can't leave since they have a stay-at-home order.

The consumer states that he is also not working currently.

The consumer got an extension from Boost Mobile last month to pay his bill and he requested it for this month as well since things don't seem to be getting any better.

The consumer was told they would shut his services off tonight at midnight.

The consumer needs his services for any emergency, and all he needs is an extension, he will pay everything when he gets back to work.

CTR-415

Ticket: # 3936853 - HughesNet Internet for A.Mazzo Acct # DSS37911273

Date: 4/20/2020 9:21:16 AM

City/State/Zip: Rochester, New York 14622

Company Complaining About: Hughes Net

Description

I recently upgraded my HughesNet plan for our seasonal cabin in Branchport NY. Due to the recent corona virus I need to work remotely. I work for a Healthcare Company and our IT dept requires we use VPN. Much to my surprise on Fri 4/17 I discover VPN is NOT supported by HughesNet. The first rep I spoke to told me that and that I needed Business HughesNet to use VPN. She transfered me to the business reps who told me that the business service is the same technology as the resi service and she was incorrect. He transferred m back to residential cust care to talk about a credit or refund and said he would bypass the "que" as I was already on the phone over 30 minutes at that time. I was again put on hold and finally hung up. 3 calls, 2 disconnects. I tried this morning Monday 4/20 in a chat. The agent did not seem to know what he was talking about either. I fonally asked to speak to a manager. He said I needed to call customer services to do that. 3 calls. First call spoke with an agent...then she never came back on the line. Second call call just sat there. This company clearly has no idea what they are doing.

Ticket: # 3936856 - Complaint Against Verizon**Date:** 4/20/2020 9:21:42 AM**City/State/Zip:** Mc Lean, Virginia 22102**Company Complaining About:** Verizon

Description

We have a small restaurant. Our business was severely affected by the pandemic. In order to save the business, we tried to cancel/suspend non-essential services. One of them in TV package from Verizon. When we contacted them to suspend the TV service for 3 months. They refused. They told us either we cancel the whole service including phone and internet and pay the balance of our contract or stay with our contract. Basically, we have no option. We need the phone and internet service to run the business. Meanwhile, we are paying for TV service that we don't need since there are no customers. We have force majeure situation. We need your intervention on behalf of restaurants to waive TV fees for 3 months.

Ticket: # 3936869 - Covid-19 Billing

Date: 4/20/2020 9:29:45 AM

City/State/Zip: Beaufort, South Carolina 29906

Company Complaining About: Hargray Communications

Description

he states that Hargray is his provider

he states that his services has been turned of due to non-payment

he also states there is nowhere to go to pay his bill beacause nothing is open

he also states they told him that they will turn it back

he also states as of today it is not on

I advise that he file a complaint at www.consumercomplaints.fcc.gov

Ticket: # 3936917 - Optimum Availability Complaint

Date: 4/20/2020 10:02:09 AM

Company Complaining About: Optimum

Description

April 1, 2020 I paid optimum \$202.50 to stay in good faith with them to keep my services connected during this pandemic. I was told after I made that payment, my services would remain on until May 3rd. Till I can make another payment. I am on SSI and mostly bed bound. On April 17, 2020 Optimum shut off all my services. When I called the representatives they are still requesting more money right away and charging late fees. I read your fcc.gov statement on how Alltice was one of the cable networks that agreed to keep connectivity available, but they are not holding up to their agreement. Any help you can assist me with would be greatly appreciated. My cell phone number is as follows (b) (6) and email address is above. Thanks in advance.

Sincerely,

(b) (6)

Ticket: # 3936979 - advertising by Spectrum during COVID-19

Date: 4/20/2020 10:25:23 AM

City/State/Zip: Odessa, Florida 33556

Company Complaining About: Spectrum

Description

Spectrum slogan..."Guaranteed to keep you connected when it matters most" is NOT what your company is doing!! FREE two months free service is not what you are doing. Helping loyal customers keeping the internet in their house for their children's school is not the case. Such a farce not helping parents at all. Offering to defer payments of \$79.99 for three month then collecting \$239.99 when you might still be out of work and looking for a job is NOT helping! Possibly lowering my daughter's bill \$20.00 might help tremendously since you will not give her 30 days for free. Unfortunately she needs internet for schooling and unfortunately Spectrum is the only internet where she lives. If she stops her internet he daughter will not be able to go to school because libraries are close that have free internet!!! VERY inappropriate slogan to publish on TV.....NOT THE CASE AT ALL!!

Ticket: # 3937005 - Consolidated Communications Availability Complaint

Date: 4/20/2020 10:36:43 AM

Company Complaining About: Consolidated Communications

Description

Consolidated Communications gave no notice to customers of the KEEP AMERICANS CONNECTED PLEDGE DURING THIS CORONA VIRUS pandemic. I'm a customer of Consolidated Communications with a senior in high school and a third grader. I was not aware that you had to sign up for this KEEP AMERICANS CONNECTED PLEDGE until April 2nd 2020; and that you're only given 17 days to be able to call and sign up for this pledge between March 13th and March 31st. So i missed the cut off

A a company with millions of customers millions of low-income customers like myself was only given a 17 day window to learn about this pledge and make a phone call to waterlogged call centers that we kept getting booted off of due to high call volume and never got to SIGN UP for the KEEP AMERICANS CONNECTED PLEDGE.

NOW I HAVE LATE FEES, EXTRA CHARGES FOR EXTRA DATA USAGE FROM AT HOME REMOTE LEARNING USE AND A CANCELLATION OF SERVICE NOTICE....WHEN I THOUGHT IT WAS AN AUTOMATIC THING BUT REALLY ONLY GIVEN 14 DAYS TO LEARN ABOUT AND BASICALLY BEG FOR SOMETHING THAT OTHER COUNTRIES DEEM ESSENTIAL AND DONT CHARGE FOR AT ALL.

HOW AM I SUPPOSED TO KEEP MY SENIOR CONNECTED SO SHE CAN FINISH HER GOVERNMENT CLASS WHICH IS REQUIRED BY THE STATE SO SHE CAN GRADUATE???????

SINCERELY,

A CONCERNED AMERICAN CITIZEN-

(b) (6)

Ticket: # 3937010 - endangering lives by reporting false information

Date: 4/20/2020 10:37:45 AM

City/State/Zip: Hillsborough, North Carolina 27278

Description

FOX news should be fined or taken off the air for spreading false information re: the COVID- 19. They are putting people's lives at risk. Freedom of the press should go only so far.

Ticket: # 3937042 - Solicitation of money through false means

Date: 4/20/2020 10:48:30 AM

City/State/Zip: Kunkletown, Pennsylvania 18058

Description

Someone contacted my husband on Instagram . They were telling him they were Leann Rimes , country singer.

They were asking for money, asking him to give a credit card number so they could get money. They said they didn't have money due to this coronavirus quarantine and wanted my husband to send money.

Ticket: # 3937043 - COVID-19/ Early interruption on services

Date: 4/20/2020 10:48:50 AM

City/State/Zip: Brenham, Texas 77833

Company Complaining About: Directv

Description

Consumer states that his provider has interrupted his service again. Consumer states that his provider has interrupted his service before before the date that is due. Consumer lives out of his social security and usually the provider allows him an extension of time to the 1st of every month to make the payment with some fees attached to it until he is able to get his check again. Consumer woke up today and he notice that his service is interrupted in this pandemic outbreak. Consumer is a senior citizen that is very concern about his health and he needs to watch his TV in order to keep himself updated with the news of the COVID-19. Consumer is tired of his service begin interrupted before his cycle ends. Consumer wants this to stop. Consumer wants a credit into his account because of this and the previews times that the service was interrupted before the time. Consume wants and extension on time to pay until the 1st or his last four days of service that it was remain on his billing cycle.

ctr408-phone

Ticket: # 3937094 - Windstream negligence - complete internet outage

Date: 4/20/2020 11:11:47 AM

City/State/Zip: Lexington, Kentucky 40502

Company Complaining About: Windstream Communications

Description

Hello, contractors from our ISP Windstream mistakenly severed our internet connection last week while working on a nearby pole. It has been 3 days and we still have no internet. I've called many times but they're not escalating the outage and said they would NOT come sooner unless we were already paying for a business account. This is completely unacceptable in this time of lockdown from Coronavirus, especially for an outage caused by the ISP themselves. This is a complete outage not a weak signal. If anyone could please help me put pressure on this selfish company to get our internet back?

Ticket: # 3937136 - Altice Cuts off small businesses during COVID

Date: 4/20/2020 11:24:57 AM

City/State/Zip: Glen Cove, New York 11542

Company Complaining About: Altice Cablevision

Description

I have an animal hospital in NY. Called ALTICE to defer payments during COVID due to lack of revenue. Impossible to reach them. They shut me off today and I had to use the RENT money to pay them. They pledged NOT TO CUT OFF ANY residential or small business customers during the COVID crisis. They LIED!!! They should be held accountable!!

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3937162 - Bill Dispute

Date: 4/20/2020 11:30:33 AM

City/State/Zip: Brooklyn, New York 11210

Company Complaining About: Optimum

Description

At the initial time of obtaining my service there was a promotion going on where my bill would be 79.99 for life and If I signed on I would get a free amazon card. I never received the free amazon card. On April 17, 2020 I paid my cable bill in the amount of 250.00 of my outstanding balance. the bill only required me to pay 174.00. My service was still interrupted. now during COVID-19 I was under the impression that services would not be cut off during the pandemic. i called to get some clarity about my bill numerous times and did not get through. My final phone call I got through with an agent by the name of Mark in which I started explaining my issue to. During the conversation and him talking over me, he hung up on me. That was very disrespectful as well as poor customer service. i know these are trying times for everyone but I should be able to get through and dispute my bill. I spent money that I didn't have just to try and keep my cable on. Imm also being charged for three boxes but two was only set up.

Ticket: # 3937197 - Optimum has charged late fees during COVID-19

Date: 4/20/2020 11:41:44 AM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Optimum

Description

Optimum has charged me 20\$ late fees after 5 days. I read that they signed the pledge to waive fees. My husband lost his job and I am working with reduced hours. \$20 goes a long way during this time. I called customer service and they said the system will not let them remove the fees. They charge \$10 after 1 day. We have paid late fees before with out a problem, despite only paying a day late. This is uncalled for. Please help.

Ticket: # 3937206 - Hughes Internet**Date:** 4/20/2020 11:44:10 AM**City/State/Zip:** Columbia, Tennessee 38401**Company Complaining About:** Hughes Net

Description

Sending a copy to US Senator Marsha Blackburn and TN Gov. Bill Lee

I employ around 200 employees. Since Covid 19 surfaced, I made it mandatory for any employee that could work from home to do so. I also started working 1/2 of the work week from home and the other 1/2 at our factory. I live in a rural area and my only choice for internet was Hughes. My service has been terrible. I feel they are deprioritizing almost all sites. However, it seems they must prioritize www.speedtest.net. When talking with their customer service, they tell you to go to speedtest.net and perform a speed test. They then tell you there is nothing wrong with your service. I took it upon myself to go to ATT and Verizon's speed test to test my theory. Well, apparently I was right, my speeds were very similar between ATT and Verizon but they differed completely with Hughes. Hughes advertises 25mbs down and 2mbs up.

Hughes Speed test result with www.speedtest.net

Latency 968ms 26-30mbs download 0.20- 0.26mbs upload

Verizon & ATT online speed test results

Latency 880ms 2-4mbs download 0.20- 0.24mbs upload

Hughes and many internet providers have received Federal Grants to provide RURAL areas with rural internet speeds (min 25mbs). I also performed the exact same test at my neighbor that has Hughes and we have the same results. I am making a video and providing the video to US Senator Marsha Blackburn and to TN Gov. Bill Lee along with my complaint concerning Hughes. When talking to Hughes, customer service told me I am in a 2 yr contract and only fulfilled 1yr. If Hughes can correct the problem, I have no problem continuing. If not, I am forced to tether my Verizon phone and pay a much higher amount. Need help!

Ticket: # 3937226 - COX Internet

Date: 4/20/2020 11:54:56 AM

City/State/Zip: Mesas, Arizona 85202

Company Complaining About: Cox

Description

Before Covid 19 and the increase in internet traffic I had issues with lots of down time and poor speeds despite paying their high rate. I've called them, replaced my router and modem, checked the wiring, and still have large chunks of the day at high traffic times that I can do nothing other than partially load webpages sometimes. Streaming, web conferences for work, or gaming for personal use is out of the question.

Cox has increased rates and oversold their services to the point it's pretty much unusable, yet they're still charging obscene rates are the only provider in my area so they have an almost monopoly at this point. There's nothing I can do on my end to fix this.

I've had many issues with them from them locking me out of my account when I moved and forcing me to pay my bill without seeing it first and overcharging me over \$100 in the process before giving me access to see the bill in question to Poot customer service and performance. I just want internet that doesn't have 40% packet loss 75% of the day.

Ticket: # 3937240 - Re: [FCC Complaints] Re: Optimum Online interrupted my service during coronavirus outbreak

Date: 4/20/2020 12:02:34 PM

City/State/Zip: Brooklyn, New York 11204

Company Complaining About: Optimum

Description

This is a follow-up to your previous request # (b) (6) "Optimum Online interrupted ..."

Optimum / Altice has again interrupted My service today April 20, 2020 after restoring my service last month on the date of the previous complaint.

My four children, ages 6-13, are now unable to complete their educational requirements, as well as this violating their pledge with the FCC.

(b) (6)

Ticket: # 3937245 - Internet

Date: 4/20/2020 12:03:42 PM

City/State/Zip: Ville Platte, Louisiana 70586

Company Complaining About: Centurylink

Description

Please look into CenturyLink. I am paying for internet service that is unreliable. With COVID-19 and working from home, this now has become very important as my job is at risk. Internet has been out since last week and there is no one to contact as when I call the help desk, it is automated, I go on hold and then eventually disconnected.

Ticket: # 3937294 - Unwanted Robo Calls

Date: 4/20/2020 12:22:06 PM

City/State/Zip: Rancho Cucamonga, California 91729-0014

Company Complaining About: Arcadia, Ok.

Description

A recording of a female voice regarding how the corona virus is affecting any settlement payments I am receiving and asking if I would like to resolve the issue.
I would like to not receive these calls anymore.

Ticket: # 3937331 - Repeat calls from bogus "health service"

Date: 4/20/2020 12:32:45 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: "health Awareness Project."

Description

"Health Awareness Project" -- 206-278-7348 -- has called eight times over three days trying to sell "protective" devices related to the Coronavirus outbreak. Have told them repeatedly this is a registered "Do not call" number & to stop calling, but they persist.

Ticket: # 3937395 - Hughesnet early termination fees

Date: 4/20/2020 12:55:13 PM

City/State/Zip: Tomahawk, Wisconsin 54487

Company Complaining About: Hughes Net

Description

Hughesnet refuses to refund the early termination charges even though the service became unusable. It was not what they promised even before the pandemic, but then it became completely unusable and my son now has to school from home for the remainder of the school year. I spoke to a supervisor and she said that the only way to give a refund would be for me to reconnect my service. We can't afford to pay \$90 a month for unusable service. Please help!

Ticket: # 3937420 - Bundled service billing

Date: 4/20/2020 1:06:28 PM

City/State/Zip: San Diego, California 92104

Company Complaining About: Cox

Description

Cox Communications is consumers provider for bundled service. Consumer signed up for a Promotion for 4 pay stations - \$10 per month - HBO, Showtime, Cinemax & Starz. Consumer agreed to \$164.19 per confirmation number #91815089 - David id#2051 and also Gabriel id #76769. Consumer was billed \$254.64. Consumer is disabled. Consumer feels he was mislead and cheated Cox is taking advantage of people during the Corona Virus. Provider only offered to take \$50 off the bill - bill will still be \$40 more than quoted. Consumer wants Cox to provide him the services as promised for \$164.19 for his bundled service including the \$10 promotion.

CTR 392-phone

Ticket: # 3937505 - Service Issues

Date: 4/20/2020 1:37:47 PM

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

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum as his carrier
- He states he reached out to them to move some of the equipment
- He states he had to reschedule the appointment due to COVID-19
- The carrier advised he call back when they were back in the building
- He states a tech showed up and reached out to him
- He states he received a bill
- He states it also stated he was disconnecting the service
- The consumer is not disconnecting his service
- The consumer wants the service turned back on with the same numbers

CTR405-phone

Ticket: # 3937555 - Disconnection

Date: 4/20/2020 1:54:53 PM

City/State/Zip: Odessa, Texas 79768

Company Complaining About: Spectrum

Description

Spectrum Mobile disconnected my phone as a result of my inability to pay. I lost my job due to COVID-19 and I have been unable to receive unemployment pending the outcome of their review of my claim. I believe the federal government has asked providers not to disconnect phone service during this time.

Ticket: # 3937609 - Unexplained bill changes

Date: 4/20/2020 2:09:58 PM

City/State/Zip: Greenville, North Carolina 27834

Company Complaining About: Sudden Link

Description

Our internet was accidentally canceled by the company. When we called, they said we requested a cancellation, which we did not. They remedied the issue and restarted our internet. We then see a few days later that they not only reactivated our internet, but added phone service to the bill. We called and remedied that, and it was removed, and we were told we would not be billed for it. Now, we get our bill in the mail, a bill that used to be 69.99, and it is now over \$100 dollars. Either they are charging us for the phone service we did NOT request, or they are randomly canceling account to make them new customers, so they can charge more during the pandemic. We have attempted to reach the company through several avenues to remedy this, and have not received any contact. We have already filed a price gouging complaint with our state.

Ticket: # 3937779 - Lingo Issues/No Service-COVID-19

Date: 4/20/2020 3:03:48 PM

City/State/Zip: Regina, Kentucky 41559

Company Complaining About: Lingo

Description

(b) (6) -Justice Quality Foods

He is calling about Lingo.

He has phone service.

Phone service went out on 04/10/2020.

There was a line problem in the county.

On 04/12/2020 they had some storms; they have not had phone service since 04/10/2020.

He calls daily for assistance; Lingo representatives tell him the service will be on the next day.

There is still no service as of today 04/20/2020.

It is hard to get merchandise without a phone.

They offer curbside grocery assistance.

They are an essential service.

This is number for this: (b) (6)

CTR414-phone

Ticket: # 3937863 - SPOOFED SPAM Phone Calls

Date: 4/20/2020 3:28:18 PM

City/State/Zip: Washington, District Of Columbia 20548

Description

user is getting multiple call backs from people stating that they have received a call from our users office number. Our user has not been in the office since early march due to COVID-19 pandemic

Ticket: # 3937893 - Programming is clear danger to public health.

Date: 4/20/2020 3:37:55 PM

City/State/Zip: Twinsburg, Ohio 44087

Description

Over the last few days as I have gone out to shop for necessary supplies, I typically listen to our local news/talk radio station WTAM 1100 AM, a Clear Channel station because I enjoy listening to news and some of their talk programming. During this COVID 19 crisis they have most recently been more and more irresponsible in their programming. They have made LITTLE or NO EFFORT to try and learn from experts and then responsibly report what been going on with our STATE GOVERNMENT action related to the pandemic, but instead just repeating and reinforcing the ignorance of their typical callers. Our actions and results in Ohio have been recognized around the world in the reporting I have heard (national new stations, BBC news, PBS etc...) but this station and is probably prevalent throughout their system, chooses to follow and report the ridiculous, unsubstantiated OPINIONS of the Republican Party and especially their far right supporters. They are CLEARLY endangering the health and safety of our entire state by their ignorance and laziness to face the truth and reality of the current situation. I demand that their actions during this critical health emergency be addressed immediately and closely reviewed and appropriate action taken when their license renewal is reviewed. Thanks.

Ticket: # 3937898 - TX

Date: 4/20/2020 3:39:10 PM

City/State/Zip: Alvin, Texas 77511

Company Complaining About: Rise Broadband

Description

On 04/09/20, we lost internet service and I made contact with Rise Broadband to inform them, I was told that Rise Broadband had turned off their equipment and pulled it from the tower due to a conflict with the tower owner. Where our residence is located we have no internet providers other than satellite or tower based. Rise Broadband had not informed us that this would be happening and it caused great stress with my wife since she had been informed she would need to work from home until covid 19 situation was resolved. We had to scramble and try to find another provider causing financial burden and expense. It just was not the right thing to do during this emergency. I was further informed that I needed to cancel service formally to keep from receiving bills in the future, I was further informed that we would be receiving a refund of current bill which we had just paid, still no refund. (b) (6)

Ticket: # 3937933 - Sudden Link internet, cable and phone service

Date: 4/20/2020 3:49:45 PM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: Sudden Link

Description

All my services were lost with Sudden link one week ago today. I have spent countless hours on the phone , in there phone tree and being out sourced over seas, and I have been unable to speak with anyone local. When I have asked to speak with a supervisor I was told on two separate occasions I COULD NOT. I have had service with Sudden link for almost 18 years and have always had difficulty with intermittent outages which is to be expected. I have never been treated with such disregard. Unfortunately in a small town in Eastern NC I do not have many options. What has made this an even bigger problem currently is that I am trying to work from home due to the Corona virus but I am unable to access the internet for one week. I even called the corporate office and entered my information and was immediately placed back into the horrible circular phone tree!! I have no other options as most businesses with internet access where I could get coffee and work are closed. PLEASE OFFER SOME HELP OR RECCOMENDATIONS as to how to deal with this horrible company!!

Ticket: # 3937947 - Suddenlink rip off

Date: 4/20/2020 3:52:03 PM

City/State/Zip: Georgetown, Texas 78628

Company Complaining About: Sudden Link

Description

Suddenlink is the only internet provider available in my area, and for many surrounding areas. They are a monopoly, you have no other choice but to use them. They without notice up charge your bill with no notice, and no real explanation. They don't offer contracts so when your deal is up they jsut charge you a ton more money. And you can't get out of that rate unless you cancel with them for an entire month. I was already over paying for the bare minimum internet speed, then they scammed me into upgrading and now I'm paying 100\$ for internet they're offering currently for 55\$. And I recently lost my job because of Covid and they raise this rate with absolutely no notice.

Ticket: # 3937987 - Service of internet shut off due to Covid 19 .

Date: 4/20/2020 4:07:27 PM

City/State/Zip: Las Vegas, Nevada 89180

Company Complaining About: Cox

Description

Cox Communications shut off my internet last night without notice while I had made payment arrangements with them due to Covid 19 reasons . I had to call them and pay them the past due balance to have my service restored . Please advise . Why is this allowed right now ? Thank you

Ticket: # 3938005 - Increase in services

Date: 4/20/2020 4:15:18 PM

City/State/Zip: Fayetteville, Ohio 45118

Company Complaining About: Charter

Description

I am a current subscriber and my bill was raised from \$49 to \$69. During this Pandemic I find it appalling that my rates would be raised 40%.

a subscriber

Ticket: # 3938026 - Harrassing Phone Calls

Date: 4/20/2020 4:22:04 PM

City/State/Zip: Carnegie, Pennsylvania 15106

Company Complaining About: Homestead

Description

██████████ called twice again today spoofing two numbers 412-685-2697 Homestead and 412-641-8763 University of Pittsburgh again stating that he could lower my electric bill. I asked him again to stop calling and that I had filed a complaint with the FCC. He said "I hope you get coronavirus". PLEASE MAKE THIS STOP.

Ticket: # 3938036 - Billing for services that i was not aware of

Date: 4/20/2020 4:23:38 PM

City/State/Zip: Monsey, New York 10952

Company Complaining About: Verizon Wireless

Description

To whom it may concern,

I ordered service but recived an e-mail that it was not able to be added to my plan. I did not read the second sentence that a new plan would be created. I was not aware of the costs of the new plan until i recived the subsequent statments. I called to cancel but was told i could not have a refund retroractively. I stated there was no usage on the line and again i was not aware of the plan being activinatd.

I did mention that I did not mind keeping the phone as a spare..... even though when i did try to call and return the phone it was impossible to get a rep on the line due to the Corona virus.

I am requesting a refund of \$128.69 + \$10.84 + 10.06 for services not used and not clearly described that i would be charged these fees.

Thank you

(b) (6)

Ticket: # 3938123 - AT&T internet

Date: 4/20/2020 4:51:16 PM

City/State/Zip: Charlotte, North Carolina 28269

Company Complaining About: AT&T

Description

April 6, 2020 I placed an order to terminate my device with AT&T and DirecTV due to relocating to an area they do not service. I set the disconnect date for 4/29/2020. I noticed on 4/13/2020 I did not have internet service. There has been a large storm in our area so I called AT&T to check on my service, where an automated line informed me of an outage in our area. I requested a text message when service was returned. I called multiple times that week to check on service and continued getting the outage automated system. On 4/18/2020 I called and spoke to a representative who said it was a technical issue and placed me on hold where I was hung up on. At that point I had been on the call for 30 minutes. On 4/20/2020 I called AT&T and requested to speak to technical support. After speaking to 3 people the tech informed me my service was disconnected on 5/15/2020 and there was no way to pull up my account. I was then transferred back to sales where I was told I would have to start a new service contract to have internet at my current location until 4/29/2020, but that would not be an option because it's only for 2 weeks. I repeatedly asked to speak to a manager but after 2 hours and 14 minutes in the call with 5 representatives I had enough. I was informed due to short staffing holding for a manager would be a long wait and they still could not find my account. I cannot get internet elsewhere because the Spectrum is not doing home installs due to Covid-19. My daughter is home from school and we are now relying on a jet pack from Verizon so she can get her homework done. The internet should have been disconnected on 4/29/2020 the same as my DirecTV.

Ticket: # 3938141 - Cox Communications Cleveland plan on reinstating overages after they started the lies

Date: 4/20/2020 4:59:35 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

The internet is vital especially during this time. They plan on re-enforcing data overages? Why? Not like the money is actually going towards fixing outages and upgrades.

"We've got you covered. Beginning March 16, 2020 through May 15, 2020 data overage charges will be paused. Customers with Unlimited or 500GB data add-on plans will receive credits for their add-on plan for two bills. During this time we have suspended sales of our data plans. We want to help make sure you have the resources you need to remain productive during the coronavirus work and school closures."

Ticket: # 3938243 - Charter Service Cancellation**Date:** 4/20/2020 5:53:43 PM**City/State/Zip:** Boone, North Carolina 28607**Company Complaining About:** Charter

Description

On 4/20/20, I contacted Sheila at approximately 1:17 P.M. EDT to request that our internet service be cancelled on May 1st, 2020 because we are moving to an area that is outside Charter's service. I requested that our bill for 4/20 - 5/1 be pro-rated to which Sheila said no. I then asked her if she would need our new address to forward our next bill. She replied no and I told her I would feel better if she took it because we receive paper bills. Sheila then insisted she didn't need it and then proceeded to terminate our service while my wife was performing her job from home due to the Covid-19 outbreak. When I asked Sheila to correct the problem she could not. I then asked to speak to a supervisor and was told there was no supervisor. Then she said there was. Then she said I know what I'm going to do I'm going to transfer you to account set-up. Before I could respond, she transferred me to Jim in Video Repair who apologized and re-connected our internet. When asked if our cancellation showed, Jim said it did not and that he could not perform this task. He then transferred our call to the cancellation dept.. Rakia (sp?) in Retention then answered and said she would need to transfer us to someone in the Retention Dept. I asked why, when she was in Retention, she would need to transfer our call to the department she was in and she said it was a different dept. but when asked what department it was she said it was Retention, which was the department she had just said she was in. I then said that I was tired of being transferred around and that I would like to speak to a supervisor. She then said I could and transferred us to Jason, also in Retention, who, when asked, stated that he was not a Supervisor. He then told me that Sheila had cancelled our account and that Jim had done a self-install as reflected in a text we received that stated we would be charged \$74.99 for the installation of a service we were already receiving. Jason then said he was chatting with his supervisor about having our service re-instated since we have had an account with Charter for 7 years. He then put us on hold for an hour. After a total call time of 3.5 hrs with my service end date of 5/1/2020 still not established and with a new charge of \$74.99 on my account in addition to a growing suspicion that I was being made the brunt of a few idle employees' joke, I hung up and decided to request a call back via the FCC.

Resolution:

We would like the \$74.99 self-installation charge removed from our bill and we would like the billing period from 4/20/2020 to 5/1/2020 to be pro-rated due to the passive aggressive way in which our request to terminate service was handled that lead to a loss of 3.5 hours of productivity on what should have been a rudimentary task.

Ticket: # 3938256 - Spectrum "Free Trial" Trap

Date: 4/20/2020 6:05:19 PM

City/State/Zip: Los Angeles Ca, California 90042

Company Complaining About: Spectrum

Description

I'm a long term customer of Spectrum's (via the Time Warner Cable merger) and I signed up for a free trial for Spectrum's streaming TV service.

Before the trial ended, I attempted to cancel and found that I can't cancel online...or via Spectrum's customer support chat...or via an email request.

I called repeatedly but got messages warning me that there were very long hold times. This extended into the COVID-19 crisis when the hold time increased to hours and hours.

When I finally got through to a billing on 4/20/2020 after about 20 minutes on hold, I was told billing couldn't help me and needed to transfer me to a "specialist." This "specialist" was from the retention department - and it took another 20 minutes on hold to get to him, and a further 20 minutes of long pauses, stalling and stonewalling to cancel the unwanted service.

When I asked to be credited for the unwanted service I'd paid for already because it was impossible to cancel, the rep told me he couldn't help me, that I needed to talk to billing but that he couldn't transfer me and that I'd need to call back and wait all over again. Then when I asked for a supervisor he threatened me with sitting on hold again for an extended period. Finally, he told me he'd be muting me, which he did, not calling a supervisor to the line at all.

Ticket: # 3938263 - robocalls from spoofed numbers

Date: 4/20/2020 6:07:58 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Greenville, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3938275 - Comcast Xfinity Customer Service - - No Access to get resolution from them!!

Date: 4/20/2020 6:15:11 PM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

My budget is very tight in this COVID situation so I've been reviewing all of my bills. I reviewed Xfinity internet and I am in shock by the charges they have been adding without my consent. I am being charged for their modem/router (returned it and have my own for 2yrs+), and I'm being charged for cable tv access (haven't had cable in 5+yrs and use OTA). It is impossible to reach a person for help in resolving these egregious and outlandish charges! And on top of that, the website won't let you change your options without talking to a customer service agent!! I am aware of the disruption as we all work from home but this is a company that is simply shameful and I believe they are preying on consumers for their own profit.

Ticket: # 3938285 - refunds not given

Date: 4/20/2020 6:21:08 PM

City/State/Zip: West Islip, New York 11795

Company Complaining About: Optimum

Description

I have been having trouble with Cabelvision TV since Jan with many weekly complaints. I finally got a supervisor on phone approx 3 weeks ago to cancel my account when she talked me into keeping internet. During that conversation I was told I would be getting credits for the time lost for no TV service and I would be pro rated for downgrading my service. Each time I call I get the run around, someone from another country and they keep telling me a supervisor will call me back and they dont. Ive been hung up on twice. Today they cut off my internet service with NO warnings. They are still charging me last months bill. I cannot get anyone to resolve this for me. I cannot have my internet cut again, I am a nurse working from home and I am a student taking classes online due to COVID 19. I sent a partial payment today just to have my service restored, but my bill isnt correct and I need help to resolve this before the next bill is due. How can they hang up on people, disconnect service with no warning? BTW, they cut service off for a 45.00 bill. Terrible. Evertime I ask for the persons name or ID number they refuse to give it to me and today the lady hung up when I asked. Ive never experienced such unprofessionalism from a large company like this. Please help me to resolve this matter.

Thank you,

(b) (6)

Ticket: # 3938311 - Corona virus task force updates are not captioned

Date: 4/20/2020 6:45:07 PM

City/State/Zip: Indianapolis, Indiana 46201

Company Complaining About: Verizon

Description

I've tried fox on Facebook and cnn and neither have captions.

Ticket: # 3938313 - Xfinity problems

Date: 4/20/2020 6:48:07 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: Comcast

Description

I am a senior citizen and have tried for two days to reach a live person at Xfinity through their web site, chat service and telephone to no avail.

I have several issues I need to discuss with a representative:

- how to set up an online ID at their site
- getting a reduced price because of COVID-19 quarantine and reduction of income
- receiving a voice remote control device to access all the channels
- learning what new free movie and entertainment options are now available, only through use of the voice remote

How can you assist me these problems of talking or chatting with an Xfinity operator? Advice needed, please.

Thanks.

Ticket: # 3938335 - ISP Increased Rate During Covid-19 Pandemic

Date: 4/20/2020 7:04:21 PM

City/State/Zip: Huntington Beach, California 92649

Company Complaining About: Spectrum

Description

Looked at my bill to pay it today and found that during the pandemic and while I am trying to work from home and having constant problems with my internet, they increase my bill by \$15.00 per month.

Ticket: # 3938446 - Facebook Employee is Harassing Me; cannot reach anyone at Facebook to address it

Date: 4/20/2020 8:34:57 PM

City/State/Zip: Sacramento, California 95864-5024

Company Complaining About: Facebook

Description

A woman named (b) (6), whom I do not know, read an article published by KOS re protesters decrying U.S. coronavirus lockdowns that I forwarded to my own Facebook page. She wrote an insulting personal comment to me by name and posted it on my page. I did not answer her. She then began sending it to other Facebook pages that I have. I deleted them too, with reply of any kind to her. Notwithstanding my effort to delete her without comment, she continues to get through to me with the same insult, informing me that she works at Facebook so I can't get rid of her. Her name is (b) (6). She has Facebook pages. Here is one of her URLs:

[https://www.facebook.com/search/top/?q=\(b\) \(6\)&a=SEARCH_BOX](https://www.facebook.com/search/top/?q=(b) (6)&a=SEARCH_BOX). I have tried to reach some help at Facebook to stop her but am unable to reach anyone. I have spent 2 hours trying to find an office at Facebook where I can file my complaint. No such office is reachable. I find the tone of (b) (6), by telling me I cannot escape her, to be threatening. (b) (6) apparently lives in California, as do I. I am concerned with (b) (6) behavior toward me and, based on her behavior, feel I may be in danger from her. She is obviously angry with me though I have never spoken or communicated with her in any way and the KOZ article was not about her. I am known in a variety of places as a public advocate for equality and justice. I am not a marcher, do not use antagonistic language of any kind, and did not use any toward her. I also did not write the KOZ article but simply forwarded the article that I read and agreed with to my own page. The only people I emailed the article to directly were friends with whom I am in daily direct contact, no strangers. I will continue to delete pages sent to me with comments by (b) (6). I hope you can get her to stop.

Ticket: # 3938457 - suddenlink communications

Date: 4/20/2020 8:46:36 PM

City/State/Zip: Broussard, Louisiana 70518

Company Complaining About: Sudden Link

Description

internet speeds are nowhere near what im paying for. I pay for 150mbps and im lucky to get 60 even before this pandemic. Also the internet is CONSTANTLY out.

Ticket: # 3938459 - Getting service

Date: 4/20/2020 8:53:29 PM

City/State/Zip: Valley Springs, California 95252

Company Complaining About: Comcast

Description

I have tried for 15 years to get service at our location. Now is crucial with COVID19 and homeschooling. We are 500 feet from access. I can't get the company to come assess and suggest what to do. Just get automated call sorry we don't service your area. I get the same from ATT.

[Ticket: # 3938520 - CNN and MSNBC broadcasting inaccurate information costing lives of Americans](#)

Date: 4/20/2020 9:53:30 PM

City/State/Zip: Richland, Mississippi 39218

Description

Both networks aired statements claiming President Trump has blood on his hands over his responses to COVID-19. This is after they aired statements accusing him of racism for banning travel that actually saved lives

Ticket: # 3938523 - Commercials on TNT

Date: 4/20/2020 9:54:17 PM

City/State/Zip: Dallas, Texas 75231

Description

ALL of the commercials on TNT are obnoxiously louder than the programming, especially the COVID-19 commercials.

Ticket: # 3938534 - Early termination due to COVID19

Date: 4/20/2020 10:03:42 PM

City/State/Zip: Garden Grove, California 92840

Company Complaining About: Cox

Description

I was told I had to pay \$5,712 to Cox Communications for early termination. My travel agency closed due to COVID19. I never signed a long term contract with them.

Ticket: # 3938574 - Xfinity/Comcast Internet Service**Date:** 4/20/2020 10:46:20 PM**City/State/Zip:** Sandy Springs, Georgia 30328**Company Complaining About:** Comcast

Description

Dear FCC,

I am a current customer of Xfinity-Comcast for the last 11 months. Out of those 11 months, for 5 months, my internet and concurrently, tv service has not been problematic. The wifi constantly drops which means no internet service and since the tv gets the feed from the wifi signal, no tv as well.

Over the 11 months, I've contacted Xfinity 24 times, including 16 times in March 2020 to discuss their non-service. This does not include the hours of troubleshooting done independently. They've sent technicians and outside maintenance to check connections. However, it is always the same result, the signals drop and no service. Last month I was told I would get a new modem and it never came. When I called, I was told it was not even ordered but a tech was scheduled (without my knowledge) to come out on April 12th. No one showed. I've been forced to use free hotspots and my mobile hotspot for wifi but this does not address the tv. In addition, due to the pandemic, I am now working from home and cannot have sensitive data transmitted over free hotspots. Finally, I am being billed for Internet speeds of 150 mbps. However, the speed in reality on a good day only reaches 76 mbps.

I would appreciate any assistance in receiving the service I am being billed for and credits for the months the service was not operable. Not just \$58 they offered in February when they are billing me \$144. I want the issue fixed and my internet speed boosted. If this cannot be done, I would appreciate your help in having Xfinity waive the early termination fee so I can go to another provider. I've attached a history of my contacts to support, a chat message indicating a new modem would be sent and it wasn't even ordered, and a screenshot of my current internet speed vs what I am being billed for. Thank you in advance for any assistance you can provide.

Thank you

Ticket: # 3938588 - Slow internet service

Date: 4/20/2020 10:56:30 PM

City/State/Zip: Grand Bay, Alabama 36541

Company Complaining About: Centurylink

Description

Our internet provider, Century Link, only offers a speed of 4mbps in our neighborhood which is ridiculously slow in modern times. I have had techs come out to check setup and lines, I have called and I have been in contact with them via private message. They continue to tell me there is nothing they can do. We have no other realistic option for internet, and when forced to work from home during the pandemic but not able to be productive due to slow speeds, this is affecting my job. This company is content with leaving things as they have been for 20 years with no plans for improvements or upgrades. They need to increase the speeds or if their current lines cannot handle increased speed, spend the money to run fiber optic cables. We are not far down the road from the nearest line and with the amount that everyone who had them is paying each month, they should have more than enough profit to meet the needs of their customers.

Ticket: # 3938664 - Cox Overselling Nodes for Internet / MASSIVE PING SPIKES and PACKET LOSS

Date: 4/21/2020 3:58:14 AM

City/State/Zip: Newport Beach, California 92660

Company Complaining About: Cox

Description

We're paying upwards of \$100 a month just for internet service on a shared 1.2G down/107.6M up pipe. My node has 500 modems on it. It took me four months of calling and tech visits to get a supervisor to put my house on a ping plotter test. I was having packetloss and latency way before COVID19. Finally, I was able to get some answer that "we've found the issue is due to oversaturation. There is no ETA for a fix. Could be weeks, or it could be months". 500 modems sharing 1.2G down/107.6M up. At full volume, that is 2.4M down/.21M. Cox is the only provider having these egregious ping spikes and upwards of 40% packetloss. Yes, other ISPs are having slowdowns during prime time but nothing like what Cox customers are seeing. During the weekdays from 9am-10pm I have 20-40% packetloss CONSTANTLY.

Ticket: # 3938666 - Flight cancelled stranding in Taiwan

Date: 4/21/2020 3:59:07 AM

City/State/Zip: San Jose, California 95131

Company Complaining About: N/a

Description

I DON'T KNOW WHERE TO FILE CLAIM. PLEASE DIRECT ME TO THE CORRECT PLACE.
THANK YOU IN ADVANCE

Flight no. CI004

Confirmation no. KLDX9W

Return flight from Taipei Taiwan to San Francisco, CA

Customer name: [REDACTED]

(b) (6)

Original trip was 3/10/2020-4/9/2020.

Due to the COVID-19 crisis, I was informed by travel agency that China Airline has cancelled flights in April on 3/31/2020 to postpone my flight in May. I agreed to postpone due to understanding the difficulty flying internationally during this pandemic. Therefore, I asked my company for an additional one month off and postponed my flight to 5/4/2020.

Yesterday, 4/20/2020, I received another notice from travel agency that China Airline has once again suspended flights in May...

I'm only visiting elderly parents in Taiwan for one month and needing to go back to San Jose, CA for work! I'm almost used up all my travel money. Sadly, China Airline cancelled commercial flights and converted to cargo flights and stranding customers in foreign country without providing return flights by other airline company. Taiwan government has not restricting international flights to North California nor the US government restricting flights from Taiwan. China Airline CANNOT suspend flights last minute causing customer's inconvenience. They should provide full refund and compensate the differences for customer to purchase another airline company's ticket; AND/OR compensate short of income due to stranding in foreign country.

Ticket: # 3938690 - Was told i could try medicine for covid 19 by Sean hannity

Date: 4/21/2020 7:17:48 AM

City/State/Zip: El Paso, Texas 79936

Description

I'm really confused and concerned. The other night Sean hannity has a Doctor on his show and hannity was saying to the guest that hdroxycloquine was a good medicine to take so we don't get sick so i tried Going to Mexico i live in ell Paso and i am quarantined in my home. But tucker carlson had a doctor fro Los Angeles today and they were saying that it's a Democrat hoax to we don't have to be ordered to stay home. Why do i listen too im all all getting different information and i was Told to listen to Fox News because they are the one that know trump personally . I feel So nervous and anxious because i dont Know who to trust . Are they allowed to advise different because they know the president and i won't be charged?"

Ticket: # 3938695 - Direct tv

Date: 4/21/2020 7:31:14 AM

City/State/Zip: Hamilton, New Jersey 08609-1811

Company Complaining About: AT&T

Description

I made a arrangement with Direct for coronavirus hardship for April 29 2020 and they still erupted my service anyway this morning!

Ticket: # 3938791 - Adsa

Date: 4/21/2020 9:24:49 AM

City/State/Zip: Norwich, Washington 20550

Company Complaining About: Google

Description

Coronavirus: Asda cancels orders with suppliers

- 5 hours ago
- Share this with Facebook
- Share this with Messenger
- Share this with Twitter
- Share this with Email

- Share

Related Topics

- Coronavirus pandemic
- Asda is cancelling a quarter of orders with clothing suppliers despite seeing record food sales during the coronavirus pandemic.

The supermarket chain has also told suppliers that it would only pay for part of such cancelled orders. A spokesperson for the supermarket said that Covid-19 had "had a significant impact" on the fashion industry.

According to reports in the Sunday Times, the move has angered suppliers as the range is still on sale.

One supplier told the newspaper that the "behaviour is totally unacceptable".

They added that it was "ridiculous" for the firm, which is owned by US retailer Walmart, "not to pay for orders".

☐ Government extends furlough scheme to pay staff

☐ Green's retail empire could close over 100 stores

Asda told the BBC that suppliers will be paid 30% of the order value for those that have not yet been finished, and half for those that have. That rises to 60% for manufacturers based in Bangladesh. It has committed to paying the costs within seven working days, as well as agreeing suppliers can resell items or donate them to charity.

"We have longstanding and valued relationships with our suppliers, and want to help them weather this crisis," the Asda spokesperson added.

'Severe downturn' in clothing demand

The move comes as the chain has seen a surge in demand for groceries as UK consumers are staying at home amid lockdown measures.

The supermarket says its warehouse and in-store colleagues are focused on "getting food onto our shelves for essential retail".

launched a recruitment drive for 5,000 temporary staff in an attempt to keep up with demand

Meanwhile it has invested in additional storage space for products that it says it is struggling to sell due to the coronavirus pandemic.

The supermarket said that it had seen "severe downturn in the demand for clothing", along with disruption caused by factory closures.

Other retailers such as Primark have recently opted to cancel orders with their suppliers too.

High Street chain New Look informed its suppliers earlier this month that payment for stock already sitting in its shops or distribution centres would be delayed "indefinitely".

Unreasonable demands

Garment manufacturers based in Asia recently told the BBC that they had seen unreasonable demands from big clients, mainly in the US and UK.

"Some brands are showing a true sense of partnership and high level of ethics in trying to ensure at least enough cash flow to pay workers," said Amit Mahtaney, the chief executive of Tusker Apparel Jordan.

"But we've also experienced demands for cancellations for goods that are ready or are work in progress, or discounts for outstanding payments and for goods in transit. They are also asking for a 30 to 120-day extensions on previously agreed payment terms."

After growing criticism, some brands such as H&M and Zara-owner Inditex committed to pay in full for existing orders from clothing manufacturers.

If the above is true then the George website should take of ethical trading and sustainability claims as there actions mean they are breaking all their claims!!!!

Ticket: # 3938844 - constant internet issues and no response from optimum

Date: 4/21/2020 10:01:27 AM

City/State/Zip: Rowayton, Connecticut 06853

Company Complaining About: Assurance Wireless

Description

I live at (b) (6) i have constant issue with my wifi and get a recorded message when i call optimim. i am working from home and this is a big problem. Optimum is our only real option here inthis area and even before covid 19 service was spotty. We need another service provider as an alternate to this shoddy service.

Ticket: # 3938868 - CNN -- Phone number? Can consumers reach someone?

Date: 4/21/2020 10:14:37 AM

City/State/Zip: Chestnut Hill, Massachusetts 02467

Company Complaining About: Unknown

Description

1. The CNN website does not contain its phone number! There is no "Contact Us" link. Can you believe it ??!

You have to make a separate internet search to get a phone number. The phone number posted on the internet is (404) 827-1500.

2. Once you call the above phone number, you only reach a recorded message that asks you whom you are trying to reach, then after you give a name, the msg. says that it cannot connect you. It gives you the opportunity three times, to give the name of the person you are trying to reach, but then says it cannot connect you.

THIS IS CORRUPTION !!!

I could not reach anyone working for the anchor who reported erroneous information about the corona virus in my state! Nor her manager !

Please send me a copy of this note!

Ticket: # 3938961 - Phone issues

Date: 4/21/2020 10:55:25 AM

City/State/Zip: Bismark, Arkansas 71929

Company Complaining About: Straight Talk

Description

Consumer claims her previous phone was hacked by someone who claimed to be from PayPal.

She did have her phone replaced and was charged \$52 on 4/18/20.

When she called to activate the phone he gave her phone number (b) (6).

Apparently the number is not actually that one, it is (b) (6).

Consumer tried to make a FB account to see what would happen.

The number is associated with someone else named (b) (6)

Consumer is unable to get the phone to work right.

Consumer is unable to go to a store to have it looked at due to the COVID-19 issue.

Consumer has stopped her credit cards and changed information to protect her from the original hacker, but is still trying to figure out what is going on with the replacement phone she has and the actual number associated with it and why.

Consumer would like someone from the corporate level to contact her about these issues and help her navigate the issues she is having.

CTR404-phone

Ticket: # 3938973 - RE: Charter Spectrum Violation of FCC COVID-19 Pledge

Date: 4/21/2020 10:58:38 AM

City/State/Zip: Saint Louis, Missouri 63114

Company Complaining About: Charter

Description

Spectrum promised to not terminate service during COVID. I had to borrow money to pay this bill because they cut my service off & my child needs internet to do her schoolwork.

Ticket: # 3938974 - Complaint against Suddenlink

Date: 4/21/2020 10:59:17 AM

City/State/Zip: Mountain Home, Arkansas 72653

Company Complaining About: Sudden Link

Description

Suddenlink continues to add programs and upgrades not asked for. They give credits then take away and charge a late fee. Their fees go up yet no one can explain. The worst part is they did their last tricks during the Covid-19. We are retired and on a fixed income and we are frustrated. This is happening a lot over FB complaints. This is for cable and internet services.

Ticket: # 3939016 - Boost disconnected service

Date: 4/21/2020 11:19:45 AM

City/State/Zip: Baltimore, Maryland 20216

Company Complaining About: Boost Mobile

Description

Consumer has a cell phone with Boost Mobile (b) (6)
Her service has repeatedly shut off due to failure to pay.
Consumer is unable to pay her bill currently due to the COVID-19 issue.
Consumer would like her provider to extend some financial assistance.

CTR404-phone

Ticket: # 3939042 - cell phone bill payments and COVID-19

Date: 4/21/2020 11:31:44 AM

City/State/Zip: Clarksville, Indiana 47129

Company Complaining About: Boost Mobile

Description

Millions of us rely on our cell phones for communication between our family, work and friends. Especially during this time when many of us such as myself are not working and can not even anticipate when we will go back.

Cell phone companies, ei Boost Mobile and/or Sprint have not specified any type of payment plan that will help those of us who depend upon our cell phones.

I have tried contacting Sprint and Boost mobile but there is no one working in customer service.

I believe that Sprint Corp. office needs to be contacted and they need to establish a blanket agreement regarding some type of help or delay of payments without our services being disconnected and then when able to pay our bill, not being charged for reconnection fees.

Thank you,

(b) (6)

ntil 4/25/2020

Ticket: # 3939060 - 210-493-3963 SPOOF 210-493 #324

Date: 4/21/2020 11:36:05 AM

City/State/Zip: San Antonio, Texas 78231

Description

After 324 of these 210-493 spoofs of my area code and phone number prefix, I can see that the FCC is totally incompetent to stop them. This one was offering 0% interest on all my credit cards during a PANDEMIC!

Ticket: # 3939191 - Inappropriate Termination of Service

Date: 4/21/2020 12:26:26 PM

City/State/Zip: Santee, California 92071

Company Complaining About: Freedompop

Description

Services were terminated apparently due to a Terms of Service violation. My usual lines of contact stopped working, so it took a BBB complaint to get an answer from the company. The complaint was decided with no resolution, and correspondence on the issue was returned. All I want is to have services restored, plus accrued rollover, but this termination has caused me to lose income and prevents me from providing the services I otherwise could've during the COVID-19 pandemic. See the attached files for the specifics, including a complaint to the FTC.

Ticket: # 3939193 - Service COVID-19

Date: 4/21/2020 12:26:37 PM

City/State/Zip: Philadelphia, Pennsylvania 10143

Company Complaining About: Comcast

Description

Consumer is having problems with Xfinity. On the 04-19-2020 consumer notice that his service was off. Consumer made a payment on the providers app that should had restore the service within five minutes of the payment. An hour past and (b) (6) had no service then he called consumer service and they told him that he was place in a program in order for him not to get late fees in his account he was place in this program without authorization. He was not able to be remove out of the program but they told him that after four hours his service should be back on. Consumer waited six hours and the service never came back. Consumer called again and he was begin transfer to the technicians to restore the service they told him that it could take from 4 to 36 hours to have his service restore, then they started asking him for the payment of the month and that was the only way that they could restore the service within an hour. Consumer explain to her that the family was not working due to this pandemic outbreak but the technician supervisor would not help him. Instead he was begin rude and ignorant telling him that the only services she has to keep up is internet and phone that she did not have to restore the service of cable. Consumer watches his local channels for information and he will not be able to watch them.

Consumer wants his service restore immediately and also wants a credit into his account because of this inconvenience that he is going through with his family. Consumer has the obligation to provide food to his family and keep them connected with everything that is happening in his local areas. Consumer also notice that he already has late fees for the next month in his account, the reason why he was place in this program is to avoid this fees and he already have them in his account.

ctr408-phone

Ticket: # 3939199 - Service Issues

Date: 4/21/2020 12:30:24 PM

City/State/Zip: Huntington, West Virginia 25901

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as his carrier
- He has a bundled package
- He states the TV will not work
- He has reached out to the carrier
- He states they will not come out to fix the problem due to COVID-9
- He states they are also charging him for 2 TV's and he only has 1
- The consumer wants his services fixed

CTR405-phone

Ticket: # 3939264 - insufficient internet speed during pandemic

Date: 4/21/2020 12:52:44 PM

City/State/Zip: Kilgore, Texas 75662

Company Complaining About: Viasat

Description

My speed is slowed to .21 - 1.3 Mbs.; insufficient for Zoom or any other video, which I use for work. I was told via chat that I have exceeded my 100 Gb monthly limit (on an advertised "unlimited data" plan for \$187 month). Wait time via phone support is 535 minutes (no kidding).

Ticket: # 3939267 - Not able contact Sprint Wireless

Date: 4/21/2020 12:53:19 PM

City/State/Zip: New York, New York 10027

Company Complaining About: Sprint

Description

I'm trying to reach Sprint, because I'm not longer able to pay my bill, due to Covid changing my income.

All the numbers I are disconnected or they're not picking up calls.

Ticket: # 3939351 - Bundled service interruption

Date: 4/21/2020 1:27:55 PM

City/State/Zip: Brooklyn, New York 11219

Company Complaining About: Optimum

Description

Consumers provider is Optimum for cell phone, landline phone and internet. Consumer is disabled. Consumer states that her landline phone and internet has not been working for several weeks. Consumer cannot be without phone or internet during COVID-19. Consumer reached out to provider to no avail.

Consumer wants services connected that she is paying for ASAP.

CTR 392-phone

Ticket: # 3939357 - Verizon

Date: 4/21/2020 1:29:30 PM

City/State/Zip: Lagrange, Ohio 44050

Company Complaining About: Verizon Wireless

Description

I have diligently made payment arrangements with Verizon for years. I have also been a customer for close to 10 years. While during this Covid 19 issue, we were ASSURED THAT VERIZON COULD NOT SHUT OFF THE PHONES. Especially since I have diligently made payment arrangements during this time. With my children at home, loss of money and trying to make arrangements to feed my family, VERIZON DID JUST THE OPPOSITE AND TURNED OUR PHONES OFF. When I called and spoke to financial services, she asked me "HOW I WANTED TO PAY MY BILL" When I mentioned to her that I was under the impression that Verizon would not disconnect our phones, she said she would wave the \$7 charge for ME TALKING TO HER???? I stated to her that THEY ARE NOT TO CHARGE ME THE \$30 PER PHONE to be reconnected. She stated it's only \$20 per phone and she would NOTE IT. I asked her what she meant by noted. She said I would have to call back and talk to Financial Services and dispute it. I stated, BUT YOU ARE FINANCIAL SERVICES??? She couldn't explain why I would have to call back, just that I would have to AFTER MY phone was turned back on. ABSOLUTELY UNACCEPTABLE... Verizon needs to be held accountable for doing this stunt to people who are literally days away from being on the streets to NO FAULT OF THEIR OWN along with their children

Ticket: # 3939360 - Spectrum Availability

Date: 4/21/2020 1:31:14 PM

City/State/Zip: Fairfield, Ohio 45014

Company Complaining About: Spectrum

Description

The consumer states that he was renting a condo from 2017-2018.

He had Spectrum Internet services with them when he was renting.

The consumer saw that the condo was for sale, so he decided to buy it.

Now the consumer called Spectrum to try and set up Internet Service for his kids who need it right now and they are denying the transaction.

Spectrum representatives state that his address is blocked from receiving service because the previous renter (not him) had a due balance to them.

They told the consumer that he must off their balance in order for him to get Internet service at his location.

The consumer doesn't think its fair that he must pay off someone else's debt in order to get service for his child.

The consumer needs internet service for his child to go to school online due to COVID-19.

CTR-415

Ticket: # 3939489 - Cable ISP Extortion and Performance Degradation**Date:** 4/21/2020 2:12:14 PM**City/State/Zip:** Palestine, Texas 75801**Company Complaining About:** Zito Media

Description

In my area there is only one high-speed cable provider, and they are providing severely sub-par performance. I never get my advertised speeds, there are bandwidth caps, and lately there has been "unsolvable" latency issues. Their service was originally very usable, but they routinely tell me technicians will come and then never send anyone. I would also like to state this has been going on for well over a year, and was a problem well before the COVID-19 pandemic.

Ticket: # 3939535 - Disconnection during crisis

Date: 4/21/2020 2:23:45 PM

City/State/Zip: Connelly Springs, North Carolina 28612

Company Complaining About: Spectrum

Description

Spectrum has promised to not disconnect anyone during the COVID19 crisis. I will attach the information from them as well as the communications they have sent. My services were disconnected and they would not reconnect the services without payment. As someone who works from home right now because my job is essential this is very upsetting. It prevented me from working.

Ticket: # 3939609 - robocalls from spoofed numbers

Date: 4/21/2020 2:47:27 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Aberdeen, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3939610 - Xfinity COVID-19

Date: 4/21/2020 2:48:15 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

The consumer states she has Xfinity and President Trump said that services

They turned off her TV services and they slowed down her internet.

Her son is using the internet for school work since school is canceled at the time due to COVID-19.

The consumer states that she called wanting to cancel service so that she could go with another provider that won't do this.

Now they told her that if she wants to cancel service she must pay off the remaining balance.

The consumer states that she would like for Xfinity to restore her services and allow her a credit for the time she didn't have service.

The consumer states that her phone bill and electric was never cut off, she was given an extension just like Xfinity should be doing since the President did order for all services to stay working.

If you guys aren't willing to do that, it makes the consumer want to go ahead and cancel services without having to pay the balance because it makes her feel like you guys are a bad company not allowing an extension like the rest of the providers are.

CTR-415

Ticket: # 3939636 - Spectrum Rate Increase

Date: 4/21/2020 2:55:08 PM

City/State/Zip: Allegany, New York 14706

Company Complaining About: Spectrum

Description

Spectrum is raising rates on customers during the COVID pandemic. I have multiple accounts with Spectrum and they have all gone up during the pandemic. I have called spectrum for help with this and they have stood firm in the fact that they are raising my rates and there is nothing that they or I can do about it. I would get another provider, but they are a monopoly and there are no other internet providers in this area.

Ticket: # 3939660 - Re: [FCC Complaints] Re: Comcast/xfinity illegally charging me/still no resolution

Date: 4/21/2020 3:02:30 PM

City/State/Zip: Chicago, Illinois 60611

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #3880808 "Comcast/xfinity illegally c..."

The attached letter is not truthful. I am consistently being lied to by Xfinity. They NEVER told me I had to instinctively "know" where Pods go. I have no idea. Apparently, either does Tiffany, the author of the letter. (I called her 10 minutes ago and she said she doesn't know where the Pods go).

I was specifically told the Pods would help. And they very well may help. But I need help how they work.

Q. Why didnt Xfinity hard wire the cable when they sent the service technician out?

A. I was told by the Xfinity technician to use the Pods because maybe the Pods would work.

But I need to download something to make the Pods work. Tiffany doesn't know what to download. If she doesn't know what to download and doesn't know how her own Pods work, then why is she calling me? I have no idea why she calls me, expecting me to know how to install pods when she doesn't know herself.

Then I told her to have someone else call me, she told me that nobody knows how the Pods work and nobody at Comcast will tell me.

So, evidently, the Pods don't work so they need to have someone hard wire the cable. But she won't send someone during the pandemic. Fine, I told her she can't keep charging me for a TV that doesn't work. Then she told me to return the box. Well, if Xfinity can't hard wire during a pandemic, how am I supposed to return equipment during a pandemic?

Please help.

Ticket: # 3939693 - ISP issues while working from home due to COVID-19

Date: 4/21/2020 3:11:09 PM

City/State/Zip: Laguna Niguel, California 92677

Company Complaining About: Cox

Description

Due to Covid-19 I am working from home. My internet service provider, Cox Communications, has been unable to provide stable internet services. Since the shelter in place, my wife and I have been working from home and have had constant disconnection. We have a high-speed package and are not satisfied with our service. Contacting Cox, they have not provided any support from their end, but based on what I'm reading from other customers, the nodes in our area are over-used and the infrastructure needs to be updated by Cox.

Ticket: # 3939710 - Charter Spectrum Disconnected their Services due Poor Customer Service & Lying about her Bill/Rate COVID19

Date: 4/21/2020 3:15:41 PM

City/State/Zip: Muskego, Wisconsin 53150

Company Complaining About: Spectrum

Description

Please NOTE: Her husband is a FIRST RESPONDER ! He is a Cardiac Nurse at Forefront! He MUST have access to internet. He is a Supervisor as well! Her daughter is trying to complete this semester of college and she MUST have internet service to so.

****Services were terminated during "Covid-19 - Keep Americans Connected" Pledge, by Charter Spectrum.**

Her bill is \$600.00 per month now.

The consumer stated that every time that she talks to someone at Charter Spectrum, they have a different story. She was paying a little over \$220.92 per month. She has on line billing . Right now Charter has cut her services off. 2/29/2020. She called Spectrum to add a cable box . The rep advised her that it would cost \$11.75 to add to add the cable. However, then the rep stated that she noticed that the consumer was an old TWC customer and that she could switch their services over to Charter. She advised her that she would lose her old email address. The consumer stated that the bundled price was \$159.99 (Plus taxes, fees, and surcharges).

The consumer stated that she needed time to think about this because she did not want to lose her email address. The consumer stated that there was NO disclosure about losing her current pricing or even any mention of increasing her price.

The next day, she went to a Spectrum store to obtain an additional cable box, (her elderly mother is now living with them). they experienced several issues in connecting it and needed a tech to respond to connect the box. The tech had to install a triple splitter to make the internet work again. That same evening, at 10:00 pm, she received an automated email that stated it was a confirmation for change of service and going forward, her new bill would be \$373.88 (This is an increase of \$152.96)!

Since it was 10:00 pm, the next day she called customer service, again due to this confirmation increasing her bill. Coincidentally, this email expired on the FIRST of the month, (March)which was the day before. She had just spoken to customer service on the 29th of the month, for February!! There was NO mention of "MORE than doubling their bill, to \$373.88!!! This is extremely predatory, not to mention deceptive and, it is no wonder that the reps go out of their way into deceiving current customers with old pricing plans, from TWC, to switching over to Charter's bundles! There was NO NEW equipment involved, she simply added a cable box. This box was quoted as being an additional \$11.75 per month BUT the very next day, they more than doubled her bill ??

On March 2, 2020, she had called again and requested a manager. The manager confirmed the same story... that the TWC bundle expired and that she MUST pay the increased bill and they could

do NOTHING about the Time Warner Bundle being removed. She was told that she could make payment arrangements but that they would do nothing about this and she could speak with "Customer Solutions". Apparently, they are empowered to do a little bit more than regular customer service. The woman in Customer Solutions explained that she would pro-rate the bill for her.

She discussed packages with this new rep. However, she has 30-40 less channels, the internet speed is very slow and much worseNOT better like it was explained by this same rep. They have the confirmation number for the new monthly bill going forward:

(b) (6) .

She stated that her new amount, at this point is \$201.36. Her bill is \$590.16!!! Their last bill for \$220.92 was due yesterday ! However, she was told to wait for the April bill because it would be reissued for the middle of the month and this rep was going to pro-rate this bill.

Now, all of a sudden, they are demanding the extra \$373.89 PLUS, they are charging her LATE fees of \$9.66 - They are demanding that this full amount be paid. She could have paid her amount, that was due...yesterday - that amount was \$220.92!

Please NOTE: Her husband is a FIRST RESPONDER ! He is a Cardiac Nurse at Foreddert! He MUST have access to internet. He is a Supervisor as well!

First of all, the bill was NOT late, Charter has the "Keep Americans Connected Pledge", with the FCC ., that they did NOT honor. They added LATE fees, in spite of this promise that is also in place during Covid-19. Her Husband MUST have internet as explained above, Her daughter is trying to complete this semester of college and she MUST have internet service to so, the consumer did NOT pay the bill on the advice of the rep that last assisted her! AND , The consumer is NOT working, now! Plus, this consumer was deceived so that she would give up her old/grandfather plan so that they could double her bill!

While she was speaking with the rep on March 2, 2020; the woman representative, advised her that the new (without taxes and surcharges would be \$206.61 with a new charge of \$5.00 for WiFi! She also explained that the old bill would pro-rated but could not provide a number because billing does this function. This same representative stated to her, "Now, you need to go back to the Spectrum store and switch out your router and the DVR but not the cable boxes" ! No reason was provided! (The consumer stated that the plot thickens)!

The consumer did this and went back to the same store. One of the ladies behind the desk advised her that she did NOT need to do this and stated that there is no need and the same equipment is used. The lady at the store was the most credible and reliable person, in Charter, thus far.

On March 5, 2020, she received an email notification that \$373.89 is now due on March 18, 2020...even though, she had been advised on March 2, 2020 to NOT pay the bill until it was pro-rated and straightened out.

On March 6, 2020, the consumer called again. She advised the rep, (Grace), that she was only supposed pay \$201.36 but was advised, on march 2, 2020 to wait for the April bill. She was placed on hold and when Grace returned, she advised the consumer that she was over the limit for the back

date charge. She stated that it will take 5-7 days for Charter to revise the bill. She stated that there is a pending amount of \$373.89 for an auto charge. The consumer advised her that she cancelled that pending amount until the bill was rectified.

The rep suggested that she download the Spectrum Mobile app and once this was done, the charges would refresh and she would see the new corrected charge on her account (it would be pro-rated).

The consumer checked the app and checked it all of the month of March. On March 25, 2020 the app still was not accurate. The consumer called back in and spoke to CSR rep, Bill. He stated that on April 1, 2020, a new bill will start and new charges will be reflected on April 10, 2020! She did mention that she had about 30-490 channels and that the internet definitely did not improve as promised.

She then received a paper statement AND an online statement \$590.16.

Last night, her bill was due. She called them at 6:30 pm and spoke with Sabrina. Sabrina stated that NO ONE, not even managers are authorized to pro-rate bills! Sabrina stated that a manager would call this consumer with 24 hours. This never happened. Today, (April 21, 2020), at 11:30 am, their services were totally disconnected.

She has never received the call from the manager.

This consumer mentioned, to me, that it is imperative that they have internet service. She stated that she is extremely disappointed in never receiving a straight answer from anyone at Charter, other than the lady in the store about the equipment. She stated that she is extremely upset at their deceptive and predatory practices, lying about pricing, and completely ignoring customer service. She stated that she HAS to have internet and wanted to make the FCC aware of these violations but she would be obtaining internet service elsewhere because they are required to have it for her h

Ticket: # 3939712 - spectrum internet

Date: 4/21/2020 3:15:56 PM

City/State/Zip: Massena, New York 13662

Company Complaining About: Spectrum

Description

I cannot even fathom that your agency would allow a company like Spectrum to engage in price increases during the corona virus fiasco. People are struggling to pay bills,.. many are without JOBS and it is pathetic the the CEO's of these companies continue to collect their multi-million dollar salaries at the expense of their customers during a pandemic.

Ticket: # 3939717 - Comcast internet service issues

Date: 4/21/2020 3:17:23 PM

City/State/Zip: Jersey City, New Jersey 07307

Company Complaining About: Comcast

Description

Consumer having outage issues

Consumer said tech would not come in her home because of the Pandemic

Carrier said if they could not fix the problem from outside, they would not come inside a consumer's home

Consumer said they did come to her house but could not fix the problem from outside

Consumer said the tech left without any notice to her as to how the problem would be resolved

Consumer wants her service working

Ticket: # 3939751 - Internet rate increase with no notice

Date: 4/21/2020 3:29:46 PM

City/State/Zip: Westbrook, Maine 04092

Company Complaining About: Spectrum

Description

We received our monthly internet bill notice in our email 3 days ago and it has increased by \$10.00 per month(\$120.00/year) for the same service. We were not made aware of the rate increase in any prior emails of billing(see attached). They are suppose to give a 30 day notice, we believe. Frankly, it seems an odd time for them to be increasing customer's rates during a pandemic. We received in postal mail a promotion for \$44.99 per month for TV & Internet. We only desire to have internet.

Ticket: # 3939789 - Comcast refuses to resolve continued DOCSIS internet service issues

Date: 4/21/2020 3:38:18 PM

City/State/Zip: Boca, Florida 33434

Company Complaining About: Comcast

Description

Failing to obtain stable internet, preventing working from home during COVID-19 pandemic, as required by state law.

I have made multiple efforts to contact xfinity to resolve but have been unable to get in contact with anyone who can help, including my escalation to vp of customer service. Paying for 150Mbps and have not received for almost three months, now preventing basic work from home needs.

Below is current errors preventing services:

Time	Priority	Description
2020-4-21, 14:03:41	Warning (5)	Dynamic Range Window violation
2020-4-21, 14:03:10	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=CMTS-MAC=CM-QOS=1.1;CM-VER=3.0;
2020-4-21, 14:03:01	Warning (5)	Dynamic Range Window violation
2020-4-21, 14:02:50	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;

Ticket: # 3939888 - No internet service for a week and a half now

Date: 4/21/2020 4:09:38 PM

City/State/Zip: Hawkins, Texas 75765

Company Complaining About: Sudden Link

Description

We have been without internet service since April 12th, our power was out from then until April 13th around noon. Despite my efforts to get someone out to fix it, they believe it is a router issue and scheduled us for Thursday the 23rd to have a technician come look at my router, which isn't a router issue because my neighbors haven't had service either. We have called multiple times and have been told it was an outage and then when our address was looked up we were told it was not an outage after many calls. They said if it's a major problem then it could possibly take another week to fix after they come look. This is unacceptable and not being taken seriously by anyone. I was even told at the end of the week, it's an outage that hasn't been reported by anyone and I have been calling all week already reporting it. Also, waiting for a call back to get this fixed sooner which was supposed to take 15-30 min, almost 24 hours ago now. This description ask for the bare minimum to be described so there is so much detail being left out, including all issues and the need for internet for home schooling due to Covid-19.

Ticket: # 3939901 - Sprint- Misrepresentations/Locking Out Pins/Making it Difficult for Customers to Transfer

Date: 4/21/2020 4:12:58 PM

City/State/Zip: Plano, Texas 75023

Company Complaining About: Sprint

Description

A year ago, I misplaced a phone that I have had with Sprint for 4 years. When I reached out to them last summer, they said I had no insurance and the phone was too old to replace. I actually remembered I had insurance, but they said I did not at the store. I found the phone, so I was able to resume with my existing device and my contract had expired, so I was free to leave at any time. At some point, without my notice I was billed for services I don't recall ever requesting. the highest level billing for services not needed fell in the \$82 dollar range for data (I only found that out after two weeks dealing with customer service this past month). I had previously asked for a lower amount and was never told I was being charged at the highest rate. This past month while trying to work, my phone became unable to dial out on, so I cannot use my keypad. I have spent two weeks trying to get Sprint to give me accurate data about my data plans, about phone plans, and about replacing the phone. During one call, a woman said I had insurance all along and she would replace the old phone (something they refused to do last summer). But I wanted to upgrade. She failed to provide me with that information. I then ended up in a period of two weeks speaking to various customer reps, so-called supervisors and other departments. None of them revealed that I was paying \$82 a month which is why my phone is so expensive. They also kept finding ways initially to not give my Pin over the phone even though it was hard for me to retrieve via text, so I could transfer to a new provider. Apparently, you need the pin to transfer your phone number. Because of difficulties and different information given from multiple carriers on how to preserve my phone number, I finally accepted I would have to stay with Sprint to get a new phone in during Covid. I have been on the phone with them for 7 hours in one day. They will have one associate agree to a plan: \$20 a month, a service fee of \$40, and then they will send it to someone else to sign-up who says that plan will not work and then they send them back to another sales rep to re-do the deal over again and to reveal more expenses and information. I did this twice today. Finally, after having to go higher in proposed payments, I was sent to finalize a deal and the representative said he could not finalize it because I could not touch my cell phone screen to finalize the deal. I then said, I was done and needed to speak with a supervisor. I asked him to send an email confirming that no new contract was entered into because he could not finalize the transaction, and he did not send an email to confirm that.

Sprint is providing different quotes on the sales desk and then sending the person over to another party for sign-up who switches the terms. They are not creating fair reporting of all of the available data plans and have in the past year made it unclear to know if I have insurance and what it covers and have been unclear on the costs of billing, insurance additions, phone cost, contract terms, etc. And they are unable to replace broken phones in any other way other than touching the phone itself. They cover their trail by having one associate agree to a plan and then sending it to another person to finalize it who then changes the terms and adds on new information. The supposed \$40 plan I was promised was only if I agreed to auto-pay, and I will never agree to Auto Pay with Sprint because of numerous trust issues. But that should have been disclosed by all sales reps.

I am also an existing customer of years, and they are unable to timely handle phone replacements or information regarding placements when in fact these phones are part of someone's livelihood. I have spoken to at least 25 customer service reps, supervisors etc, in the past two weeks via chat and phone only to continue to be transferred with no conclusion. I still do not have a phone and when I was close to re-signing with them to get the phone. The customer service person was unable to finalize the deal because they do not know how to activate phones without touching them or to get the appropriate supervisors involved to ensure the customer has access to a phone when it is not working.

They make numerous material misrepresentations to keep someone on the phone and then transfer the party to a new associate to close the deal under different or adjusted terms.

I also asked about an advertised no-contract solution that would let me buy the phone outright and pay only \$35 dollars a month with no contract. When I asked a sales rep about it, she did not respond or even consider the possibility of giving me the advertised rates. Then the rates she gave were adjusted by the person trying to finalize the sale and I had to be sent back to another sales associate so they could adjust it again. None of them honored or even considered the attached form when I said I would buy the phone outright with no contract.

They also try to derail the customers from getting clarity at higher levels. When initially asking for supervisors, I would be sent to someone who still couldn't do anything. And then to another person. When asking for the address of the corporate legal department, they sent the following response:

Lana G.: Were already cooperating with my supervisor about your concern, checking all the notations on your account made by the previous representative who helped you.

You: Do you have their address though?

Agent stopped typing

Ticket: # 3939905 - Poor customer service and billing

Date: 4/21/2020 4:14:11 PM

City/State/Zip: Baltimore, Maryland 21202

Company Complaining About: Verizon Wireless

Description

I am being billed for lines I am not using .I have been affected by the COVID 19 Pandemic
I will not be able to use the lines til Sept.When the school reopens.Word Academy has been
adversely affected by the CORONAVIRUS PANDEMIC Covid 19

Ticket: # 3939923 - Verizon Wireless Complaint**Date:** 4/21/2020 4:17:44 PM**City/State/Zip:** Old Greenwich, Connecticut 06870**Company Complaining About:** Verizon Wireless

Description

Hi,

My name is (b) (6) and I am a long-time Verizon Wireless customer. For the longest time, Verizon was an outstanding, customer-oriented firm. It took a global pandemic for them to show their true colors. If I could leave Verizon I would but I am stuck with them until I pay off my phones.

My complaint revolves around my being charged \$20 re-connection fees for my 4 lines. I paid my bill on Feb 25 for \$501.15. I was told I was going to be charged a reconnect fee of \$20 per line on Feb 25th. I then spoke with an assistant who promised me the fee would be waived. In April I was in fact charged the \$80 in reconnect fees. The woman in the finance department that I spoke with on April 9th told me that I was out of luck in having the fees waived. I paid \$425.83 on April 9th which included the fees. I had to get out of my death bed with the Covid-19 virus to speak with Verizon. Question: How does the FCC allow Verizon to charge outrageous reconnect. It's criminal. Why did Verizon tell me they would waive the fees when they did not. Every firm that I have been dealing with recently has been so kind as well as flexible. Why does Verizon get away with this nonsense? How many reconnect fees has Verizon charged during this pandemic to its thousand and thousands of customers. They are shameful firm.

Ticket: # 3939981 - My Home Number is being spoofed

Date: 4/21/2020 4:34:15 PM

City/State/Zip: Overland Park, Kansas 66210

Description

I received a phone call from a number in Chicago that stated I had just called them. I did not make a call and I have been dealing with a large number of troublesome calls since starting to stay home for the Pandemic. The phone number that called me was 847-372-7516 and is listed under Private Number.

Ticket: # 3939985 - Xfinity

Date: 4/21/2020 4:35:00 PM

City/State/Zip: Pasadena, Texas 77506

Company Complaining About: Comcast

Description

I wasn't given the plan that i wanted so i was being charged more. Due to that i became behind on my bill. Now with the COVID19 i am struggling to pay the amount they require.

Ticket: # 3940092 - Cable TV

Date: 4/21/2020 5:02:41 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Opticaltel

Description

I had basic cable because in order to have Wi-Fi you have to get cable service. Due to COVID-19 the company claims they had to remove channels from the basic package to increase the speed of the internet which still doesn't work. However I contacted them regarding removing several channels and can my bill be lowered since I no longer have channels available to me that I was paying for before. They advised "this is the way it is" and in order for me to get the channels I had before, I have to upgrade the service. I've already made a complaint regarding the Wi FI service, but I don't think I should have to pay more for something I had already had.

Ticket: # 3940107 - Home schooling due to COVID 19

Date: 4/21/2020 5:11:12 PM

City/State/Zip: Alice, Texas 78332

Company Complaining About: AT&T

Description

Consumer is using the wi-fi at home.

Consumer has children at home due to the COVID Virus

and they need the internet for their schooling.

The company says the AT&T reception should be stronger, therefore they want to charge her extra for the data usage on wi-fi.

Consumer said the wi-fi is stronger.

It appears that AT&T is using an excuse to charge her extra for the data.

Consumer wants them to discontinue the extra charges.

CTR412-phone

Ticket: # 3940159 - DOT not helping on roadside

Date: 4/21/2020 5:37:15 PM

City/State/Zip: Somerdale, New Jersey 08083

Description

Because of COVID regulations, when I blew my tire out today and called 911, they were unable to help me and could not put the spare on because DOT is not running. This is absolutely ridiculous. I know COVID is dangerous but precautions could be taken when helping individuals stuck on the side of the road. We are already in enough despair...to be told by 911 "we can't help you right now" does a lot to your trust in the state. DOT could be requiring the 6 feet rule for anyone they help or setting up a plastic "wall" between themselves and the person in the vehicle to ensure medical safety. I hope NJ. considers this for our next pandemic because this is not consistent with "essential" at all.

Ticket: # 3940175 - Replacement Lifeline phone does not work. Assurance Wireless refused to send paid for phone to me or communicate with me since March 9, 2020.

Date: 4/21/2020 5:50:54 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Assurance Wireless

Description

Assurance Wireless sent a defective phone to replace my old lifeline phone that broke. They collected a \$5.00 replacement charge and sent me a phone that never worked with a battery that won't hold a charge. For over a month their phone number (888 321-5880) was busy day and night. When I was finally able to charge their defective phone for 48 minutes and get through to 611, I waited on hold for 38 minutes and when a man finally answered He said "Hello, Hello. I can't hear you and slammed his phone down and disconnected my call.

With no working phone I had no internet. When I finally got online on a borrowed computer the Assurance Wireless website as not working.

Assurance Wireless neglected to provide me with a working Lifeline phone two weeks before the Covid 19 virus interfered with communication so they can't blame it on Covid 19 problems.

Assurance Wireless has the worst phones and the worst customer service in any phone company I have ever dealt with. They should be fined or sanctioned or run out of business.

Assurance Wireless was the only free Lifeline phone provider in the area when I got service years ago and they tell me I can't keep my phone number if I change companies.

I have been going through medical procedures and looking for housing and I NEED a Lifeline phone NOW.

Please, please help me get a Lifeline phone that actually works with a battery that will charge and hold the charge.

I'm begging FCC for help.

Ticket: # 3940189 - Spectrum

Date: 4/21/2020 5:59:24 PM

City/State/Zip: Van Hornesville, New York 13475

Company Complaining About: Spectrum

Description

Spectrum raises its rate after a year.... I have no other carries to switch too so this means spectrum is basically a monopoly. During covid 19 I asked that they not increase Bill as my husband basically lost his job. They refused and it made employment and schooling more difficult to afford.... I am not rich and cannot compete with their unfair but necessary practices

Ticket: # 3940224 - Billing

Date: 4/21/2020 6:18:59 PM

City/State/Zip: Baltimore, Maryland 21202

Company Complaining About: Verizon Wireless

Description

I spoke to an Australia today. Who is in Business care. She is an Business Care Customer Service Rep for Verizon Wireless. She was very unprofessional today. I got mad due to her unprofessional behavior and thinking everything was a joke. I am very angry very frustrated and mad. I am pissed No one is helping me with my account. I have been adversely affected by the COVID 19 Pandemic. I need my lines back on and available. I need help. I am unable to use the lines. Due to no staff. Australia A Business care Customer Care Service Rep. got cussed out. Due to her being very unprofessional and thinking everything is a joke. I am just been switched around from one person to another. No one is taking my situation. They think everything is a joke. Check the notes from Tuesday April 21 2020 and you will see I have been calling these people for hours and no one has been professional enough to help me out. They want me to pay for lines. I am not using there are 8 to 9 lines I am not using. Which I was going to use in March. I am unable to use the lines due to the Covid 19. These 8 to 9 lines are for staff. I dont have any staff at this time. I wont have staff until September 2020.

I am simply requesting a credit for the lines not used and I am. requestion that lines be suspended for 90 days. I am also asking for assistance with payment arrangements. So I can pay this down. Due to the Pandemic I am unable to pay everything in full. I was put on a payment arrangement. Which I honored. I paid Verizon Wireless \$395. Feb 28. They were suppose to put me on another payment arrangement. They never did.

April A Business Care Customer Service Rep was rude and hung up on me. This is very depressing and STRESSFUL. I need help. Australia lied and said a supervisor was going to call me and no one never called me Please do something. I have been on the phone with them for 5 to 6 hours off and on and people have been hang up on me and not wanting to listen to my frustration.....

Ticket: # 3940284 - Wave Broadband Connectivity Problems**Date:** 4/21/2020 6:46:09 PM**City/State/Zip:** Duvall, Washington 98019**Company Complaining About:** Wave Broadband

Description

Our internet service with Wave drops every day, usually 2-3 times a day, for periods of an hour or more. When we do have connectivity, we experience degraded speeds. This is despite Wave sending our frequent newsletters touting the fact that they have “prepared” for situations such as the current pandemic. For my remedy, I would like them to spend the money to address infrastructure shortcomings in this town and provide contractually obligated services that we pay for.

Ticket: # 3940291 - Economic discrimination & monopoly pricing

Date: 4/21/2020 6:52:27 PM

City/State/Zip: Hillsboro, Oregon 85396

Company Complaining About: Cox

Description

COX HSI's pricing structure is gamed to force fixed income customers with lower tiered basic internet to subsidize customers with higher tiered service.

.e.g. 30Mbps essential service costs \$66 USD per month whereas 150Mbps service costs \$80 USD per month.

Since $30 \text{ Mbps} * 5 \text{ times} = 150 \text{ Mbps}$

either basic 30Mbps internet should cost $\$80/5 = \16 USD per month or

150Mbps internet should cost $\$66 * 5 = \330 per month.

Cox seems to be unfairly shifting the burden on users on lower tiers especially customers on low & fixed income.

If water & or power utilities operated using this same model it would be illegal & discriminatory. Significantly disadvantaging lower income users for substantially less service use.

this needs to be addressed. customers should not be forced into subsidizing consumers that consume 5 times the bandwidth & capacity of the network. It's fundamentally unfair & its a form of theft.

This is made worse by the fact that COXHI has a complete monopoly in my community with no other options.

Finally given that internet has now become an essential service in light of COVID-19 lock down & economic fall out, this situation is rapidly becoming a matter of life & death for many lower tier & fixed come customers.

Ticket: # 3940410 - COVID 19 Commercials - Affecting me mentally!

Date: 4/21/2020 8:54:42 PM

City/State/Zip: Indiaianpolis, Indiana 46219

Description

Can you please change or stop these commercials? The music is now starting to affect me mentally! This is excruciating to hear day after day! We do not need any more reminding of this. It was ok in the beginning, but now I feel like I am drowning with these daily reminders! Thank you for listening!

Ticket: # 3940441 - Covid-19

Date: 4/21/2020 9:17:44 PM

City/State/Zip: Houston, Texas 77083

Company Complaining About: Assurance Wireless

Description

Assurance Wireless Street Vendor Unmasked and Attracting Crowd:

On April 21, 2020, at 12:15 pm, I was on Tres Lagunas Drive, near the intersection of Bellaire Blvd., Houston, Harris County, Texas 77083. I saw an Assurance Wireless Safelink vendor set up, on a county tree lawn, next to a bus stop. He was attracting a crowd from the bus stop. Neither the vendor nor the members of the crowd, were wearing masks. All were clustered around the set up table breathing on each other. Assurance Wireless is violating: 1) closure of non essential business by sending out street vendors, 2) social distancing orders, and 3) CDC guidelines, by blatantly placing himself and others at risk of infection. Assurance Wireless being a major Safelink provider is using the pandemic to attract customers on the street. Assurance Wireless needs to be fined and all applications submitted by street vendors, during this pandemic, should not be processed to discourage continuation of this unsafe business activity.

Ticket: # 3940456 - Latency spikes, low speeds

Date: 4/21/2020 9:30:53 PM

City/State/Zip: Scott Depot, West Virginia 25560

Company Complaining About: Sudden Link

Description

I have experienced slow internet speeds (150 mb/s) and significant latency/ping spikes since February 2020, while subscribing to a Gigabit package. I have had two technicians come out, one in February, and one in March. The first technician changed all the plugs on the cable wires in the house, and said this is all he can do. This did not improve the situation. The second technician came in March and checked his work, took pictures of our wiring, and stated there is no problem with the wiring inside the house. He said he was supposed to send this to his supervisor, and someone should reach out. No one reached out. I have connected my device(s) via ethernet to the cable modem, and this does not resolve the issue.

I called Suddenlink after no one reached out, and they said someone would call me last Monday (4/13). I never heard from them either. I believe the node is oversold in my area since February, and given the coronavirus situation, the internet speeds have gotten worse and worse to the point of being unusable. The speeds improve between 2 AM - 6 AM, leading me to believe the node is overloading.

Please have a qualified level 3 technician or area supervisor take up the issue, as this is very frustrating to have two technicians come to my home who had little to no idea as to what to do. I called requesting this two weeks ago, and never heard back.

Ticket: # 3940462 - Spectrum TV DVR Billing During COVID-19

Date: 4/21/2020 9:36:14 PM

City/State/Zip: Hillsborough, North Carolina 27278

Company Complaining About: Spectrum

Description

First of all, this is my second Spectrum FCC complaint and probably should have submitted another with my first experience with them. My wife is a nurse at Duke Hospital on MICU which is the main unit for COVID-19 cases. We are trying to social distance as much as possible due to state regulations, for our own safety, and even more importantly the safety of others due to my wife's work situation. I wanted to return our DVR cable box to reduce our bill due to myself taking a pay cut at my own employment. I called asking if I could be sent a box and return it by mail from my home so we would not have to go out into public. I was told I would have to take it to the nearest Spectrum store or UPS store to mail it. We tried to limit going out as much as possible other than my wife going to work, so we finally made it out on 4/9 to return the cable box at a Spectrum store. I was told to contact customer service to make sure those charges were removed from our bill. I waited on chat for 1 hour one day last week and never got anyone, 30 minutes on the phone today (4/21) only to be disconnected from the agent immediately because they said they could not hear me, then connected on chat to one agent (Julia) who said she was trying to remove the charges on my next bill and was getting errors and then was disconnected from her due to "inactivity", then have the next chat agent (William) tell me the charge could not be removed on my 4/25 payment and would have to wait until my 5/25 payment instead because the 4/25 payment was for service from 4/7-5/6 even though I returned it on 4/9 within 2 days of 4/7 and could not be prorated. I even mentioned the agent right before him telling me she was trying to remove the charges and was not questioning it and he said he saw no notes on my account of that. I asked to speak to supervisor or help due to our unique situation and the general unique situation of COVID-19 and was offered no recourse and feel this was extremely frustrating, disappointing, and insensitive when we are seeing so many companies give back as well.

Ticket: # 3940526 - Local channels on satellite tv

Date: 4/21/2020 11:19:29 PM

City/State/Zip: Chappell, Nebraska 69129

Company Complaining About: Dish Network

Description

I personally think it is wrong that some Nebraska residents are not allowed to have Nebraska local channels and can only receive Denver Colorado local channels. This especially upsetting at this time with Covid-19 going on. I as a Nebraska resident have to depend on Facebook to find out Nebraska news on what is going on in my state from local stations that post on Facebook. Something need to change, cause I don't care what is going on in Colorado and would rather know what is happening in my own state. At least give Nebraska residents a choice of local channels instead of forcing us to have the ones we have.

[Ticket: # 3940535 - Cox Communications still terminating service despite claiming otherwise](#)

Date: 4/21/2020 11:33:37 PM

City/State/Zip: Fort Walton Beach, Florida 32547

Company Complaining About: Cox

Description

Gulf Coast, Florida. Cox Communications is claiming that due to Coronavirus they will not be terminating service due to nonpayment. Unfortunately, they still are terminating services for many. Contacting customer support is ineffectual.

Ticket: # 3940558 - ISP not delivering speeds promised

Date: 4/22/2020 12:28:31 AM

City/State/Zip: Las Vegas, Nevada 89131

Company Complaining About: Cox

Description

I currently am a customer with Cox, However, since the whole coronavirus has begun they have struggled to provide the speed at which they promised. I am paying for Cox premium where I should receive 150 download and 50 upload speed. Although I am getting consistent packet loss, extremely high ping. I feel it is extremely unfair that they charge such high prices while not being capable of handling this. Whether the coronavirus is a thing or not they should at least lower payments since the speed is being reduced so heavily, or something along those lines until they can handle giving the speeds promised. I have tried multiple times to contact them and the excuses started off with it being my equipment, I replace the equipment and still had the issue after this. I contacted them again and the cox technician came out and just blamed it on the coronavirus. Below I have attached two images showing ping tests to two different game servers that I actively use so that it cant be claimed that it's just the game servers.

Ticket: # 3940578 - FunPlus Mobile Games

Date: 4/22/2020 2:01:33 AM

City/State/Zip: Orem, Utah 84058

Company Complaining About: AT&T

Description

Hi, I was brought here by a YouTuber named Upper Echelon Gamers, who recently covered a Beijing company named FunPlus and their misleading advertisements across YouTube and Twitter. He covered two games specifically, "Kings of Avalon" and "Guns of Glory." These two games have been found to directly mislead consumers by stealing advertisement footage from other games to market themselves. Some of these games include "Verdun", "The Legend of Zelda: Breath of the Wild", "Ancient Cities", "Age of Empires 2", "Stranded Deep", and more over the last 2 years. Both games have millions of downloads on both the Apple App Store and the Google Play Store, and have grossed tens of millions of dollars in microtransactions through leading consumers by these false ads. On top of this, they are both laden with bot-generated "customer reviews" to create a false sense of positivity when both games are simple clones of other original titles. I don't know if you'll look into this but if you do, it would be greatly appreciated. Stay safe during this COVID-19 pandemic, and thank you for your time.

P.S. I wasn't sure how to fill out the "TV" section of this form as it is a problem on the internet, so I just put options in the form so it could be submitted. However my name, address and phone number are correct. Thanks again!

Ticket: # 3940588 - Out of state television stations during COVID-19

Date: 4/22/2020 2:39:08 AM

City/State/Zip: Eastanollee, Georgia 30538

Company Complaining About: Youtube Tv

Description

I live in Toccoa Ga. living in Toccoa ga, my television service requires me to have South Carolina television stations. The problem is I can't get much news for my state about the COVID-19 virus, nor can I watch the press conferences by our governor. During this pandemic it is very important to have access to local news from my state. For the safety of all in my area and for up to date laws local stations in our state is suggested. Please fix this during this time of pandemic so we can all be safe a able to get correct information in order to do that.

Thanks,

(b) (6)

Ticket: # 3940600 - Suddenlink by Altice refusing service

Date: 4/22/2020 4:16:26 AM

City/State/Zip: Amarillo, Texas 79103

Company Complaining About: Sudden Link

Description

First, please view the Facebook page at <https://www.facebook.com/mysuddenlink/> to view the thousands of unsatisfied customers.

I am referencing account number (b) (6) (I have full authorization on the account as well). Suddenlink by Altice has signed the "Keep Americans Connected" pledge, but has done quite the opposite. You can confirm by their Facebook page that it is not just my account.

A little over a month ago, I had called to ensure my account would remain active since I had been working two jobs and I lost one entirely due to Covid, and my income was significantly reduced for my other job due to Covid. I was assured that no disconnections would take place as a result of the pledge that was signed. However, two days later my service was still disconnected while I was working. I lost the only job I had left that day. I called and argued. It was reconnected with apologies and promises to keep it connected. However, two days later it was disconnected again while my daughter was attending her Zoom class, and it was disconnected daily for almost three weeks right after she would start her Zoom classes. This put her behind in her school work. So, if you're keeping score, Suddenlink cost me a job, and has also cost my daughter countless hours in school and could potentially cause her to repeat this grade level due to attendance. All of this was done by a company who promised to keep us all connected because we are all struggling right now.

Every day when I called about the disconnect, I was ridiculed and bullied about the past due amount. I was left in tears every single time. It was humiliating. My kids had to watch me admit daily that I had no money and needed help, only for it to fall on condescending ears. I finally gave in to the bullying and paid the majority of the past due amount in cash on April 17 (despite the fact that I have no job now and have no idea when I will be back to work so I needed every dime I could keep to provide groceries for my three children), and I was finally placed under protected status until May 13. However, here we are on April 22 and my service is disconnected again. The first representative I spoke to refused to reconnect my service, stating that she did not have to reconnect because she was not the one who disconnected the service. That is exactly what she told me. She called herself by name (I honestly could not understand her name) and said verbatim, "Ma'am, [name] did not disconnect your service, so [name] cannot reconnect your service. You will have to pay the past due on your account. How can I reconnect your service if you won't pay the past due amount?" She went on to tell me that the pledge only counted if accounts were not in a past due status. SERIOUSLY??!!

I was also informed during my first call a month ago that the protected status included a 50% bill reduction for the next six months, which was a courtesy they were providing all their customers. However, they are now refusing me this courtesy as well.

I have no other options for service at my address. I have called other companies and scheduled installation appointments, and they all said that the Suddenlink wiring does not allow for use of their

service. I literally have no other options for internet service for my job or my kids' school work, and Suddenlink is simply bullying me instead of trying to help me. I need results ASAP because this is pathetic!!!

Ticket: # 3940689 - Comcast

Date: 4/22/2020 8:33:22 AM

City/State/Zip: Media, Pennsylvania 19063

Company Complaining About: Comcast

Description

Comcast is calling me harassing me for a 100 bill that I owe them at my 2nd house and I am unable to travel during this pandemic, to get my bill. They have called me 40 times about this bill. Are they kidding---for 100 dollars, I told them I would pay them when I am able to travel to get my bill. Something should be done about this company.

Ticket: # 3940692 - Frontier Availability Complaint

Date: 4/22/2020 8:38:00 AM

Company Complaining About: Frontier Communications

Description

I hope all is well with you and your loved ones. With the health and economic pandemic, most internet providers are providing relief for students. Spectrum, Charter, and Suddenlink are granting students 60 days free internet.

Unfortunately, Frontier Fios is my only option for internet service. They are contracted to Providence Place Apartments. I have been pleading with them to work with me on my balance due and late fees since February 23, 2020. After no relent and concern for my Son's education, they told me to pay \$288.28 to restore internet and phone services.

Well March 31, I called Frontier and kept them on the phone, while paying the amount they quoted.

They still refuse to atleast connect us freely to the end of school semester, knowing how essential the internet is during COVid 19. My child needs to keep up with his Honor/AP courses. I am seeking employment. I also have a 3 year old Son.

This is a matter of survival for my sons any me. Frontier is being difficult during this disaster. Instead, they should be willing to help and not fight low income customers. We need the internet.

Your response is appreciated.

Thank You,

(b) (6)

Ticket: # 3940721 - Boost Mobile Availability Complaint

Date: 4/22/2020 9:11:53 AM

Company Complaining About: Boost Mobile

Description

Boost Mobile, a division of Sprint, who signed the Keep Americans Connected pledge, is now claiming that it ONLY applies to post paid accounts and not PrePaid accounts... They are refusing to allow us to stay connected during this pandemic, when we are both out of work, and have NOT received any money from the US CARES act as of yet.

This will immediately put 4 disabled children out of their distance learning effective immediately, and they will not be able to continue their schoolwork.

The Boost rep, who barely speaks English, started to yell at me that I needed to get the FCC to coordinate if I want them to adhere to this pledge.

Please Assist, this is an emergency..

(b) (6)

Ticket: # 3940736 - Century Link Internet Availability Complaint**Date:** 4/22/2020 9:27:20 AM**Company Complaining About:** Centurylink

Description

I am a high school senior and there are two issues with internet service that I would like to bring to your attention because these problems greatly affect internet service availability for many people and the situation has been greatly exacerbated with the pandemic.

The pandemic has made it more and more obvious that internet access is no longer a luxury in our life. It is essential to every individual and family in our nation. With this in mind, I believe high speed reliable internet services is as necessary as other utilities such as electricity, telephone service, etc. There are pockets of areas in Highlands County Florida, as well as other parts of our nation, that have no internet service or subpar service due to archaic laws that prevent competitors from entering the market.

I live in a rural area of Highlands County Florida served only by Century Link. Although there is considerable population in my neighborhood, Century Link refuses to run High Speed fiber optic cable and, due to some sort of exclusive rights, no other provider can provide service to our area of the county. This includes the local cable company who offers a much better quality internet service than Century Link. It is my understanding, from a Century Link employee, that Century Link has a contract that precludes any other provider from installing their own cable and other providers who want to service this area must lease access from Century Link. This requirement makes providing services too expensive and keeps competition out. We have contacted all providers within our area and none of them have any plans to expand to this area. Our only alternative for internet service is a satellite service, which is unreasonably expensive and does not offer sufficient upload speeds.

The fastest download speed I am able to receive is approximately 6 Mbps while I pay for at 8-10 Mbps (which is the top download speed they offer). An even more serious issue is the slow upload speed. Century Link's upload speed at my location is .03 Mbps. The internet is a necessity for my virtual schooling. This slow upload speed causes tremendous delays in uploading my schoolwork and seriously hampers my ability to submit schoolwork.

Please look into these problems and force Century Link, as well as all other internet providers, to provide high speed internet services for everyone or force them to allow competition to enter the areas where they have exclusive rights.

Thank you,

(b) (6)




Ticket: # 3940760 - spectrum/charter disconnecting internet access during pandemic

Date: 4/22/2020 9:39:33 AM

City/State/Zip: Menomonee Falls, Wisconsin 53052

Company Complaining About: Spectrum

Description

The company Spectrum/Charter is disconnecting customers during Pandemic crisis impacting customers ability to work from home. Spectrum/Charter has previously promises to comply with President/Government guidance on *not* disconnecting customers.

Payment was sent in in timely manner yet spectrum/charter is not processing payments in a timely manner.

Spectrum/Charter is disconnecting customer without notice and failing to keep their commitment to keep customers online.

Ticket: # 3940795 - Suddenlink - Altice Service Disruption - No Assistance Provided

Date: 4/22/2020 10:05:51 AM

City/State/Zip: Charleston, West Virginia 25314

Company Complaining About: Sudden Link

Description

I called on 4/16/20 to move my internet service to our new address effect 5/1. The morning of Saturday 4/18 I noticed the service was off. I called Suddenlink and was on the phone for close to an hour only to be told "it's our process to have your service disconnected for a few days before the new service starts". I ask the gentleman to go ahead and turn my service back on only to be told he couldn't and that I needed to speak to the retention department which opens in an hour. I called back and finally got to the retention department. This went on for four days during which we had to adults working from home and 3 children going to school remotely all due to the COVID19 outbreak. I spent over 6 hours on the phone with Suddenlink. Horrible customer service and a complete inability to simply flip a switch to turn back on services that should have never been turned off. I've asked to speak to a supervisor three times and was told each time that one is not available and that they would call me back. They never called back once.

Ticket: # 3940802 - Equipment Charges

Date: 4/22/2020 10:09:31 AM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: AT&T

Description

Due to COVID19 I have to work remotely. I inquired about restarting my services and was told about charges I knew nothing about. I was disabled and diagnosed with a medical condition that had me in hospitals for several months. I need someone to look into this account because I dont agree with these fees. I also never received the \$100 gift card I was promised.

Ticket: # 3940806 - Unwanted Calls Complaint

Date: 4/22/2020 10:12:18 AM

Description

I don't quite know who to talk to about this because of so many directions that are given on site. I'm 65 and sometimes it confuses me so let me explain very quickly. For over a year I have been getting calls from the same Robo automated phone calls. They always call me Kerri. That is not my name. And I block numbers every time I get one. But how can they get new numbers continuously to text me from. They're all new and they still continue to badger me. They even have use the coronavirus to get money from me. Here are two pictures of the latest ones that they have sent me.

Ticket: # 3940836 - SafeLink Porting/COVID-19

Date: 4/22/2020 10:29:09 AM

City/State/Zip: Bogart, Georgia 30622

Company Complaining About: Safelink Wireless

Description

He is calling about Safelink Wireless.

On 04/20/2020 he called SafeLink Wireless to have services turn on.

Safelink Wireless did not turn his phone on.

SafeLink Wireless transfer him to TruConnect.

TruConnect sent him a sim card to activate phone.

When he put the sim card in it did not work.

So, he cannot use his phone until SafeLink Wireless unlocks his phone.

He would like this to happen since the COVID-19 is going on.

CTR414-phone

Ticket: # 3940859 - Optimum disconnected services

Date: 4/22/2020 10:37:39 AM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: Optimum

Description

Consumer has a bundle with Optimum.

She has MS, a brain tumor and asthma.

She needs to be able to telehealth with her provider and use her phone in an emergency.

She has been unable to make a payment due to the COVID-19 pandemic.

Consumer was provided a brief extension but the services have now been cut off.

As soon as she receives her stimulus payment she intends to make a payment, but needs her services restored as soon as possible for her health and safety.

CTR404-phone

Ticket: # 3940935 - Poor customer service; uanble to offer assistance during a crisis

Date: 4/22/2020 11:06:43 AM

City/State/Zip: North Venice, Florida 34275

Company Complaining About: Comcast

Description

I contacted comcast support this morning for assistance in paying my bill during the covid-19 crisis as i have been out of work for over a month. Not only were they unwilling to offer any assistance (they said my cable would be turned off), but the customer service agent hung up on me.

Ticket: # 3940987 - Spectrum

Date: 4/22/2020 11:26:53 AM

City/State/Zip: Waterford, New York 12188

Company Complaining About: Spectrum

Description

For comparison sake I tried to set up a new account with spectrum in Waterford NY and I was told that I could only get a promotion rate (which would go up every year \$15-20). I was told that I could not pay for a basic contract. This does not seem legal to me. Not to mention spectrum is charging a fee for sports broadcasting (which we do not have during COVID-19 as there are no sports) and our bill went up \$10 from last month (there's a nice 'hope your doing well during the COVID-19 crisis). I do not feel as though I should contribute to the 172.4 million settlement Spectrum had to pay NYS for slow internet service.

Ticket: # 3941025 - AT&T WILL NOT ANSWER MY CALLS

Date: 4/22/2020 11:43:50 AM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: AT&T

Description

AT&T came to my house to switch out the cable box, but this box is faulty and WILL NOT WORK. I have been trying to call them to fix it but NO ONE will answer my phone calls. I understand with COVID-19 that things are tough but I'm paying good money and not getting any service. that is not fair and needs to be addressed ASAP

Ticket: # 3941034 - No Internet

Date: 4/22/2020 11:49:03 AM

City/State/Zip: Granville, Illinois 61326

Company Complaining About: Frontier Communications

Description

Frontier Complaint

Consumer states he's losing signal

He's internet is not working

Carrier came out and provided a modem a few weeks ago and he continue to have problems

This problem been going on be for the Pandemic

Consumer states he reached out to Carrier concerning this matter.

He continue to have problems.

Ticket: # 3941039 - AT&T Internet Billing

Date: 4/22/2020 11:51:00 AM

City/State/Zip: Brooklyn, New York 11203

Company Complaining About: AT&T

Description

On 3/17 she called AT&T to order Internet services to get services at her daughters home so her grandchildren to do distant learning during COVID-19. She paid \$19.95 on 3/17 to initiate service and they agreed to install services within 3 days. But the tech never came and continued to postpone. She never got service from AT&T so she called to have the service cancelled on 3/21. On 3/25/20 her daughter contracted with Optimum for services on 24th. AT&T charged her \$67.75 on 3/25, \$39.99 on 4/2 and \$67.75 even though she has never had services. She called yesterday and they said there is no bill with the company.

She is requesting that the billing issues be resolved

Ticket: # 3941044 - Lines down, missed service calls, refusal to speak to person's case manager

Date: 4/22/2020 11:52:36 AM

City/State/Zip: Gallipolis, Ohio 45631

Company Complaining About: Sudden Link

Description

Individual with disabilities reported cable outage a week ago. Scheduled technician came and then said he would be back but did not return. Called and rescheduled another technician but both scheduled times were missed and no show. Called customer service to reschedule appointment for 3rd time and was denied access to the account despite reporting the access code, all needed information, and notifying the customer service rep. that the person has Intellectual Disabilities. I was told there was no supervisor available for me to speak with. There are physical cable lines down in the individual's yard. I explained the situation to the customer service rep and was told I would need a letter written and signed by the individual to speak with them about the account and it would need to be submitted at the physical location which is currently closed (due to COVID-19 restrictions). Repair of the cable lines and a credit to the person's bill would correct the problem. Also, a way to access the account as an agency working for the individual rather than each case manager having to submit a physical letter.

Ticket: # 3941156 - No service/ COVID-19/ Health

Date: 4/22/2020 12:35:23 PM

City/State/Zip: Water Mill, New York 11976

Company Complaining About: Optimum

Description

Consumer has been with no service for about two months. Consumer has made several intents on contacting the company to have his problem fix, but it seems they do not care. Consumer is over 75 years old and his wife also. Both they have heart conditions that needs to be in constant communication with their care givers. Provider keep telling them that they will fix the problem but they never do. The problem is the junction box that is it outside and it needs to be replace when consumer service determinate that it was the box they promise to (b) (6) that an outside company will show up to fix the problem within 24hrs, this never happen and they have been with a very poor service for two months INTERNET and PHONE during a pandemic outbreak. This is unacceptable consumer wants the service fix immediately, Consumer will not pay for this month if his service is not fix by the end of the cycle, consumer wants a credit into his account for the past month that his service was very poor. They have already show five times to the address two on march and three in April but when they do they make the call to his landline the one that is off service because of this problem and since his phone out they leave and never do their work. He has call consumer service to ask the to just show up because the phone is out and his cell has bad reception and when he calls consumer service there is a three hours wait this is ridiculous

ctr408-phone

Ticket: # 3941222 - Requirement for Internet due to COVID 19

Date: 4/22/2020 12:57:23 PM

City/State/Zip: Glen Allen, Virginia 23060

Company Complaining About: Verizon

Description

Consumer has recently had a job transfer and is being required to set up a work from home office due to the COVID 19 virus. Consumers contacted the company and were told they could not install at this time by order of the FCC. The consumers request the company install the internet at their location so that they can work from home as required by their employers. Order # (b) (6) has been placed but they refused to do the installation. ***CTR412-phone***

Ticket: # 3941270 - Billing Discrepancy**Date:** 4/22/2020 1:16:14 PM**City/State/Zip:** Miami, Florida 33182**Company Complaining About:** AT&T

Description

At a time that many customers are overwhelmed with financial hardship due to COVID-19, the provider is advertising on social media and other platforms that they are helping their customers impacted by the virus. Unfortunately, this has not been my experience with my wireless service. On 4/14, I called AT&T Mobility customer service department and spoke with a very friendly and sympathetic rep, Janeese. I explained to the rep that we were erroneously charged for my last installment for my iPhone. Our wireless account had a Next iPhone 4Q17 TV promo applied for my phone line: (b) (6). My last installment had a balance of \$23.13, which their system charged me. Their rep confirmed that the error was indeed on their end and assured me that she manually entered a credit of \$28.88 which included their late fee of \$5.75. She advised that this credit would be applied to our account in no less than 72 hours. On 4/15, due to our financial hardship, I deducted the \$28.88 from my payment since the credit was scheduled to be applied to our account. Needless to say, it never posted and I continue to receive reminders that \$28.88 is still outstanding. I reached out to their social media team and was advised that customers must submit a waiver request for late and overage fees. However, it is deceptive that AT&T did not disclose this initially. Meanwhile, there are many customers irate because they continue to incur fees and continue to post their experiences on social media. With all due respect, the phone rep should have disclosed that the provider is requiring for their customers to request a waiver to have these fees waived. I submitted the waiver via my online account. Moving forward, yesterday I chatted with a rep, Roxxie who only added insult to injury. She was more interested in having me change my current plan than to assist me with my missing credit. It has been my experience that this provider's customer service is hit or miss. I had no choice but to end the chat when I realized that I was truly wasting my time. This is a matter that should be resolved easily with my first phone call which lasted 45 minutes. Then I spent another 30 minutes on chat to receive no assistance. Due to the array of issues that I have experienced with this provider, I am requesting that this matter is not forwarded to Ms. (b) (6). She only assists me when matters are escalated to your agency. There is no reason why I should have to speak with her on the phone when this involves a credit that was never posted. I have also emailed the Office of the President of this matter to receive no assistance. I always provide detailed explanations regarding my complaints therefore a phone call is not warranted. Please be advised that due to this ongoing pandemic, my wireless service has been affected therefore email is the best way to contact me. I will be enclosing all supporting chats, emails and screenshots. Thank you for your assistance.

Ticket: # 3941364 - T-Mobile Charging for Free Conference Call.com Service**Date:** 4/22/2020 1:45:06 PM**City/State/Zip:** Oklahoma City, Oklahoma 73131**Company Complaining About:** T Mobile

Description

I have an unlimited plan with T-Mobile. Due to the Pandemic, my company has been forced to move many employees to their homes, working remotely. They chose an inexpensive Conference Call Service, FreeConferenceCall.com to communicate with groups. Upon dialing in, I'm told that I will pay 1 cent per minute to use this service, despite the fact that T-Mobile advertises my plan as unlimited. It is a 712 Area code, which is inside my Unlimited US calls plan. I will be spending hours on this service over the coming months, probably dozens of hours, racking up charges from T-Mobile that they didn't tell me about prior to signing up. I'm sure it's in the fine print somewhere but to me, unlimited US calls should be unlimited.

Ticket: # 3941405 - Billing Issues**Date:** 4/22/2020 1:54:46 PM**City/State/Zip:** Palmdale, California 93552**Company Complaining About:** Verizon Wireless

Description

Verizon rep contacted me today 4/22/2020 stating he only listened to the last call I made to Verizon where conveniently they explain everything correctly, but failed to listen to the first call i made where I was misinformed and lied to about my bill. Verizon needs to listen to the first call where a representative coded my account with a Covid-19 relief, Rep repeatedly stated my next bill will be \$371 in June 2. its mid April and Im already getting billed for over \$800.

Ticket: # 3941421 - Regional Sport Network Fees

Date: 4/22/2020 1:59:13 PM

City/State/Zip: Pasadena, California 91107-1321

Company Complaining About: AT&T

Description

I am being charged \$9.99 for Regional Sport Fees and yet there are no sports being broadcast due to the Covid-19. WHY? They say it is mandated by the FCC.

Ticket: # 3941506 - Poor internet service

Date: 4/22/2020 2:25:30 PM

City/State/Zip: Los Angeles, California 90065

Company Complaining About: Spectrum

Description

With the pandemic and all of us and our children at home, working internet is imperative. Currently my internet is so bad that my child cannot get online to do his schoolwork, and my family cannot attend video calls. My provider, Spectrum, says the local node needs to be upgraded, but they are prioritizing fixes based on the number of complaints an area is putting in. Internet is a utility, not a privilege. They need to fix this problem right away.

Ticket: # 3941510 - AT&T Wireless

Date: 4/22/2020 2:28:26 PM

City/State/Zip: New York, New York 10031

Company Complaining About: AT&T

Description

I transferred my family plan to AT&T and was promised a credit of \$700 via a promotion of turning in an old IPHONE 8 in December 15, 2019. To this date, I haven't received the credit and when I escalated the billing issue to a manager, JoshDuran #JD133P, I was told "I traded in a cracked phone and was trying to figure out a way to get credit for it" before he even asked me what was the issue. I requested another manger - his he told me the only way to resolve the issue was to go to the store, mind you, there is a pandemic going on right now with COVID19. Further more there was nothing he could do for me and at most I would get a \$40 credit. This isn't what I agreed to when I turned in the phone and Josh was rude and unhelpful. He further stated that I couldn't speak to his manager, that he identified as Robin Ramos due to COVID19 and to call back customer service when it was over. I want the \$700 credit agreed to when I turned in my phone and an apology for Josh rude and unprofessional customer service.

Ticket: # 3941552 - AT&T Wireless Internet Overage charges

Date: 4/22/2020 2:42:31 PM

City/State/Zip: Muldrow, Oklahoma 74948

Company Complaining About: AT&T

Description

I have wireless internet with AT&T. Due to the Coronavirus pandemic my daughter has been working from home. My internet overage charges for the month was \$750.00. AT&T promised to waive charges and did not.

Ticket: # 3941652 - Xfinity by comcast

Date: 4/22/2020 3:16:21 PM

City/State/Zip: Chestnut Hill, Massachusetts 02467

Company Complaining About: Comcast

Description

During this COVID epidemic, many have been asked to work from home using Zoom and other platforms to conduct meetings, give presentations and continue their work. Unfortunately I have been using Xfinity as this is one of the only services in my area. It is not reliable and has gone in and out despite having paid 100 dollars per month for service and despite their being on demand service available but for additional costs. I cannot stay home if I have no service and I don't feel bad about going in to work since Xfinity cannot provide the service I need to do my job.

Ticket: # 3941682 - Cox Internet

Date: 4/22/2020 3:22:11 PM

City/State/Zip: Las Vegas, Nevada 89121

Company Complaining About: Cox

Description

I've been having inconsistent internet speed, high jitter, and intermittent packet loss that's been gradually getting worse over the past weeks. Multiple support agents have told me that the issue is probably with my equipment which is only 1.5 years old, despite the fact I've seen many complaints online recently about the same issues within my local area. It would be my guess that the nodes are overloaded and not enough was invested into the infrastructure, so they are unable to handle the traffic caused by the influx of users due to the COVID-19 quarantines.

Ticket: # 3941694 - Service/Billing

Date: 4/22/2020 3:28:36 PM

City/State/Zip: Mulberry, Florida 33860

Company Complaining About: Directv

Description

Direct TV is his carrier

He has the Total C choice Package.

With the Sports package that carries the Regional Sports Fee of

\$9.99

Since the COVID 19

They stopped new sports in January.

He pays for the Total choice package of \$94.99.

\$9.99 is the new sports.

Resolution:

He does not want to pay for the new sports of \$9.99 until they start the sports up again.

He wants them to stop charging him the \$9.99 each month.

He wants them to reimburse him for this since January.

CTR394-phone

Ticket: # 3941781 - Less speed/COVID-19

Date: 4/22/2020 3:54:16 PM

City/State/Zip: Windsor, Ohio 44099

Company Complaining About: Windstream Communications

Description

(b) (6) is having problems with the service provider by Wind stream communications. She has been a consumer from them for the past 13 years and they took a CAF survey but the service has not improve the family is supposed to be 3GB and she is only receiving 0.4 when she is paying for 3gb this has been going on since the begging of the contract. Consumer stated that she is working from home and she has kids she needs her internet what she is paying for 13 years. Consumer has complaint before about this situation and all they are telling her is that they will work on it but is been more 13 years that they are "working" on it. Consumer wants to know exactly when her service will be improve because for 13 years they have been taking the CAF found.

***ctr408-phone**

Ticket: # 3941830 - Internet Speed is not at promised speed.

Date: 4/22/2020 4:06:55 PM

City/State/Zip: Diamond Bar, California 91765

Company Complaining About: Spectrum

Description

(b) (6) is not removing the 400 Mbps when it was elective for \$20.00 more a month. (b) (6) is stating he is not able to remove the \$20.00 charge as it is part of the package. I informed him that it was not as I elected the \$99.97 month plan and added the Ultra at a \$20.00 more fee due to Covid-19. I asked to speak with his manager and he said he would open the Issue Number (b) (6) 0 for call on 04-22-2020 or next 24 hours. They should just remove the Ultra \$20 charge and keep me in the plan with TV, internet and land line plus the broadcast tv and applicable fees. He offered me free HBO for 12-months that he did not do after I said yes and removed the free Showtime and Epix for 3 months from my plan after I informed him that I will be escalating this to the FCC.

Ticket: # 3941858 - REQUEST FOR REACTIVATION OF MICROSOFT WINDOWS 7 SUPPORT DUE TO COVID-19 PANDEMIC.

Date: 4/22/2020 4:13:27 PM

City/State/Zip: Mattapan, Massachusetts 02126

Company Complaining About: Verizon

Description

Microsoft ended support for Windows 7 on January 2020. Many seniors, students, and average people who have not yet converted to Windows 10 have no choice but to continue the use of Windows 7 due to lack of funds to purchase a new computer in order to use Windows 10. Windows 7 is still a viable browser for many people. This puts many users and seniors in harms way of internet hackers and scammers. I implore the Secretary and Commissioners to impress upon Microsoft to reinstate its full support of Windows 7 during the COVID-19 pandemic. Thank you.

Ticket: # 3941873 - REQUEST FOR REACTIVATION OF MICROSOFT WINDOWS 7 SUPPORT DUE TO COVID-19 PANDEMIC.

Date: 4/22/2020 4:15:57 PM

City/State/Zip: Mattapan, Massachusetts 02126

Company Complaining About: Verizon

Description

Microsoft ended support for Windows 7 on January 2020. Many seniors, students, and average people who have not yet converted to Windows 10 have no choice but to continue the use of Windows 7 due to lack of funds to purchase a new computer in order to use Windows 10. Windows 7 is still a viable browser for many people. This puts many users and seniors in harms way of internet hackers and scammers. I implore the Secretary and Commissioners to impress upon Microsoft to reinstate its full support of Windows 7 during the COVID-19 pandemic. Thank you.

Ticket: # 3941920 - Billing/Shut Off Issues

Date: 4/22/2020 4:27:58 PM

City/State/Zip: Park Hills, Kentucky 41011

Company Complaining About: Metropcs

Description

Consumer states his service has been disconnected during the pandemic

Consumer said there is three lines on this account, (b) (6)

(b) (6) and (b) (6)

Consumer said that his mother has a major health issue and she is the head one on the account

Consumer said they are being over billed

Consumer said they told them about the billing issues, and they said they couldn't do anything about it

Consumer said that he has tried to work with them, and they would not help at all

Consumer said they would not work with him to fix the billing issues, so they never paid the bill at all

Consumer said every time he called, he would get someone over sea's and they were rude and wouldn't transfer him to anyone in the United States

Consumer just wants the service turned back on ASAP and work with them to get the back balance adjusted and paid

CTR402

Ticket: # 3941968 - Optimum Internet (Brooklyn specifically)

Date: 4/22/2020 4:44:15 PM

City/State/Zip: Brooklyn, New York 11237

Company Complaining About: Optimum

Description

I have been having major issues with my provider optimum. not only do they have a monopoly on internet services in my area (for some reason they're the only provider) they have made no concessions for me regarding covid 19 and have also increased my bill without my consent to 69.99 from 49.99. new customers can even get in at 39.99 now. their customer service takes forever and is useless. they expect you to pay more monthly to "save money", and refuse to offer me more affordable internet, and make even seeing the options absurdly complex. I expect to be treated well as a long time paying on time customer and there service is spotty, and their customer service even more so. I want to have another option for internet in my area, or be refunded the amount I've overpaid to date (150\$ or so) and have them lower my bill permanently to the rate they advertised of 39.99

Ticket: # 3942066 - No Provision for Canceling Service

Date: 4/22/2020 5:30:21 PM

City/State/Zip: Fairhope, Alabama 36532

Company Complaining About: Spectrum

Description

We have month to month service for our son at college. When he was sent home due to the pandemic, we tried to cancel our service. Every phone number is a dead end. Hours of hold time and then they hang up on us. We need access to a method to cancel service with Spectrum and believe that we are being illegally prevented from canceling service.

Ticket: # 3942132 - Internet connectivity and speeds

Date: 4/22/2020 6:02:21 PM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

On more than one occasion I have had internet connectivity issues and speed issues with my provider (suddenlink). I have called customer support multiple times and always get told they can't do anything more than send a tech out. Once the tech comes out I get told it was an easy fix and I'm back up and running for a couple of weeks until it all goes downhill yet again. The process starts over. Every time a tech comes I'm forced to pay \$60 because somehow the issue is ALWAYS something they don't cover. Not sure how they don't cover their own equipment or wiring they do to the box outside. I've fought them multiple times on these charges and still have to pay or get shut down. After calling yet again today (during the covid-19 pandemic, when my children and I are all having to work from home) I get told there is nothing they can do besides send a tech and that would take a few days. So what am I supposed to do now? They don't care about their customers or how bad their service is. All they want is my money.

Ticket: # 3942155 - Internet service disruption during Covid-19 lockdown

Date: 4/22/2020 6:13:48 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Optimum

Description

Overcharged bill and disruption of service during covid-19 pandemic

My internet provider Optimum disconnected me from Internet access and overcharged my bill.

04/21/2020 - No internet connection from 00.00 am to 12.00 pm. I made a call to customer service to find out the reason. I was notified that it happened due to no payment on the account.

I did not pay my bill, because I filed a claim due to extra charges on my bill.

My claim was based on the following questions from the document "billfile 1":

The charge from 02/22 - 02/29 -\$21.66 - I disagree to pay because I did not have Internet access.

02/26 missed serv appt - \$80.00 - I disagree to pay due to incorrect information

And from the document "billfile 2":

02/29 - service call fee - \$80 - I disagree to pay due to the equipment malfunction, resulting in no Internet access

03/18 Late fee - \$10 - I disagree to pay due to wait time on the investigation with "billfile 1".

The timeline of events:

02/21 - installation of the equipment, however no internet access

02/25 - day of scheduled appointment to fix the issue (document of scheduled appointment attached), no one arrived between the scheduled time. I made three phone calls on 02/25/2020 at 5pm, 5.45 pm and 6.30 pm. I was notified that due to poor weather conditions (rain) the technician is not able to come. No internet access.

02/29 - scheduled appointment to fix the issue, Router was changed, No internet access.

03/05 - scheduled appointment to fix the issue, Modem was changed, resulting in Internet access.

The claim was made and the assistant notified me that the investigation about the extra charges would happen and I will receive an email during the following week. However, I never heard back from the Optimum and contacted them myself through the phone. I received the explanation that the billing department was still working on it (mid March 2020). I contacted the customer support multiple times (end March 2020 and early April 2020) to understand the investigation process. I received the explanation that during the COVID19 situation there is a shortage of staff to handle my problem and I have to wait longer.

I attempted to contact the billing department three times in early and mid April 2020, which were not successful due to phone line overload and web-site waiting times. First time, I was notified that the billing department only operates during specific hours. Second and third times, I was waiting on the online support chat during those hours for a long amount of time to be connected to the representative and received the "end of chat session" after 30 minutes waiting time.

However, today 04/21/2020 after my service was cut off, the representative told me again that the investigation needed about my extra charges and I must pay the amount despite the investigation process. I expressed that it was a severe disadvantage not to have Internet access. The Internet service was resumed. I mentioned that I am ready to pay my monthly charges but not extra fees. I

also asked if I could get reassurance about the investigation, because the previous month when I filed the claim, I only had verbal confirmation about it. I was denied. I am a student and the additional stress of having my internet service disrupted has affected my ability to conduct my studies efficiently and disadvantaged me. I also feel that Optimum is taking advantage of the Covid-19 pandemic to pressure me into paying money that they have overcharged me with the insinuated threat of having my service disconnected. I want all of these charges removed and I want to be compensated for the stress and time spent trying to resolve this issue by having my internet service credited for three months.

Ticket: # 3942202 - Suddenlink raised rates twice since Covid-19 start

Date: 4/22/2020 6:45:49 PM

City/State/Zip: Rockaway Beach, Missouri 65740

Company Complaining About: Sudden Link

Description

Suddenlink has raised my rates twice now since the start of covid-19. The first time they raised the rate from \$77.49 a month to \$97. I called to find out why this was changed without any notice to myself and they said that rates were just going up but that they would give me a special offer of \$87 a month and a \$10 credit for that month so that I'd have one more month at \$77 before going up to \$87. So naturally I expected to see a bill of \$87 this month. To my dismay I got a bill for \$138.78!!! They stated that I owed \$10 from last month and that my new monthly bill would be \$113 a month plus fees! This is absurd. They're clearly abusing a horrible situation for financial gain. Someone needs to force them to honor their word and previous billing agreements. You can't tell someone their bill will be one amount and then charge a completely different price. I need the internet as my job requires me to work from home now, therefore I can't afford to switch.

Ticket: # 3942206 - Verizon Wireless

Date: 4/22/2020 6:47:24 PM

City/State/Zip: Loveland, Colorado 80537

Company Complaining About: Verizon Wireless

Description

I have two complaints, customer service representative and service change.

I was on hold with a service tech for 1 hour and 26 minutes, 20 minutes into the call he (he said his name was August) went dark, no announcement, alert the line went dark, didn't hang up and didn't go to hold music.

I called on another line to complain about August, I talked to a service tech and a supervisor leaving the other line going.

Talking to the supervisor about August and my service problem. When the supervisor put me on hold to transfer me to tech service August came back on the line and told me he had been listening to my conversation with the supervisor.

So my first complaint is about their service tech August.

Second complaint, I up graded a phone several months ago, Verizon changed my service plan from which included mobile hotspot to a plan that does not have mobile hotspot. I didn't authorize or know of the service change, now Verizon is telling me to have the mobile hot spot I will increase my bill.

My Verizon bill is already over \$200.00 a month, especially today with Covid -19 I can take on any additional billing.

Ticket: # 3942217 - Unlocking my phone

Date: 4/22/2020 6:52:13 PM

City/State/Zip: Laramie, Wyoming 82072

Company Complaining About: Straight Talk

Description

I bought 2 phones from Walmart locked to straight talk network as gifts for my family back in Egypt. I did not know how bad it is to buy locked phones at that time.

I called the company multiple times to ask for unlocking them but they have a condition that states that unlocking can't be done unless I use their network for at least one year. I offered to pay money to get them unlocked since it is very difficult to get them back especially under the COVID-19 conditions, unfortunately they totally refused. I asked for any solution to this but they keep telling me that only using the phones in the US for 12 months is my option.

I am submitting this complain if you kindly can help me find a solution since it is really very difficult to get the phones back.

Thank you in advance.

Ticket: # 3942294 - Verizon Store During COVID-19 Crisis

Date: 4/22/2020 7:54:17 PM

City/State/Zip: Poolesville, Maryland 20837

Company Complaining About: Verizon Wireless

Description

1. I made an appointment at the Germantown Verizon Wireless store where Gerald was the manager present during my visit.
2. I had previously attempted to contact customer care however was unsuccessful after repeatedly going thru telephone prompts.
3. Verizon's policy on the website was Prepaid devices unlock within 60 days.
4. My prepaid phones have been with Verizon for nearly 1.5 years.
5. Was told at the store that they do not unlock prepaid phones.
6. I showed them their own policy from the website. They said I need to contact customer service. They would not attempt to help me contact them together only suggest that I give 1800VERIZON a call.
7. They mentioned they could not even call customer service and that the store was there only for sales and that I would have to try to continue my Verizon call outside the store as there are other customers they have to help (I was the only one there and no one was at the door).
8. I was finally able to contact verizon wireless myself but I had to go thru SALES and had to explain the sad story to a very nice lady who was able to finally transfer me to technical services.
9. I wasn't able to get thru to customer care because a) my prepaid account was closed as soon as I ported my # to another carrier b) they would not let me continue because I didn't have a current account.
10. I ported my # because i assumed the phone was already unlocked due to what I mentioned in #3. Also see attached pdfs.
11. I am an essential employee. I do not understand why the Verizon store is open if it is only there for SALES as the employee stated, especially in this COVID-19 environment.

Ticket: # 3942311 - Confidential complaint against Republic TV broadcast into USA

Date: 4/22/2020 8:04:51 PM

City/State/Zip: Folsom, California 95630

Description

Dear Sir/Madam,

During these times, when the world is facing this horrific pandemic, one channel from India is spewing venom against Catholicism from Italy, and Islam. I would request you to stop broadcast of this channel in USA.

Ticket: # 3942386 - Comcast internet essentials**Date:** 4/22/2020 9:23:18 PM**City/State/Zip:** Portland, Oregon 97216**Company Complaining About:** Comcast

Description

I have been paying \$9.95 for comcast internet essentials for some time now. My account is set up for autopay on the 7th of every month. This month comcast pulled \$69.95 out of my account with no warning or reason why. I began calling comcast at approximately 9:30 am and it is now 5:50 pm and I have still not been able to get anywhere with comcast. The first 7 calls never made it beyond the automated system that continuously hangs up without providing any reasonable help. Attempt number eight lead me to a person that refused to offer any help and couldnt even be bothered to listen to me speak. I was forced to talk extremely slow and precise just to have her tell me I am the cause of this problem and she will not help. She then transferred me to the internet essentials line where the guy there also informed me that there isnt anything he can do other then open my account and look at it. She he transferred me back to billing where a guy told me he understands why I am upset and he will help me. At this point i say thank you and am greeted by the sound of him hanging up. The next 4 or 5 calls were all disconnected by the automated system yet again. The next person I was able to speak with also hung up on me when I stated I wanted this fixed today. The next 10 calls never made beyond the automated system. So I tried going through their phone app and was linked up to someone named charles Huber and was not given any other options or choices to find my actual account. So I opened the chat line and again I was met with lies and handed off from one person to another. My last attempt was when an agent finally called me back. She didnt fix the fact that I now have no access of any sort to my own account but did acknowledge that she has to search for mine because the account that now comes up from my phone number automatically links to this C [REDACTED] (b) (6) [REDACTED]. The building I live in was just built 2 years ago. I am the very person to live at this address, yet I cant access my account. This last person informed me that all she can do is put a credit in my account so that I wont have to pay anything for next few months but she can not refund the money they stole. I never recieved the same story or reasons for this mishap from anyone I spoke with. Each person had something similar to say but the months of the supposed over usage never lined up. And to make matters worse, my daughter was with me from December through January and we both made sure to keep an eye on the usage. I assure you, we did not go over our usage. And as for February, we were rarely home so there is no way we could have gone over. And with internet essentials being for low income households, we had specifically asked for a shut down of service should we go over. We were informed that it isnt possible to go over the usage with internet essentials due to the nature of the program itself. We were monitoring our usage to see if it would be a good fit for my daughter and her families needs. I wasn't able to get anywhere productive by any means with any of the employees I was finally able to speak with. Comcast has set up their automated system to deter anyone from being able to speak to a single person and will instead hang up on you for asking to speak to an agent. During one of my calls, I informed the agent that I was speaking with that I want to speak with a manager. I was told there are no managers available and when I persisted they hung up on me and it was at this point that my ability to access my own account was stripped from me and I now can only see the Charles Huber account that was apparently disconnected back in 2018. I have been lied to, pushed around, laughed at, called a liar, hung up on, my account has been tampered with, and they have stolen money directly from my checking account with no explanation and have left me no other option then to file a complaint about today's

experiences. I had the money in my account to cover the normal \$9.95 for my usual bill. I did not have anything extra in my account. We are in this covid scare. My daughter is 6 months pregnant and had to wear a heart monitor for an extended amount of time while, at the same time, my grand daughter's father was in the hospital for two and a half weeks. All of my extra funds went to helping my daughter and her family stay safe and healthy. I do not have the extra income to cover the mistake comcast refuses to reverse. Every attempt I made to help comcast right their wrong doings was met with deaf ears and disrespectful unprofessional behavior before hanging up on me. Now I dont know what else to do other then to send this complaint to you. Thank you for allowing me to tell my story.

Ticket: # 3942447 - Indecency-promotion of drugs leading to deaths

Date: 4/22/2020 10:14:38 PM

City/State/Zip: Roseville, California 95747

Description

Fox News, the President of the United States, have and still continue to advocate chloroquine and hydroxychloroquine as treatments for COVID-19, resulting in death and illness as reported in numerous media outlets. This ongoing activity knowingly spreads false information to the general public using FCC-regulated platforms, and by imminent threat to the general public represents both indecency and possibly criminal conduct.

Ticket: # 3942469 - Disconnect

Date: 4/22/2020 10:46:30 PM

City/State/Zip: Macon, Georgia 31216

Company Complaining About: Cox

Description

It happened again cox communication shut off my cable and internet when a rep. Told me cox want cut my service because of the corona virus but cox did it again. My question is do they know what on there web page, you can't say this and screw the consumer.I have 60 days to may 15,2020

Ticket: # 3942573 - Termination of services

Date: 4/23/2020 4:46:39 AM

City/State/Zip: Gilbert, Arizona 85296

Company Complaining About: Cox

Description

Cox communications was notified by me that I was impacted negatively by the Corona virus crisis and was losing hours and pay and had to work from home. My 3 children had to school from home as well. And they terminated services at midnight and refused to fix the issue and advised I had to call the next day to solve the issue.

Ticket: # 3942582 - Taking advantage of rural consumers

Date: 4/23/2020 7:43:21 AM

City/State/Zip: Hookstown, Pennsylvania 15050

Company Complaining About: Viasat

Description

Viasat has suspended my service through the pandemic twice. Their pricing is not inline with other ISPs for speed tiers and service is unreliable. Federal investment in broadband networks for rural communities to provide competitive choice.

Ticket: # 3942614 - Local DirecTV stations

Date: 4/23/2020 8:43:12 AM

City/State/Zip: Gillett, Pennsylvania 16925

Company Complaining About: Directv

Description

We live in Gillett Pa, 5 miles from the New York border and 13 miles from where WETM-TV is broadcast in New York; however, DirecTV says our local NBC station is WBRE-TV in Wilkes Barre, PA. Depending on which way you drive, it is between 88 miles and 130 miles and a 2+ hour drive either way. Their news is not our local news and all of our so called local channels are from the Wilkes-Barre area. During this pandemic, we can't even get the information relevant for us as to the number of cases here, where testing is, etc. I have complained for years to DirecTV and their answer has always been it is regulated by the FCC. All I want is to be able to now what is going on in my own community and not 2 hours away. I don't understand why we can't get the closest stations for our local stations. Thank you.

Ticket: # 3942630 - Refusal to return returned check fee

Date: 4/23/2020 9:09:30 AM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: Sudden Link

Description

In March 2020 I was charged a \$30 returned check fee by Suddenlink communications for an alleged attempted draft which occurred in January 2020. Since becoming aware of this charge I have attempted to resolve it with Suddenlink to no avail. I currently have documentation from my bank, indicating there was no record of an attempt to draft and that the account had sufficient funds, that I have been trying to submit to Suddenlink; however, they refuse to accept this documentation by fax or email instead requiring that I submit it in person at a location. The location nearest me has been closed due to COVID-19 therefore leaving me with no options to recoup my funds that were illegitimately removed from my account.

Ticket: # 3942645 - Optimum billing dispute

Date: 4/23/2020 9:22:35 AM

City/State/Zip: Paterson, New Jersey 07522

Company Complaining About: Optimum

Description

Consumer stated her service was turned off on 4/17/2020

Consumer made the payment but carrier will not reconnect her service because it's in her son's name and she does not know his SS#.

Consumer stated due to the Pandemic she thought they were not suppose to turn the service off

Consumer would like the service re-connected

Ticket: # 3942682 - Century Link Issues/COVID-19

Date: 4/23/2020 9:48:19 AM

City/State/Zip: Okeechobee, Florida 34972

Company Complaining About: Centurylink

Description

She is calling about Century Link.

She is getting poor internet service through them.

She does not have internet service, because of service.

She has called Century Link, many times and they have not been documenting calls.

She was supposed to get a modem, that was supposed to be at her house 04/22/2020 and they had no record stating her conversation about modem.

She called today and had to give updated address again.

She cannot do anything without internet, like order from pharmacy, groceries, check status of COVID-19.

She needs her computer also to do online studies.

CTR414-phone

Ticket: # 3942772 - Internet Availability

Date: 4/23/2020 10:48:03 AM

City/State/Zip: Grantville, Georgia 30220

Company Complaining About: AT&T

Description

My kids are limited to satellite internet. Which they try to charge us \$150.00 for 14 Mbps. Even without this pandemic it's hard to get the kids internet for school.

Ticket: # 3942899 - fraudulent billing charge

Date: 4/23/2020 11:33:13 AM

City/State/Zip: Marblehead, Massachusetts 01945

Company Complaining About: Comcast

Description

On March 20 a technician arrived at my home as my internet was intermittent and I was having difficulty working at home during Covid 19. His visit failed to fix the problem. The next day my internet and phone went out completely. No service. 2 more technicians arrived the next day and a pole truck to repair a faulty connection at the pole. Comcast credited me \$30 for my inconvenience, and later on my April 15 bill, charged me \$40 for one of the service calls to repair the pole connection. The billing service representative told me due to COVID19 restrictions, they may only credit \$20 towards the \$40 charge. No authority to remove it during the crisis.

This charge was never disclosed to me and the problem was on the pole.

Ticket: # 3942910 - ATT Cell Phone Throttling in Emergencies

Date: 4/23/2020 11:35:37 AM

City/State/Zip: Holly Ridge, North Carolina 28445

Company Complaining About: AT&T

Description

I am an ATT prepaid cell phone customer with unlimited service and has automatic recurring monthly payments. About 3 months ago I was injured in an emergency in my home. I managed to crawl to my cell phone and dialed 911 (7) times before losing consciousness with no success. I kept getting an error in service message saying the call could not go through. It was several hours later that my partner found me on the floor and called EMS 911 from his own phone and I was taken via ambulance to the ER with back and tailbone injuries.

When I later called and complained to ATT they told me that it shouldn't have happened and offered no explanation or assistance regarding my service saying the call was not able to go through.

A month later I was on the highway and in need of my cell phone service and this time my phone was turned off by ATT. When I called Att and complained that I was on the highway with my child and needed my phone service they claimed I had used all my data and needed to pay for a new month in order to have service reinstated because just having your wifi on wasn't enough. When I asked several times for them to explain they finally said that you have to also press the mobile data button on my device in order for it not to use my data while I'm using my home wi fi service.

In other words they are charging people for using their phones even while the person is on their own home wi fi and not telling people to turn off the data and turn on wifi so it doesn't use up both. I'm paying for home wifi through another company. ATT has no right to use my data and my personal wifi that is through another company especially if I am paying monthly for the service to each company. Last month I was charged double because they again shut off my phone early claiming I used all of my data so I had to pay early again and lose the autopay discount. Which means if you pay your bill early you pay basically double. So my normal bill of 35 was 70. The pandemic had just started so I kept my phone on with ATT reluctantly because everything is closed and I am disabled with an immune condition.

Today my phone was shut off again. I called to complain and was told if I was unhappy with my service to go to a different phone carrier and then hung up on. I can't call anyone to do that because my phone is off. So of course I just paid double to have my cell phone turned back on to contact FCC. We are in lockdown in a pandemic and I needed to use my phone this morning to secure an apartment and couldn't because of their throttling nonsense eating up my monthly payments.

I have sustained injuries, been neglected in emergency situations because of ATT throttling. I am disabled being discriminated against because I can't afford their expensive contracts.

I no longer wish to be a customer and now that my phone is on I can call a different company to try and have service changed but we're under lockdown so I can't go to a store otherwise I would not be a current customer. They are dangerous crooks.

Ticket: # 3942919 - Data caps removed in UK yet still allowed in the US

Date: 4/23/2020 11:40:00 AM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

"All providers will remove all data allowance caps on all current fixed broadband services."

Why can't we!???

source-

<https://www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19>

Ticket: # 3942924 - Sprint Billing Issues**Date:** 4/23/2020 11:41:23 AM**City/State/Zip:** Fort Worth, Texas 76134**Company Complaining About:** Sprint

Description

Sprint is charging her \$262.69 for the month of April.

Her account is unavailable at the moment because of non-payment.

When trying to pay the monthly bill from February-March she wasn't about to get money to pay \$90.66 so she was calling them to see if they could extend the time of payment due to COVID-19.

Instead they told her that her bill was now \$262.69 because they are charging her for April.

Consumer asked why are they charging her for April if the month isn't even over.

Then they said that because whenever she signed the contract she signed that her bill would add the charges she never paid when porting her number over.

The consumer states she did pay an amount to start services and they made her sign a paper that was in English.

She told the representative that she wouldn't sign it until she was told in Spanish what the contract said.

Never was she told anything about an increase in payments every month, she was told her bill would be \$90.66 a month.

The representative never went into depth on the contract, the translation was very short.

She spoke to another Sprint representative that states that for the February payment she never paid, but yet the consumer states that she did and they are telling her that she paid for something else.

The consumer wants to know why are they charging her before she even got the service ? they said they are charging her for April when the month hasn't even ended and now her account is inactive.

The consumer needs a clear and understanding explanation, and to be clear on contracts whenever someone Spanish speaking doesn't understand English and then lies to her about what the contract says.

CTR-415

Ticket: # 3943006 - BILLING

Date: 4/23/2020 12:10:23 PM

City/State/Zip: Bay Saint Louis, Mississippi 39520

Company Complaining About: AT&T

Description

I Have Proceeded With Regards To Ending My Mobile Phone Service With AT&T And Applied For Cellular Phone Service With Another Company. I Am Very Much In Dispute Of My Remaining Charges With AT&T There Wireless Services Are Very Unaffordable. Additionally, When My Wireless Services We're Active With AT&T I Contacted Them Several Times Every Single Month To Submit My Feedback About Recommending Lower More Affordable Wireless Plans And I Truly Tried To Select A More Affordable Wireless Plan And Unfortunately There Are None. Additionally, I Also Notice There Are Several AT&T Wireless Customers Whom Are Also Experiencing Many Issues With The Monthly Cost Of There Wireless Services. I Am Requesting For AT&T To Help Resolve This Remaining Balance I Have Associated With My Wireless Account. There Should Truly Be More Options To Remove This Remaining Balance I Spent A Lot Of Time Trying To Lower My Bill With AT&T And There Are No Options. I Have Experienced Several Issues With This Company And There Should Truly Be Some Type Of Resolution. I Remember Speaking To A Representative As There Were So Many I Spoke With When Calling AT&T. One Particular AT&T Representative Stated He Notated My Account Because I Am Truly Being Affected By These Very Difficult Economic Times With Reference To COVID-19. Everyone Is Being Affected By COVID-19 And Everyone Is Experiencing Truly Difficult Financial Hardships Due To This Pandemic.

Ticket: # 3943013 - Cox internet

Date: 4/23/2020 12:11:30 PM

City/State/Zip: Las Vegas, Nevada 89121

Company Complaining About: Cox

Description

I currently am a customer of Cox communication. My children are now doing Chromebook work at home due to covid. I called and talk to someone about possibly lowering my bill or even discounting it. It was rejected but yet the school staff are assuring me that free or reduced internet is being offered. Cox says new customers only. This is so unfair and ridiculous to treat their already customers this way. I need any help you can provide. My name is (b) (6)

Thank you 😊

Ticket: # 3943096 - Straight Talk Equipment

Date: 4/23/2020 12:41:39 PM

City/State/Zip: Allegan, Michigan 49010

Company Complaining About: Straight Talk

Description

The consumer has a phone she purchased in March with Straight Talk.

She has been having issues with her phone since she received it.

She has been on the phone with Straight Talk and they don't fix the issues that she's having with the phone.

They want her to send the phone back in order to receive another working phone.

During this time with COVID-19 going on she can't been without a phone because she has underlying conditions and its very unsafe since she is also 6 years old.

She states that Straight Talk will not give her a refund because of their 30 day policy even though she was told by more than one representative that she could since it occurred since the minute she received the phone.

The consumer states this is not a billing issue because she has auto pay.

She purchased an upgraded phone that she is to receive today.

Every time she calls Straight Talk the system checks her phone and they tell her the issue has been resolved but it has never been resolved.

She had to leave her home to find a phone to make a call because at times she wouldn't have any service.

The consumer wants to receive a refund for a phone she got from Straight Talk that did not work since the day she received it.

She understands its past 30 days, but if they would have answered her calls and actually told her that it wasn't working properly she wouldn't have gone over the 30 days.

The consumer should have been able to swap her phone out and was told she could but she had to return it first in order to get one back.

She lives at home alone and can not go without a phone, how on earth does that sound logical, shes 64 years old with underlying conditions.

CTR-415

Ticket: # 3943115 - Loss of Service

Date: 4/23/2020 12:46:16 PM

City/State/Zip: Racine, Ohio 45771

Company Complaining About: Sudden Link

Description

The service was disconnected due to non-payment.

They directed him to a website did not appear to be working.

Consumer needs to be re-connected due to the COVID-19 Virus

and the pledge to keep America Connected. Consumer tried to apply on the website but it was not functioning.

.***CTR412-phone***

Ticket: # 3943163 - Local tv station refusing waiver for network distance channels through Directv

Date: 4/23/2020 1:00:24 PM

City/State/Zip: Victoria, Texas 77905

Company Complaining About: Victoria Television Group, Victoria, Tx Kavu/morgan/murphy Media

Description

We have had a waiver since 1994. Directv dish pole blew down and cut connection. Directv installed new system. We LOST waiver. KAVU, Victoria, TX refused to approve new waiver. We can't get local channels through Directv via antenna and only access networks is via antenna with no ability to record. No cable access in our rural area so Directv does not conflict with competition. We are retired, age 70's, restricted to home due to coronavirus. Solution: KAVU re-evaluates and approves our waiver. We have called and emailed Rebecca Sarlls at Victoria Television Group but no response.

Ticket: # 3943220 - Comcast Xfinity Customer Service**Date:** 4/23/2020 1:20:54 PM**City/State/Zip:** Philadelphia, Pennsylvania 19131**Company Complaining About:** Comcast

Description

From the day my internet was set up in December 2018 it has not been anywhere near the speed it should be (literally 2 or 3 mbps download and upload). I've called off and on for months when my internet would be unbearably slow or just cut off completely. The rep would do a reset and eventually it would work ok, one rep even convinced me I should just pay for a higher speed and maybe that would help. Not until this previous Mid-March did a technician come out and determine the wiring in my apartment needed to be fixed because it was installed incorrectly before I even moved in. I was then out of internet completely for two weeks waiting to hear back when someone would come to fix it and calling over and over to speak with supervisors having to use all the data from my personal hotspot on my cell phone to work from home during this pandemic. After all of this a credit was never offered but I've gone through multiple calls submitting survey after survey in hopes of speaking with someone who at least acted like they cared to help make this experience right. Almost every customer service rep made it harder especially the last one I spoke to on 4/19 who refused to allow me to speak with a manager after waiting a week for one to call me back. Apparently, someone called, did not leave a message, never called back and put a \$40 credit on my account without explaining a thing to me. No apology for that either. She (Shirley) said my ticket was closed, she couldn't create a new one and her lead (Karen) who wouldn't speak to me said there was nothing else they could do but add up the amount of days I was without internet and give me \$33 even though I've been paying for this internet for over a year (bill increased after year 1) and have NEVER had the correct speed until this past month. On top of all of this every time I called, I had to explain again all of these issues from the beginning. The notes on my account were never accurately written because even more confusion came with each call. The most concerning part of all of this is during this crisis when having internet is so crucial and needing to make sure money is used wisely, no empathy was seen from this company.

Ticket: # 3943280 - bait and switch tactics

Date: 4/23/2020 1:33:17 PM

City/State/Zip: Sunland, California 91041-4084

Company Complaining About: Frontier Communications

Description

On 3/27/20 at approximately 10:41am I spoke with Frontier Communications concerning the increase of my Frontier bill from \$35.88 to \$50.88 for basic internet only. I explained to the representative that I was on the California Lifeline program and since the Corona Virus outbreak-quarantine I have had financial difficulties. During our conversation the representative stated that he could reduce my bill to a monthly amount of \$34.74 plus tax and gave me a confirmation number (#(b) (6)) to verify the reduction of my bill. On 4/21/20 I received my new Frontier Communications bill and it did not reflect the amount of \$34.74 plus tax as previously agreed upon on 3/27/20. On 4/21/20 I spoke with four Frontier Communications representatives and each stated that they could not honor the agreed amount that I was initially promised on 3/27/20. I'm on social security and the lifeline program and have been struggling since the Corona Virus outbreak-quarantine. It seems extremely unethical and unjust for a corporation to take advantage of a low-income elderly person by using bait and switch tactics. I am asking for this corporation to honor the monthly amount of \$34.74 plus tax as initially agreed upon.

Ticket: # 3943282 - False billing practices

Date: 4/23/2020 1:33:45 PM

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Verizon Wireless

Description

I have my main phone number and several lines all of which are to have unlimited plan associated with them. I also have a corporate discount of 20%. However I am continuously being billed at variable amounts due to overages (eg \$286 one month, \$225 another). This is not right and I feel they are capitalizing on a bad situation to take advantage of the public. Please address this.

I have tried to call Verizon wireless on multiple occasions, and have never been able to contact them-
-they state that due to Covid they have less staff, but wait times exceed 40 minutes on multiple occasions.

Ticket: # 3943319 - Service suspended post 1 late payment during pandemic

Date: 4/23/2020 1:41:08 PM

City/State/Zip: Charleston, West Virginia 25312

Company Complaining About: Sudden Link

Description

I am furloughed healthcare worker late on 1 payment. Presently on unemployment due to pandemic. Rep I talked stated nothing he could do until check received sent out 2 days ago

Ticket: # 3943335 - DETROIT NEWS STATIONS ARE CENSORING THE PRESIDENTS COVID19 PRESS CONFERENCES

Date: 4/23/2020 1:46:07 PM

City/State/Zip: Westland, Michigan 48185

Company Complaining About: Wxyz,wjbk,wdiv,wwj

Description

DETROIT NEW STATIONS WILL NO LONGER AIR THE PRESIDENTS COVID19 UPDATES BUT WILL AIR THE GOVERNORS. WE SHOULD BE ALLOWED TO SEE BOTH SO WE MAY BE FULLY INFORMED AND MAKE OUR OWN OPINIONS.

Ticket: # 3943338 - Internet Ping/Bandwidth issues**Date:** 4/23/2020 1:46:28 PM**City/State/Zip:** Milford, Connecticut 06460**Company Complaining About:** Optimum

Description

For weeks now I have had problems with my Bandwidth and ping on my internet. We have had 4 people working from home since COVID-19 started but only very recently it seems like our internet has slowed down by a lot. Also, I have had my ping spiking to 100-300ms almost all the time when trying to do anything online that strains my internet such as video streaming or playing an online multiplayer game. We have just upgraded from 100Mbps to 400Mbps but our speed hasn't changed in the slightest and I firmly believe Optimum is throttling our internet service so we all can't get the full use out of the wifi even when we are paying a lot for such poor and unreliable internet service. I have to wait until 11pm/midnight just to get some things done that I want to do during the day. My internet speed should not be changing because of the time of day that is just absolutely unacceptable and the fact that I can't use internet during my time where I am being forced to stay inside is cruel beyond belief.

Ticket: # 3943350 - SPRINT SHUT OFF EVEN THOUGH THEY SIGNED PLEDGE

Date: 4/23/2020 1:50:42 PM

City/State/Zip: Reno, Nevada 89509

Company Complaining About: Sprint

Description

Sprint shut off my services even after they signed the Keep America Connected Pledge! This is not right! I am in New York and heavily affected by COVID-19. This company does not care about me or my family. Cant call me I don't have service!! Resolution: Keep your promise of the pledge and reconnect my service!

Ticket: # 3943357 - Spectrum billing dispute

Date: 4/23/2020 1:53:43 PM

City/State/Zip: Tonawanda, New York 14150-3511

Company Complaining About: Spectrum

Description

Consumer stated Spectrum is changing the price of package plan in the middle of an Pandemic

Consumer stated they knew before hand that this was happening

Consumer service is \$49.99

Consumer received a new bill for \$59.99

Consumer wants to continue on with the \$49.99 basic service

Ticket: # 3943422 - Cox non-"Gig"ablast

Date: 4/23/2020 2:11:52 PM

City/State/Zip: Las Vegas, Nevada 89139

Company Complaining About: Cox

Description

I've been paying for gigablast speeds for over a year and nothing seems to be getting better. I understand that with the way things are right now with the pandemic that speeds may be a lot slower than usual. But this has been an ongoing issue for months now. I have all necessary equipment to run the gigablast speeds, 3.1 docsis modem with 32x8 channels, 10gig ready router. multiple calls with cox and they say nothing should be slowing me down. but yet I have never seen my speeds go over or near 700mbps. I'd say I get an average of 500mbps which is just a little over half of the 940mbps they advertise.

In attached file you can see that speed tests were done at different times of the day. I am paying \$120 a month for this "gig"ablast service and not once have I ever been able to enjoy the full speeds that I pay for.

Ticket: # 3943486 - Metro PCS COVID-19

Date: 4/23/2020 2:27:26 PM

City/State/Zip: Staten Island, New York 10306

Company Complaining About: Metropcs

Description

The consumer is having issues with Metro PCS her phone provider.

The change was made on your account, your next payment due will be \$55 on the 3rd to T-Mobile.

The consumer doesn't have T-Mobile.

She bought the phone last month and paid \$55 what it should be on the 3rd of every month for \$55 because its due the 4th.

Now they are trying to charge her more money.

On the 5th they shut off both her and her husbands phone, even though they payed yet they are telling them that they didn't pay.

So she called them and made a \$100 deposit to turn the phone back on and they never took the payment out of her account.

The consumer has lung issues, and she is currently sick and they insist on changing her contract to \$75.

He refuses to take the pin number that she was given when she was trying to figure out what was going on.

She is very upset and wants a refund for the time she is going without her phone even though she made a payment.

The date of payment is the 4th.

If they are going to be playing games with her she doesn't want the phone or anything to do with this company.

She spoke to representative named Julio or Juan.

CTR-415

Ticket: # 3943507 - Inaccurate Pricing

Date: 4/23/2020 2:35:19 PM

City/State/Zip: Louisville, Kentucky 40218

Company Complaining About: Directv

Description

I have been with AT&T for 3 years. My bill is never consistent. The latest bill during the covid-19 crisis went up \$26.00. AT&T explained a promotion ended. A promotion must end every month because my bill changes every month. Also every time it rains I lose coverage.

Ticket: # 3943577 - Billed for Whole Month Without Warning

Date: 4/23/2020 2:58:13 PM

City/State/Zip: Hanscom Afb, Ohio 01731

Company Complaining About: Spectrum

Description

I was charged a full month for 5 days of service. Spectrum gave me no warning and the disclaimer they read to me over the phone still wouldn't have given me enough information to make a decision on.

I cancelled my service well in advance of the April 9th date and hence they had sufficient time to prorate my bill. (Spectrum didn't tell me the day I called in but they have the records.) I was given no warning that I would be billed a FULL MONTH and that they were unable to prorate. They also told me their policy had recently changed - again I was not given this information over the phone when I cancelled my service. "Monthly billing" to me sounds like I'll be receiving a bill monthly and that I'm required to pay monthly -- not that I need to double check my billing dates before cancelling because they are unable to prorate.

This address is on a US Military installation - and as such - frequently has people moving in and out - especially beginning in the spring. This year, COVID did not stop us from the military moving us. FAILURE TO DISCLOSE THIS AT TIME OF CANCELLATION is taking advantage of the customer.

Spectrum's policy and failure to disclose this has cost us significantly. For 4 days of service, we had to pay \$125 PLUS internet and TV in our new location.

We are asking for a fair rate for internet service and fair warning about their policy. I would like to be refunded for the days for which I did not use.

Ticket: # 3943580 - Service/Disable/COVID-19/Termination

Date: 4/23/2020 2:59:00 PM

City/State/Zip: Utuado, Puerto Rico 00641

Company Complaining About: AT&T

Description

Consumer is having problems with AT&T. Consumer states that he is disable and he cannot get out to make a payment into his account of emergency because he is unable to move and he does not have access to his account from home. Consumer called consumer service and he asked them to make an extension into his service because of the pandemic and the order to stay. The extension that he is asking will be until the 04-29-2020. Consumer cannot mover and he is afraid of staying with no service. He has a pre-paid plan and the person who spoke to him was been disrespectful. Consumer needs Spanish assistant. Consumer works for the government in PR he gets pay the 15th and the 30th of each month.

ctr408-phone

Ticket: # 3943582 - unwanted call

Date: 4/23/2020 3:00:19 PM

City/State/Zip: Novelty, Ohio 44072

Description

Have gotten repeated calls from 1-876-361-999 from Kingston, Surrey County, Jamaica. I have since blocked the number from my phone, but wanted you to know. I have no reason to get calls from Jamaica, probably a scam over the Coronavirus. Thank you.

Ticket: # 3943590 - Comcast Billing Complaint

Date: 4/23/2020 3:03:34 PM

City/State/Zip: Cheltenham, Pennsylvania 19012

Company Complaining About: Comcast

Description

Why is Comcast/Xfinity still charging late fees in spite of the fact that they signed an FCC pledge to waive them during the pandemic? See the link below. I can't get any answers from them on phone or online chat about the late charge on my bill for phone/internet service. I am bringing this to the attention of the national media and the FCC commissioners. Comcast needs to be outed for being a greedy liar! 🙄

<https://www.fcc.gov/keep-americans-connected>

(b) (6)

Progressive Images Marketing Communications

[1467290738391_PastedImage]

African Proverbs:

The mouth of the wise is closed to those who cannot hear.

When you are playing with a dog, do not ever forget to keep a stick within reach.

Ticket: # 3943602 - Long distance overseas service shut off

Date: 4/23/2020 3:08:22 PM

City/State/Zip: Brooklyn, New York 11218

Company Complaining About: Optimum

Description

Consumer was a little in arrears on his account, however, it has been brought up to date. Consumer's international calling was suspended. Due to the COVID 19 virus it is vital the consumer be able to reach family located overseas.

CTR412-phone

There is no stated policy in the agreement that they can discontinue this service.

Due to family members being overseas it is vital that the long distance service overseas be restored.

CTR412-phone

Ticket: # 3943604 - BILLING

Date: 4/23/2020 3:08:30 PM

City/State/Zip: Orland Hills, Illinois 60487

Company Complaining About: Comcast

Description

COMCAST

OVER 18 MONTHS CONSUMER NORMAL PAY 1 MONTH BEHIND

HE WANTED TO MAKE A PAYMENT 7 DAYS AFTER THE DUE DATE AND THEY WOULDN'T ACCEPT PAYMENT.

CARRIER INFORM CONSUMER THAT 2 MONTHS OF SERVICE IS REQUIRED IN ORDER FOR CONSUMER TO CONTINUE SERVICE

CONSUMER PAID TO KEEP SERVICES ON BECAUSE HE'S WORKING FROM HOME.

IN THE PAST WHEN THE CONSUMER PAY 1 MONTH THE CARRIER ACCEPTED PAYMENT

COMCAST CHANGE PAYMENT METHOD DURING THE COVID 19 DURING A TIME WHEN FOLKS HAVE NO JOB.

additional information

consumer feels that COMCAST have BOGUS FEES Why he's paying for the following fee's

Services Fees,Broadcast TV Fee, Regional Sport Fee

Franchise Fee Federal Universal

He feel that it's illegal in the state of Illinois.

Consumer mention that he address this matter to an attorney.

Ticket: # 3943636 - Broadcasters

Date: 4/23/2020 3:20:14 PM

City/State/Zip: Roosevelt, Utah 84066

Company Complaining About: Directv

Description

The broadcast networks (ABC, CBS, NBC, CNN, FOX) are inciting mass hysteria, fear, and panic over Covid-19 due to the daily false information they are

Ticket: # 3943647 - Comcast Business ETF

Date: 4/23/2020 3:22:16 PM

City/State/Zip: Campbell, California 95011

Company Complaining About: Comcast

Description

Comcast would not waive ETF due to COVID-19. My office is closed down and I am shutting down the company. All the representatives were extremely rude and would not help. Supervisors would not call back on the days I was told and they would mention 24-72 hours, but would not call back.

Ticket: # 3943766 - Overage Charge for having to work from home

Date: 4/23/2020 3:56:18 PM

City/State/Zip: Mineral Wells, Texas 76067

Company Complaining About: Sudden Link

Description

Suddenlink is charging data overage charges during the pandemic. I have to work from home so I went over my data cap because of it. Suddenlink needs to wave these fees during this global pandemic.

Ticket: # 3943775 - Re: [FCC Complaints] Re: Reasonable Accommodation per ADA act

Date: 4/23/2020 3:59:19 PM

City/State/Zip: Rye Brook, New York 10573

Company Complaining About: Optimum

Description

This is a follow-up to your previous request (b) (6) "Reasonable Accommodation pe..."

Thank you so much. As I forewarned you, the DOJ came back to me stating that they don't have to resources to assist me. So, I'm back asking you to honor my civil rights under title 2 of the ADA. Optimum has misled you stating 24/7 chat availability. I will add their digital chat facility. In addition Patrick Drahi's Altice is a multinational entity with clearly too much media control. As I advised you before, they had previous to his purchase of Optimum communicated with me via email. Taking away this service is a violation of the ADA. Replacing it with 24/7 digital chat is insulting. The phone is never answered. Nothing to do with covid 19. I have a defective dvr i can't return. Their stores are closed. I can't communicate with them. This is absurd. Revoke their licenses to serve the U.S. public based upon their actions. Thank you. a customer of optimum since their 1st license was granted by you..... philip tunis, 23 pine ridge road, rye brook, ny 10573

Hi! I'm Allie, your Virtual Assistant. How can I help you?

i need to return a dvr. where should i send it You 15:42

Sure! You can return equipment to a store or by mail. Click below for more information:

- Find Optimum Stores
- Equipment Shipping Instructions

Allie 15:42 Optimum Store 609 Center Avenue Mamaroneck, NY Temporarily Close You 15:43 Thanks for the inquiry. I'm not certain what you need help with. Please rephrase.

Here are some related items:

- How do I find an Optimum Store?
- I want to know if there is an outage in my area
- I want to check if you provide services in an area.

Allie 15:43 all of your stores are closed. so i just have to keep paying forever? You 15:44

Sorry, I didn't get that. Please try to limit your questions to one sentence so I can better understand you.

Here are some related items:

- I want a label for returning an item.
- I made a payment and want to know when my service will be switched back on.
- My internet is not working.

Allie 15:44 your 24/7 chat is with a computer, no human beings! You 15:44 Thanks for the inquiry. I'm not certain what you need help with. Please rephrase.

Here are some related items:

- I am unable to make or receive phone calls.
- I need to know when my payment will process.

- I want information about the free Altice T10 tablet

Allie 15:44

In a message dated 12/18/2019 2:15:05 PM Eastern Standard Time, consumercomplaints@fcc.gov writes:

Ticket: # 3943862 - Spam calls

Date: 4/23/2020 4:29:43 PM

City/State/Zip: Glendale, Arizona 85308

Company Complaining About: New Orleans Louisiana

Description

So far today, between 9am - 12pm, we have received 6 calls from the SAME #(504) 888-8998. We also have received multiple calls from the SAME # for the past 2 weeks.

Ticket: # 3943911 - Fox News's Sean Hannity is dis-informing his viewers, including POTUS

Date: 4/23/2020 4:41:44 PM

City/State/Zip: San Francisco, California 94117

Description

Sean Hannity is deliberately dis-informing his viewership.

Calling the outbreak a Hoax cost many US lives because the president believes him.

His not presenting this information as opinion but as fact.

The FCC must stop this deliberate mis-use of the term NEWS. Fox does not present news but opinion. The FCC must figure out how to better regulate what these pundits can say on TV. To remain relevant to US citizens, the FCC must restore the FAIRNESS doctrine and insist that that these propaganda systems, like FOX and MSNBC be branded as such.

<https://www.theguardian.com/us-news/2020/apr/04/sean-hannity-defends-fox-news-claims-coronavirus-misinformation-hoax>

Ticket: # 3943963 - Homebridge- refused VRS

Date: 4/23/2020 5:01:22 PM

City/State/Zip: Ewa Beach, Hawaii 96706

Company Complaining About: Homebridge

Description

Consumer is Deaf and uses video relay service (VRS) to access the telephone network and 911 emergency calling.

On April 9 and 11, 2020, consumer tried to contact his mortgage servicer, Homebridge, to request mortgage relief due to the Coronavirus pandemics. The consumer was transferred multiple time and finally connected to a supervisor - who informed the consumer that the VRS interpreter was required to disclose their name - and without the VRS interpreter's name, they could not continue the call. Purple VRS had to explain the specific role of VRS and where an ID number was sufficient. Homebridge refused to accept the ID number. The consumer states that Homebridge does not appear to understand what VRS is all about. Homebridge states that its policy requires them to have the VRS interpreter's names to protect the consumer's privacy, and refuses to speak to the consumer otherwise.

Account number: (b) (6)

Homebridge
PO BOX 77404
Ewing New Jersey 08628
866-913-2951
877-309-6305 Supervisor, Jeremiah

Ticket: # 3943985 - Covid 19 service interrupted

Date: 4/23/2020 5:09:14 PM

City/State/Zip: Chino, California 91710

Company Complaining About: Frontier Communications

Description

Frontier has disconnected my service. I was in the impression that no carrier are allow to disconnect phone and internet during this pandemic. My internet was interrupted Monday April 20. The balance is 108.00 I told Frontier to please wait and the customer service said no. I am waiting for my stimulus check to come. Please help me because I don't understand if the FCC said regardless of not able to make payment that the service will stay on.

Ticket: # 3944042 - False and or misleading medical claims by World News Tonight

Date: 4/23/2020 5:41:05 PM

City/State/Zip: Stillwater, Minnesota 55082

Company Complaining About: Dish Network

Description

On the March 22nd World News Tonight. Terry Moran and David Muir engaged, on air, in the practice of medicine. They discouraged the use of HydroxyChloroquine, with misleading and or false representation of a VA study.

They failed to mention the drug combo was given late in the treatment for Covid-19 and neglected to mention that when provided early it has a very good success rate

They are not doctors, they are not licensed to give medical advice in any form and to even try to couch it under the guise of journalism

People will die because of their reporting, there will be some who will hesitate to receive this treatment early enough

Ticket: # 3944070 - Complaint about offer**Date:** 4/23/2020 5:58:21 PM**City/State/Zip:** Tampa, Florida 33612**Company Complaining About:** Spectrum

Description

I ordered internet services on 3/13/2020 with an install of 3/17/20. I was told that Spectrum was offering 2 FREE months of Internet service and waiving installation fees for households with school aged children needing internet access. I received my first bill today and called to inquire as to why I was receiving a bill with a balance due of 184.01. I called to ask why I was not receiving the offer and the recording referred me to spectrum.net/covid where I found info on the promotion again as well as the requirements to be eligible. It stated you must have not ordered the service in the past 30 days and have school aged children or a teacher in the house which I do. I ordered 3/13/20 but did not receive the service until 3/17/20 which was during the time the offer was valid. It was not stated that I had to order through a certain site or number but stated call, I have included a screen print of what was said and offered.

Teaching and Learning From Home

In addition, beginning March 16 for 60 days, Spectrum is offering households with teachers, or students in Pre-K to 12 or college, who need remote education, two free months of internet and WiFi at any service level up to 100 Mbps for new customers. To qualify, you must:

Have not subscribed to our internet services within the past 30 days AND

Have a student of qualifying age at your service address with remote education needs OR

Have a teacher with remote education needs living at the service address.

This discount will be applied as a credit for your first two months of internet services. We'll waive any installation or pre-payment fees to help you get started.

Call (855) 243-8892 to sign up for this offer.

I meet all eligibility and am requesting this offer be applied to my account. At this number the young lady first stated there was only an extension being offered to keep services on until June 13 when I pulled up the above info and read it to her she still insisted I was not eligible. I explained that according to the information provided I should be.

Ticket: # 3944094 - Comcast is misleading customers

Date: 4/23/2020 6:08:32 PM

City/State/Zip: Santa Rosa, California 95405

Company Complaining About: Comcast

Description

Comcast is stating they will not disconnect services to their customers as part of the Coronavirus virus. However, I was told that cable tv was not considered "essential" service so they would disconnect customers who had a past due payment. Watching news is essential to keeping up to date on coronavirus updates, rules, and other information. You can't watch tv without cable, direct tv, or other services. Antennas won't work. In my state of California I found out on tv that my county was now requiring masks. If I didn't have tv I would not have known this information and could be fined or imprisoned. During this time of crisis I would like you to require Comcast to maintain cable services to customers. I have enclosed a letter I sent.

Ticket: # 3944134 - Really IRATE @ repeated call from this so-called 'company'

Date: 4/23/2020 6:18:09 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Baltimore Md

Description

This is ridiculous, I have asked this company to stop calling me now for the 15th time, maybe more. They will not put me on there do not call list, actually call me more when I ask him to stop, and either cussed me out when I asked him about there do not call list or they will just hang up loudly in my ear. I must keep my phone on 24 Dash seven Dash 365 as I work in emergency services, especially now with coronavirus. I do not know what else to do, yet this number keeps calling me repeatedly starting at 6 AM sometimes all the way throughout 11:30 PM. I thought this kind of thing was supposed to stop, not to get worse?!?!

Ticket: # 3944150 - False advertising/misrepresentation of Coronavirus response

Date: 4/23/2020 6:24:22 PM

City/State/Zip: Santa Rosa, California 95405

Company Complaining About: Verizon Wireless

Description

My service was disconnected despite Verizon's claim that they will not disconnect customers' service due to the Coronavirus. The representative said that wasn't true and insisted I gave her a payment. I spoke to another representative who said you had to qualify for the program. She ended up hanging up on me. I spoke to a manager who did schedule a payment. He said that Verizon's Coronavirus no disconnection policy was to allow people to call you but that you couldn't call out on your phone. Please make Verizon honor their no disconnection policy they have publicized.

Ticket: # 3944244 - Disconnected Service in Brooklyn April 23rd

Date: 4/23/2020 7:06:26 PM

City/State/Zip: Brooklyn, New York 11215

Company Complaining About: Verizon

Description

My service was disconnected despite the pledge not to shut down services in New York City. In the evening on April 23rd. Completely out of nowhere.

It is insane. Without prior notices or anything. In the middle of the pandemic.

Ticket: # 3944279 - Phone & internet issues

Date: 4/23/2020 7:39:50 PM

City/State/Zip: Vega Alta, Puerto Rico 00692

Company Complaining About: Claro

Description

Several times i have contacted Claro to report issues with the internet & phone and yet i haven't been able to solve the issue. For most part of the contract the phone hasn't work and the internet has been confronting issues. In this month i haven't had internet the whole month, i have tried contacting several times technical service and yet no resolution. I was able to contact someone today to cancel then the contract they advise this can only be done in an office, right now due to the covid-19 no offices are open and they are still charging me monthly service fee for an inefficient service. The employee hung up on me. I want to cancel the contract but i don't want to be penalized for their negligence. My work depends on the internet service. I know other persons that have been able to cancel the service without going to an office.

Ticket: # 3944303 - poor cell phone service

Date: 4/23/2020 8:06:12 PM

City/State/Zip: Coal Dale, Colorado 81222

Company Complaining About: AT&T

Description

Cellphone service provided by AT&T is so poor that we were unable to complete a teleconference for health care during our COVID 19 stay-at-home period.

Ticket: # 3944306 - ATT is refusing to fix the cell tower

Date: 4/23/2020 8:08:03 PM

City/State/Zip: Jacksonville, Florida 32207

Company Complaining About: AT&T

Description

The cell tower at Caljon Road in Jacksonville, FL 32207 has not been working for 4 days. I have two accounts on 3 cell phones and all do not have service. Sometimes ATT says the problem is the cell tower and sometimes they say the tower is fixed. In any case, we still don't have service in our area. The ATT service representatives are very difficult to access to make outage reports and the website is frequently wrong. Their website forces me to install the ATT app to chat with tech support for cell service (and without cell service I had to go out (COVID -19) to obtain a signal to download the app. The agents are argumentative causing me to file this report to get service. Please contact ATT and demand the repair. Thank you!

Ticket: # 3944353 - Price Gouging by Spectrum

Date: 4/23/2020 8:54:41 PM

City/State/Zip: Raleigh, North Carolina 27613

Company Complaining About: Spectrum

Description

As soon as the COVID crisis struck, Spectrum increased the cost of internet from 49.99 to 59.99 which they falsely claim as a "promotional discount" even though it is a price increase. They also falsely claim "bundled services" when we are receiving only one service. Everyone in the neighborhood has been price gouged in this same way and we have no other provider in the area we could switch to.

Ticket: # 3944364 - At&t exagerating data usage

Date: 4/23/2020 9:17:49 PM

City/State/Zip: Nampa, Idaho 83686

Company Complaining About: AT&T

Description

I have a unique data plan in which I receive 46 gigabytes of data per month. Using my phone as a wifi hotspot my data plan is essentially my home internet. In the past If I had spent 4+ hours per day of 360 or 480 video quality I barely would use 25 - 30 gigabytes of data per month. The last week starting April 16th I have somehow been using almost 1 gigabyte per day. I have actually been very busy during this pandemic mainly working on my parents ranch 3 or 4 days per week. I stay overnight at their house using their wifi - not my data plan. And I have been watching videos at either 240 or 360 video quality. I do not download or listen to music. I do not play video games or watch porn. Yet, somehow according the At&t I am using almost 1 gigabyte per day of data! I am NOT embellishing my story. Something is going on with At&t. They are charging me \$15 per day of going over my data plan - which is 46 gigabytes per month. In fact, according to At&t I reached 46 gigabytes a little after April 15th. That's over 2 gigabytes per day! There have been times in the past I have binge watched netflix for 6 hours/day, 5 days/week and barely reached 30 gigabytes in 1 month. And yet 3 to 4 days per week I am using my parents wifi and somehow I used 46 gigabytes in 15 days? As of now, April 23rd, I have been charged over \$100 for data overage. I have contacted At&t in the past about sudden abnormal usage and they do not help. I am pretty sure they will not help now.

Ticket: # 3944385 - Packet Loss - Contacted Numerous Times

Date: 4/23/2020 9:38:51 PM

City/State/Zip: Oceanside, California 92058

Company Complaining About: Cox

Description

I have contacted Cox Communications numerous times about an inconsistent internet speed and packet loss that is occurring all throughout the day and it is difficult to do anything when we are paying so much for our service. They asked me if we have an old router but I just updated it and never had this issue before COVID-19 and stay-at-home orders were implemented. They know about this and tell us to "reset our router" and "reset our modem" and if that doesn't work, oh well! Please fix this issue sometime soon.

Ticket: # 3944412 - Suddenlink Bilk Suddenly Higher

Date: 4/23/2020 10:02:10 PM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

I got an email earlier today about getting a billing statement from Suddenlink. When I checked it, I was shocked to see that the amount due was \$254. Our bill was initially only \$50 a month, and we received no warning that the billing amount was increasing. Even considering missing a bill payment, our bill would still be over \$50 higher than it was. As I only work part time, I would have a lot of trouble keeping up with the payments, especially with COVID-19. In addition, our service has continuously been spotty. Our internet routinely stops working without reason.

Ticket: # 3944443 - Optimum/Altice

Date: 4/23/2020 10:42:39 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

Problems due to COVID19 are understandable but this has been taken to the extreme. Despite numerous promises to improve internet speed, Optimum has not pulled through. I have 4 children on distance learning due to the virus, and I myself am teaching classes remotely. My students are complaining about my online classes because my internet is so slow it gets interrupted so often. I've called and called and despite all the promises in the world, Optimum continues to do nothing. Please help.

Ticket: # 3944458 - Calls after 9PM

Date: 4/23/2020 11:03:10 PM

City/State/Zip: North Augusta, South Carolina 29860

Company Complaining About: Wireless Caller

Description

Received call from 3108769852 10:52pm 4/23/2020

Recording said it is an AI and asks if you are concerned about my investments during Covid19
on 4/21/2020 4:48pm same number but within normal business hours

Ticket: # 3944521 - Disconnect

Date: 4/24/2020 5:06:53 AM

City/State/Zip: Las Vegas, Nevada 89121

Company Complaining About: Comcast

Description

Cox is falsely advertising that they joined the " keep America connected " initiative and wouldn't be doing disconnection during covid-19 however they disconnected me today so not my kids can't do they're school work. That false advertising and had I known they were still doing disconnection I would have not paid rent. Worst part is I'm a single mom of 3 special needs children who require school and now don't have access for to

Ticket: # 3944549 - Threat to national health and safety

Date: 4/24/2020 7:53:39 AM

City/State/Zip: Bakersfield, California 93303

Description

Fox News Network and numerous hosts/commentator continually broadcast information that is either false and/or biased in manners that place their viewers' health at risk, including ridiculing and/or minimizing the coronavirus pandemic effects and airing unfettered claims by President Donald J Trump that may place the national health at risk. Fox News Network, including anchors/hosts Tucker Carlson, Laura Ingraham, Sean Hannity, Tammy Bruce, Tomi Lahren, William Bret Baier, Maria Bartiromo, Heather Star Childers and Geraldo Rivera should be held to account and be required to correct misinformation that may threaten the health and safety of Fox News Network viewers and their families.

Ticket: # 3944565 - COVID2019 false info

Date: 4/24/2020 8:17:42 AM

City/State/Zip: Winston-salem, North Carolina 27104

Description

I am distressed that networks are broadcasting unsafe information regarding COVID2019 which can result in death if listeners follow the unscientific suggestions voiced by politicians, talk show hosts, faux experts. Since so much is unknown at this time, only scientific facts should be allowed such as from NIH or CDC.

Ticket: # 3944575 - Raising my bill during a pandemic crisis

Date: 4/24/2020 8:36:45 AM

City/State/Zip: Jarrell, Texas 76537

Company Complaining About: Sudden Link

Description

Suddenlink raised my bill from 61.33 to 93.41 for no reason during this difficult time. I called and was told that they are working on something to help at this time, but couldn't give me a date. They are taking advantage of people's need for internet right now. It is shameful. Please help. Thanks

Ticket: # 3944640 - Verizon Fios

Date: 4/24/2020 9:17:38 AM

City/State/Zip: Bronx, New York 10473

Company Complaining About: Verizon

Description

(b) (6) We have received this Ticket. In response I have spoken to a verizon representative. The conversation we has was about keeping the bill under \$200.00 a month and Lifeline would be added to the actual bill as a discount, based upon our low income and senior citizen having a fixed income any , reductions would help especially since the COVID-19 . However It would help to have regulatory rates implemented for verizon to offer their customers. ridiculous, charges from set top boxes, to programing fee's Broadcasting fee's taxes. after you are told what you will pay, then those other fee's apply. If we can receive the channels we want and service, there should be a set fee in place for us not to pay a very high price . However in the past no one ever contacted us in the past based upon our service and what package we were receiving that we could pay less. It was always a promotion the speak of then rates go up after two years. And we always spoke to a person from another country regarding our bill. We received a recent bill. Why isn't their Representatives in the USA to take calls. And We hope third party companies won't receive our phone number and have all sorts of Robocalls. If all Agreed we can come back to verizion.

Ticket: # 3944662 - Frequent, repeated unwanted calls

Date: 4/24/2020 9:25:54 AM

City/State/Zip: Philadelphia, Pennsylvania 19106

Description

Continual calls to an Urgent Care center in Philadelphia., only beeps repeatedly when picked up. Consider how disruptive it is during our current pandemic. I see multiple complaints have already been filed against this number. Please pursue some kind of action to put this issue to rest quickly so we can focus on helping our community during this difficult time. Thank you in advance for your help in this matter.

Ticket: # 3944666 - Availability/Billing during Covid-Pandemic

Date: 4/24/2020 9:33:41 AM

City/State/Zip: Lancaster, Pennsylvania 17603

Company Complaining About: Comcast

Description

Consumer has her card on file with Comcast

Consumer said she woke up this morning to her service being shut off

Consumer said they shut off her TV and cut her internet speed in half

Consumer said she has been behind a month

Consumer is trying her best to pay, but she is without work due to the Pandemic

Consumer was told by a Comcast rep that now that she is being a 2 months, they cannot help her

Consumer was told by the rep that leaving her service on during the Covid-Pandemic would hurt them more than the consumer

Consumer said she spoke to a rep in March and he told her he could give her 10 days to pay the bill and she told him she didn't need 10 days, but if she needed them 10 days she could call back in and get them

Consumer told the rep that and she said there was no record of him saying that

Consumer then told her to listen to the recording, because all calls are recorded

Consumer was told she needs to pay \$278.00 before May 1st and if she didn't pay it before the first she would have to pay the whole amount of \$628.48 to get her services restored

Consumer just wants her service turned back on ASAP and work with her until next week, until she can pay her bill

CTR402

Ticket: # 3944723 - Lack of Internet Service - Despite Coverage on FCC Fixed Broadband Deployment Map

Date: 4/24/2020 10:11:30 AM

City/State/Zip: Perkiomenville, Pennsylvania 18074

Company Complaining About: Verizon

Description

My address is currently located within Verizon's coverage on the FCC Fixed Broadband Deployment Map and there is a Verizon Franchise Agreement on file with my township, New Hanover, Montgomery County, PA stating Verizon will provide service to my house by 2015. Verizon has refused to provide service stating they will not provide service outside their territory and in another independent incumbent local exchange carrier (ILEC's) territory. However, on the FCC Fixed Broadband Deployment Map my address is clearly in Verizon's territory. Given this pandemic it is even more important that residents can rely upon the FCC to advocate for residents and ensure that franchise providers are meeting the needs of the their designated area. Providing service to us is necessary for us to be able to earn a living and educate our two school age children.

Ticket: # 3944787 - Continued-Internet Throttling, IllegalBilling Attempts minimal to no service, harrasment and planned data interruption and resending scheme

Date: 4/24/2020 10:40:54 AM

City/State/Zip: Morriston, Florida 32668

Company Complaining About: Hughes Net

Description

Continued-Internet Throttling, Illegal Billing Attempts minimal to no service, harassment and planned data interruption and having re-sending scheme to force over data usage and metering Illegally. Since report has gotten worse and this has been going on since we signed up for the service. This is an Illegal bait and switch service to get customers to pay for throttled services. Day hours absolutely throttled and slowed to a stop. Please see more speed tests from the beginning of last month. Service runs below 1 Megabyte at 0.25. Listen service agreement states 25 Megabytes / second. 1/625 of a Megabyte is what we get since sign up. All of this on purpose during the COVID-19 Scare to interfere and try to get people to pay more money for the same non-functional system. Company boldly tries to stop service in the middle of an FCC Complaint and has no respect for the authorities, customers, and regulations and or lack thereof when it comes to them. The company along with others is taking full advantage of customers since Net-Neutrality was removed, is spitting in the face of customers and regulators. They should be fined heavily for this Illegal behavior until they learn their lesson. If the service cannot be any faster we should not have to pay for it.

Ticket: # 3944814 - Comcast Billing Issues

Date: 4/24/2020 10:57:29 AM

City/State/Zip: Middlefield, Connecticut 06455-1062

Company Complaining About: Comcast

Description

She is calling about Comcast.

She has the bundle package.

They raise her bill.

Her bill was \$150.00.

March and April bill is \$191.81.

She would like to know why her bill is going up.

She is unable to contact Comcast because of this COVID-19.

She has been to the office and they cannot help her.

Only can make payments there nothing else.

CTR414-phone

Ticket: # 3944886 - Broadstar Internet Company disconnected Service**Date:** 4/24/2020 11:23:10 AM**City/State/Zip:** Sunrise, Florida 33323**Company Complaining About:** Broadstar

Description

BroadStar suspended/Disconnected my Internet Service on April 23,2017 due to lack of partial payment that was due on April 15,2020 as a payment arrangement. I was informed no disconnection would take place no matter what due to COVID-19. We are locked into Broadstar Service at this complex and cannot take advantage of the free 2 month Internet program by Comcast or AT&T Access program in this time of need for my Son's e-learning program at Sawgrass Elementary. I have lost income earning due to COVID-19 and struggling to make essential payments. The company would not turn back on the Internet until I borrowed money to make the half payment yesterday and the remaining balance is due on April 3,2020. I was not given any notice that my services were going to be suspended and have no way of receiving aid for a \$68/month payment that is absolutely needed for Distance learning for my Son in Grade 1.....

Ticket: # 3944903 - Refusal to communicate

Date: 4/24/2020 11:28:00 AM

City/State/Zip: Celina, Texas 75009

Company Complaining About: Sudden Link

Description

We have 3 children who are home and on elearning platforms due to COVID-19 and Suddenlink has refused to communicate updates about our service being transferred to our new home. Despite repeated confirmation and requests, their outright refusal to be communicative is affecting my children's inability to continue class work and complete assignments. They do not seem to care about providing any service to anyone

Ticket: # 3944904 - Another Price Increase from Charter Spectrum /Covid-19

Date: 4/24/2020 11:28:14 AM

City/State/Zip: Rensselaer, New York 21244

Company Complaining About: Charter

Description

Stated that Charter is raising their prices, with no notification and stated that Charter is raising rates at a time that people are working from home/during the Pandemic. He stated that this is gouging during a crisis.

He stated that he attempted to call Charter to discuss this issue. However, he was placed on hold for a very long time and then the phone disconnected. He stated that no one appears to be answering the customer service lines during the Covid-19 or the wait times are totally unacceptable.

Ticket: # 3944929 - Unwanted call

Date: 4/24/2020 11:34:35 AM

City/State/Zip: Modesto, California 95355

Description

Call from a supposed Student Loan Forgiveness company. I have not applied for any and as far as I know currently all student loans are currently suspended due to Covid-19. No reason for them to be calling me especially multiple times at once. Got 6 call within minutes of each other.

Ticket: # 3945025 - Hardly ever get internet speed I am paying for

Date: 4/24/2020 12:02:34 PM

City/State/Zip: Rotonda West, Florida 33947

Company Complaining About: Comcast

Description

1. Paying for 100 MBPS Internet
 2. Was getting that for probably a month or two, when I stopped checking.
 3. Sometime after that, I checked multiple times and speeds vary anywhere between 35 and 75ish (MBPS); leaning more towards lower speeds in the 60 MPS area.
 4. I have my own Xfinity approved Modem which is remotely provisioned by them.
 5. I called them and they are "unable to do anything until the COVID 19 stay at home is lifted"...
- Please note 3 days ago I saw a comcast truck at neighbors and in fact my GF had similar issues (15 miles away) and they had both a technician and his supervisor there trying to figure it out. So why the excuse when in fact they are doing troubleshooting ?
6. They do not have my modem router provisioned correctly OR there is an issue on my house drop or on the trunk which they can troubleshoot.
 7. I am an engineer for 35years and know this is a line of crap by xfinity.
 8. Their tariffs should be reviewed and suspended based on their lack of customer service and potential fraud in arbitrarily reprovisioning modems to slow down. This is ongoing for MONTHS!

Ticket: # 3945069 - Price Increase

Date: 4/24/2020 12:13:00 PM

City/State/Zip: Hannibal, New York 13074-2205

Company Complaining About: Spectrum

Description

As noted above my issue is a price increase during a pandemic when people are out of work, children need the internet to connect with teachers. I bundle my services so I supposedly had a discounted rate. When my bill was raised in my October 2019 bill I was told at that time there was no discounts available, so why am I getting an increase? Would like an answer.

Ticket: # 3945074 - Trump Advocates Behavior That Will Kill Americans

Date: 4/24/2020 12:13:44 PM

City/State/Zip: Redlands, California 92374

Company Complaining About: Frontier Communications

Description

On April 23, 2020, during the President's daily coronavirus briefing, President Trump advocated that people should insert germ killing lights into their bodies and inject disinfectants into their bodies. These statements are irresponsible, and will lead some innocent Americans to believe these statements as valid health advice, resulting in great bodily harm and/or death. The President's false statements that hydrochloroquine is proven to be an effective treatment have already cost Americans their lives. Please stop the President from speaking at these health briefings before more lives are lost.

Ticket: # 3945165 - Spectrum Billing

Date: 4/24/2020 12:38:52 PM

City/State/Zip: Cameron, North Carolina 28326

Company Complaining About: Spectrum

Description

The consumer has an account with Spectrum whom she has Internet, Spectrum Voice and Cable with them.

Whenever COVID-19 started both her and her husband were unemployed so they starting planning ahead and called Spectrum to get rid of her cable services with them to cut some expenses.

On March 28th they canceled their TV service and was told to just return the equipment and they're next bill would be \$79.00 instead of the \$236.00.

Now the consumer just received a bill in the mail for \$236 instead of the \$79 that she was told she would receive.

She called them and they told her that because it was 4 days into the cycle she must pay the full month.

She did return the equipment and they did receive it.

She shouldn't be billed because she called and they told her they wouldn't bill her and she didn't even have the equipment those 4 days in the cycle because it was already being shipped back to them.

The consumer would like a credit or refund for the amount she was billed for TV services she never received because she didn't have the proper equipment to receive the services.

CTR-415

Ticket: # 3945259 - We received an unwanted political call

Date: 4/24/2020 1:06:25 PM

City/State/Zip: Hampden, Maine 04444

Company Complaining About: Maine Gop

Description

The Maine GOP just called us and ran a pre-recorded message about COVID-19 tips

Ticket: # 3945324 - Lack of Service

Date: 4/24/2020 1:22:50 PM

City/State/Zip: Tupelo, Mississippi 38804

Company Complaining About: Comcast

Description

Consumer works at home and needs her internet in order to do the telework.

Due to the COVID 19 Virus they are not supposed to terminate service.

Consumer needs the service on so that she can continue working at home. ***CTR412-phone***

Ticket: # 3945376 - Boost Mobile cutoff

Date: 4/24/2020 1:44:32 PM

City/State/Zip: N Little Rock, Arkansas 72117

Company Complaining About: Boost Mobile

Description

Consumer says Boost Mobile cut him off on 4/23/20

Consumer called Boost Mobile and was told that he was not eligible for the Keep America Connected program

Consumer says he asked how to be eligible and was told to contact the FCC

Consumer asked for an extension on 4/21/20 and was told that Boost Mobile does not do extensions but that he would be covered thru covid-19 crisis

CTR407-phone

Ticket: # 3945445 - Unsolicited multiple marketing calls a day from the same number

Date: 4/24/2020 2:04:21 PM

City/State/Zip: Tampa, Florida 33624-1183

Company Complaining About: Scam Likely

Description

(863)260-7341 keeps calling multiple times daily and it appears to be a marketing call about consumers and COVID 19 (could be a scam) and you can not call the number. Would like to find out who the call is actually coming from and how to stop them. I have blocked the number, but they are still leaving a multitude of messages daily. My phone number is also on the DNC list.

Ticket: # 3945447 - Spectrum raises price when there is no alternative

Date: 4/24/2020 2:04:46 PM

City/State/Zip: Kew Gardens, New York 11415-2815

Company Complaining About: Spectrum

Description

Spectrum just socked us with a \$10/mo, COVID-19 bill increase while proclaiming their understanding for the difficult economic conditions. We have been loyal customers for many years with never a late payment. Through government actions the income that we received from bank CD's has virtually disappeared. My wife and I are both approaching our 80's and now we must rely almost entirely on Social Security and small Navy pension. We are forced to examine all expenses for maximum value and we find that Verizon FIOS guaranteed 100 mbps service, is available for \$34.99/mo to retired military members (\$5.00 discount off the regular price). This is a 33% speed improvement over what we now get with Spectrum at their new higher price of \$59.99/mo.

Spectrum hit us with this higher bill just when Verizon announced that they will not be doing new installs until November. We sent a letter (US Post) to the Spectrum president Thomas M. Rutledge expressing our displeasure for this exploitative action but neither he nor his minions saw fit to reply.

We would like to keep the \$49.99/mo rate until we are able to get service from another provider should that be necessary.

Ticket: # 3945510 - Phone Access/Account and Order (ATT)

Date: 4/24/2020 2:23:56 PM

City/State/Zip: New York, New York 10010

Company Complaining About: AT&T

Description

I have spent 12 hours on the phone in contact with about 30 different people all while losing 2 full days of work- not one person at ATT was able to help in anyway shape or form for about 50 hours combined wasted time. My phone randomly broke and I have no access to use it as the screen is completely black/yellow; therefore I cannot make calls or receive messages or do anything for that matter. Days and days have gone by where they refuse to let me access my account by confirming information (they only let me confirm via phone call/text) but I cannot get that as my phone is broken- I offered my social, address, pin, and any personal information they have on file. Finally, I canceled my ATT account and opened a new one after 4 days- with this I placed an order for a new phone(new account number and new phone number). 24 hours later ATT emails saying the order was canceled because I did not accept the terms and conditions (meanwhile I very much so did- this was confirmed on the phone with ATT agent and confirmed in pictures attached here). So my order was canceled, for no reason and no one at ATT could tell me why or how this happened- I was never notified before the cancellation email. I am here now 5 days later at square one, with no phone or help during a global pandemic- they are now trying to locate my new information and cannot seem to figure that out either(I have been hung up on about 10 times in the past week). ATT agents actually told me to go out in New York City (where I live) during COVID-19 to go to a store to solve this. I am currently still in process of trying to get this figured out but have not been able to do so with any of the people I have spoken to(even today)-and this is by no means acceptable in terms of what I was told to do, how the situation has been going, my current status, and the wasted time and money I have spent.

[Ticket: # 3945612 - Trump COVID remarks on 4/23/20](#)

Date: 4/24/2020 2:58:47 PM

City/State/Zip: Bozeman, Montana 59715

Description

Trump suggested that disinfectants used internally might be beneficial to combat the coronavirus in the body. He is the president of the USA and now says he was being sarcastic. He was NOT. And in his office he doesn't have the opportunity to be sarcastic in this crisis situation. Stop airing him on TV crisis briefings.

Ticket: # 3945717 - dispute declined with verizon

Date: 4/24/2020 3:30:58 PM

City/State/Zip: Portsmouth, Virginia 23703

Company Complaining About: Verizon Wireless

Description

On april the 6th 600 dollars was taken from me. I wasnt supposed to pay my bill until that next week because i told the agent i was affected by covid 19. So i asked for a refund and was given a confirmation number. A few days later i call to check on my refund they told me that it was declined and to go through my bank. So i disputed with the bank for 7 to 10 business days and they told me that i had to call verizon back. So i filed another dispute with verizon and now i have to wait another 7 days.

Ticket: # 3945774 - Spoofed

Date: 4/24/2020 3:46:12 PM

City/State/Zip: The Villages, Florida 32162

Description

COVID-19 calls are coming in at a rate of 6 calls every 1-2 hours. I hang up on the call, then call the number back. I get either a live voice or a recording from a solicitation call from an insurance company. Here are 3 of the numbers.

215-273-3986

215-995-2712

215-774-6994

Ticket: # 3945889 - Stop 5G installations across the country, very dangerous for people and pets!

Date: 4/24/2020 4:26:43 PM

City/State/Zip: Nesconset, New York 11767

Company Complaining About: AT&T

Description

I was told by mobile carrier that I needed to contact our LOCAL POLITICIANS and FCC to STOP 5G Cell Tower Installations. My neighbor who works for a major cell phone carrier put it this way, FAMILIES WILL BE COOKING SLOWLY LIKE A MICROWAVE IN THEIR OWN HOMES! THE RF RADIATION COULD BE REALLY REALLY REALLY ETC BAD... HIGH COMING INTO YOUR HOUSE! 1G, 2G, 3G and 4G use between 1 to 5 gigahertz frequency. 5G uses between 24 to 90 gigahertz frequency. Within the RF Radiation portion of the electromagnetic spectrum, the higher the frequency the more dangerous it is to living organisms.

IN ADDITION, EACH MOBILE CARRIER WILL INSTALL THEIR OWN 5G CELL TOWER. SO THAT COULD MEAN SINCE WE HAVE FIVE OR MORE CELL COMPANIES, YOU MIGHT HAVE 5 IN ONE NEIGHBORHOOD. SOOOOOOO SCARY! 24 to 90 gigahertz frequency TIMES that by 5, YIKES! This FILM RECEIVED FIVE BEST DOCUMENTARY AWARDS! BASED ON ACTUAL RESEARCH FROM EXPERTS! Watch now: Take Back Your Power 2017 >

<https://www.takebackyourpower.net/> Worth the WATCH/ RESEARCH!

THIS WOULD BE THE NEXT BIGGEST SILENT KILLER IN THE FORM OF CANCER, AUTISM, STERILIZATION, HEART PROBLEMS, DIABETES, ALZHEIMER, FLU LIKE SYMPTOMS (LIKE THE #CORONAVIRUS Hmmm!), AND LET US NOT FORGET SURVEILLANCE AND MUCH MORE...SCARY!!!

Ticket: # 3945955 - SuddenLink Billing

Date: 4/24/2020 4:48:51 PM

City/State/Zip: Mineola, Texas 75773

Company Complaining About: Sudden Link

Description

The consumer has Internet and Cable services with Sudden link.

The consumer states he paid his February bill and then he got his March bill which he wasn't able to pay the bill so April 9th they shut his service off.

The consumer is disabled and he was spending more money on other necessities like food and toilet paper because everybody was hoarding items.

He states that his bill also kept being increased for a reason he doesn't know of.

No he owes a bill for March but now they are charging him a full month of April and they are changing him for May too.

Whenever he calls Sudden link about the issue, Joe a representative said that that's the way they do things and that it.

His bill should only be \$187 and now its \$500 and something dollar.

The consumer knows that Sudden Link should be keeping their customers connected because of COVID-19 and the pledge that was signed.

The consumer should not be billed for service he is not receiving.

The consumer would like his bill adjusted to the correct amount, and he shouldn't have had his services shut off.

CTR-415

Ticket: # 3945996 - HughesNet complaint

Date: 4/24/2020 5:08:18 PM

City/State/Zip: Casco, Wisconsin 54205

Company Complaining About: Hughes Net

Description

We have had difficulties with slow/unreliable service since we started using this company. We have made repeated calls. Now with the COVID-19 issues, we have NO service. A customer service rep on the 30th of March suggested that we needed to increase our "unlimited" plan up to 30 gigs of HIGH SPEED instead of 20 so we wouldn't get throttled so quickly. I authorized that but we still have NO SERVICE. April 1st our account balance was supposed to start over with the additional amount. We have less than 1 Mbps per minute. On April 3rd, I took screen shots throughout the day showing from 715 kbps to 917 kbps ALL the way up to 2.1 Mbps at one point! Not one website works at that speed. I am unable to do any type of continuing education to take advantage of this time. We are unable to do any work or even to file for Unemployment compensation via the internet. I have attempted to call (4 different numbers) repeatedly. After automated system explains issues due to COVID-19 and says that there may be wait times in excess of 20 minutes, it verifies my info and then says it has found my account, at which point it says "Sorry, we are unable to take your call at this time, please try again later" and hangs up on me. This leads me to believe that my account has been flagged or blocked somehow. Then I have attempted 4 separate emails which they have not responded to. I looked at their Facebook page and apparently a lot of other customers are also experiencing these same issues. I have had to get another service in order to do anything internet related. I realize it is a difficult time for everyone, but if they can't provide ANY level of service to your customers, then may I suggest they stop charging them for what they are unable to provide? Other services are increasing their level of service at no charge due to the need for internet service for homeschooling and business, etc. and the one that we replaced HughesNet with seems to be working just fine!

Now we have finally been able to reach a representative at HughesNet and closed our account. They have said we have not fulfilled our 2 year contract and they will charge us \$300. Then they offered a \$100 discount BUT I refused as they are the ones who failed to provide service and broke the contract. Now they have charged our account \$295.

They need to remove all charges from our credit card and send the box they promised over a week ago so we can return their equipment so we don't get charged \$400 for the parts we are no longer using. They NEED to respond to customer complaints and resolve the issues with their company. They NEED to provide the service that customers have paid for! There is a ton of info from other customers who have ALL experienced the SAME difficulties that we have had. Facebook groups have been set up to start a class-action lawsuit against HughesNet.

Ticket: # 3946134 - COX INTERNET

Date: 4/24/2020 6:13:00 PM

City/State/Zip: Tucson, Arizona 85706

Company Complaining About: Cox

Description

I have been struggling A LOT with my ISP which is COX. There has been horrible latency spikes and a lot of packet loss. From what i read online i'm not the only one in the Tucson/ Arizona area having these problems. It's embarrassing how i'm paying to get 1gb of internet speeds while cox is only providing up tp 200mbps. This isn't something that started to happen because of the corona virus it goes way back to around 3-4 months. Ive been reading a lot about node split and hoping to get this issue resolved ASAP!

Ticket: # 3946152 - FOX NEWS COMPLAINT

Date: 4/24/2020 6:20:05 PM

City/State/Zip: Bronx, New York 10472

Description

For over 9 days, from April 11 to April 20, Fox News hosts, Laura Ingraham, Sean Hannity, and Tucker Carlson encouraged the use of hydroxychloroquine as a treatment for COVID-19. It was mentioned on the network 87 times. They are not doctors and should not be promoting the use of pharmaceutical that was not approved by medical professionals. They instead took Trump's talking points and put the lives of millions of Americans at risk. Sanction FOX NEWS!

Ticket: # 3946158 - Suddenlink Internet

Date: 4/24/2020 6:21:03 PM

City/State/Zip: Kingwood, Texas 77345

Company Complaining About: Sudden Link

Description

Suddenlink is the internet provider for zip code 77345. I am paying for 1Gbps bandwidth and am getting 200Mbps AT BEST whether I'm wireless 5G or direct LAN connected to the router. They have been overcharging me since October 2019 and have not resolved the issue. They are using the Covid issue as an excuse to overcharge customers and not resolve issues.

There is no competition for them in my area, they have a monopoly.

Ticket: # 3946167 - URGENT: DENIAL OF PHONE SERVICE TO DEAF - MEDICAL EMERGENCY ISSUES

Date: 4/24/2020 6:23:46 PM

City/State/Zip: Battle Creek, Michigan 49017

Company Complaining About: AT&T

Description

Moved to (b) (6). AT&T has refused service to Deaf during CoronaVirus Crisis. No way to call for Medical Help. Have TTY/Relay call on Paper 4 feet long. Please, rush assistance. TEXT PHONE ONLY(CELL) (b) (6)

Ticket: # 3946223 - Unwanted Text Messages

Date: 4/24/2020 7:02:56 PM

City/State/Zip: Dallas, Texas 75228

Description

Unwanted advertisements for pseudo science COVID-19 cures and MAGA merch.

Ticket: # 3946230 - Fraud and continued billing for services I cancelled

Date: 4/24/2020 7:09:53 PM

City/State/Zip: Henrico, Virginia 23233

Company Complaining About: Verizon

Description

On April 21st, I cancelled my TV service with Verizon. I kept my internet service, which was to be upgraded for a higher speed. I was sent an email link to confirm my transaction, which was for \$-29, as I was supposed to be credited for service I had already paid for. Three days later, they said my TV service was still active and they could not cancel it due to COVID. They then would not provide me the same \$-29 bill that was on their website, and said I was provided the wrong information and there is no record. They are intentionally delaying cancelling this service so they can continue charging me and using COVID as an excuse. They need to cancel my TV service, and credit me for service charged after April 21.

Ticket: # 3946232 - Disconnection Notices Continuing Despite Pledge

Date: 4/24/2020 7:10:12 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: Cox

Description

Cox continues to send out disconnection notices, make collection calls, and not notify customers that they have pledged with the FCC to not disconnect anyone during the pandemic. Even their app shows "to avoid disconnection" next to past due balances.

Ticket: # 3946253 - Tv programming

Date: 4/24/2020 7:27:25 PM

City/State/Zip: Rockland, Massachusetts 02370-2340

Company Complaining About: Wcvb Tv

Description

I am being denied coverage of pres.Trump's coronavirus updates, during a national emergency! I use an antenna, 5.2 wcvb only covers some news, then cut off the pres. ! ! !

Ticket: # 3946317 - Cox Communications new "Ultimate Internet 500"

Date: 4/24/2020 8:36:01 PM

City/State/Zip: Buckeye, Arizona 85326

Company Complaining About: Cox

Description

I ordered Cox's Ultimate Internet 500 online from the website where the "All-in pricing" listed the upgrade as only \$5 more a month on my current bill for a 12 month promotional period. After the promotional period ends, the All-in pricing list on the website stated my bill would only increase by \$2.50 for a total of \$7.50 more a month after the promotion ended. I received an email to call COX, I was transferred to 6 total people, was disconnected once. I was told to purchase a new Cable modem (SB8200), and I had time to drive to Best Buy and curbside pickup while on hold. Another tech told me they could not place it on my account and I couldn't get the upgrade I signed up for even with this modem the previous tech told me to buy. Four hours on the phone, I was transferred to the Loyalty department where they canceled my original order and created a new one without any identifying information. I understand that Technicians cannot arrive due to COVID to install a fiber modem. I want my service to be turned on for the 500 MB I signed up for knowing that my fiber to coaxial box on the wall is only capable of 300 MB (as stated by a COX tech). Once a tech is available, they can install the fiber modem to enable my 500 MB.

Ticket: # 3946363 - COX COMMUNICATIONS

Date: 4/24/2020 9:31:18 PM

City/State/Zip: Las Vegas, California 89123

Company Complaining About: Cox

Description

Cox being one of the ISP's in Las Vegas has been definitely good pre-COVID19 but they themselves have not kept everything up to date from still letting new customers coming in and not doing NODE splits. Pushing out NODE Splits for areas that are HIGHLY congested would definitely help everyone out who has now started working at home and for people who actually pay for speed to which it definitely overpriced. It's ridiculous that an ISP like this is not helping out the people for moderate/high speed internet but are there to scrounge up more money and to lie to their loyal customers that their servers can withstand the amount of traffic but brushes it off with a router restart.

Ticket: # 3946458 - Cable package

Date: 4/25/2020 12:56:47 AM

City/State/Zip: Maynardville, Tennessee 37807

Company Complaining About: Comcast

Description

Contacted comcast to discuss how we are over paying for the services and they pass me to the customer retention team. Guy claims that we are going to get a better rated and keep current package. Found out today comcast lied. They canceled part of my package. The customer rep Also mentioned how Nobel comcast was that they were giving every one a full month free during the pandemic. He said you will not get a bill this month. Guess what another lie took it out of my account. Signed up for a lying company I want out of this deal scammers. Change your name to Concast.

Ticket: # 3946523 - FOX News

Date: 4/25/2020 8:56:08 AM

City/State/Zip: South Lyon, Michigan 48178

Description

Gross misinformation regarding the Corona virus. Please consider reinstating a form of the Fairness Doctrine on the opinions expressed by FOX News. Millions of Americans have been placed in harms way, and many may have died, as a consequence of the FOX News editorial policy of sensationalism unsupported by fact. Time of day is any time FOX content is editorial in nature, 24/7.

Ticket: # 3946529 - Covid 19/technician not wearing safety mask or gloves**Date:** 4/25/2020 9:24:06 AM**City/State/Zip:** Sharon Hill, Pennsylvania 19079**Company Complaining About:** Comcast

Description

On Thursday, April 23, 2020 I called into Xfinity at 855.757.7372 and spoke to operator, Carlos. Carlos helped me with my questions regarding the setup of my wifi service at home. Carlos set up a technician to complete the setup at my home. My appointment was for Friday, April 24, 2020 between 12pm and 2pm. Before hanging up with Carlos, I requested/stated to Carlos that due to Covid19 if a technician has to come into the home, that they must wear safety gear, a mask and gloves.

On Friday, April 24, 2020 around 12 pm in the afternoon, I received a telephone call from Xfinity confirming my appointment between 12pm and 2pm. The recording also states that if anyone in the home has experienced symptoms due to Covid19 that they should reschedule their appointment. When the technician arrived to check the internet cables, my fiancé and myself noticed that he WAS NOT wearing

a mask or gloves and wreaked of cigarette smoke. Upon opening the door, my fiancé and myself were fully covered with a mask and gloves and the technician was not. The technician wanted to drill a hole for services before checking the previous cables. We shared that there was previous cables for service, then he proceeded to look around the rear of the home for cable wires. We also showed him the previous cable wire in the basement. My fiancé inquired a second time, asking the technician where is his mask and gloves, the technician said, "the mask and gloves were in the truck." I asked the technician is everything ok once he finished, he came back into our home to check the lights on the prepaid tower and I said, "let me check while you are here". He replied, "that he will be outside in the truck smoking a cigarette and to give him a thumbs up signal." I gave him the thumbs-up signal.

The wifi signal is working fine, its' the issue of spreading germs during this serious pandemic Covid 19 quarantine. I nor my fiancé wants to come in contact with a carrier of this deadly germ. The coronavirus cannot be detected visually, it could attach itself to hair, clothing, spread by droplets of saliva or nasal body fluid. Our concern, why does Xfinity allow their employees to work without covering themselves, it is not sanitary or safe!!!!

Ticket: # 3946553 - Removed Services

Date: 4/25/2020 9:50:15 AM

City/State/Zip: Atlanta, Georgia 30344

Company Complaining About: Verizon Wireless

Description

I have a phone that has malfunctioned phone I have had service with Verizon for 5 years but when a new service was added to my account on March 14 they removed my insurance with out my approval. So when when called in at the end march about the account. I was notified I did not have insurance on my account on any of my lines on April the 10 is was added back to my account I didn't approve the removal. And now I'm stuck with a phone witch is malfunctioning on my account and there refusing to replace the phone until I pay the past due balance. The phone would have been replaced prior to account being past due but Verizon removed my insurance. I couldn't take it into to a store there closed because of the pandemic. The phone does not power on and it's over heating on the charger

Ticket: # 3946558 - Inappropriate Content for Children During Children's Program

Date: 4/25/2020 10:03:56 AM

City/State/Zip: Rochester, Michigan 48306

Description

CNN played some disturbing commercials including one with a person barely cling to life, gasping for air, on a ventilator, and saying people are going to die of COVID-19. This should NOT have been shown during a program geared toward children. My children are disturbed and terrified from seeing this?

Ticket: # 3946561 - Re: Request received: unwanted calls, number spoofed

Date: 4/25/2020 10:06:47 AM

City/State/Zip: Waynesburg, Pennsylvania 15370

Description

This is a follow-up to your previous request (b) (6) "unwanted calls, number spoofed"

I complained almost a year ago.....the calls have only increased in number!

It's illegal, it's an invasion of privacy to even have to listen to the phone ring! ...from unwanted/unsolicited calls.

It's illegal to pirate a private phone number for spam use!

I realize the supposed pandemic situation currently, but this is not a new problem.

(b) (4)

Ticket: # 3946563 - WiFi Fee

Date: 4/25/2020 10:15:57 AM

City/State/Zip: Plano, Texas 75074

Company Complaining About: Frontier Communications

Description

1) Currently I do not use WiFi device as my house is fully wired with Ethernet cable. I do not need and I do not want a Wi-Fi device in my house as all my communication needs are done via cable and I have concerns regarding effects of WiFi radiation at high frequencies. Frontier Communication charges WiFi device rental fee.

Frontier did not informed me of a need and did not attempt to deliver any such WiFi equipment during subscription process. Frontier technician was paid for wire installation with no additional equipment required. When I asked Frontier Technician he agreed I don't need WiFi device because fiber optic equipment installed in my house provides Ethernet socket which I use as only connection required in my house. I use internet only via Ethernet cable and I don't want to be charged for a service I don't want to have. Repeated attempts to resolve this issue by phone or chat were diverted due to corona virus situation.

2)Repeated attempts to pay bill online ended with technical errors in payment system. I made multiple attempts to contact Company to solve this issue but due to COVID-19 situation company was not reachable. Company though charged late payment fees which shouldn't be charged due to this unusual situation which impacted all nation. To avoid eventual collection or new late payment fees I was forced to use telephone payment system which costs as well additional fees.

Summary of request:

1) Wi-Fi service/equipment charges- to be voided because such service and equipment was never provided and used.

2) fix online payment system and refund extra costs incurred due to online payment system malfunction materialized in pay-by-phone payment processing fee and late payment fees.

Ticket: # 3946570 - Spectrum/charter shut my internet access off after promising not to

Date: 4/25/2020 10:19:44 AM

City/State/Zip: Mansfield, Ohio 44903

Company Complaining About: Spectrum

Description

My name is (b) (6). I recently lost my. Job due to covid19 and was told to ignore any disconnection notices about not being able to pay for internet service. They have broken there promise to me and America as we go through this crisis together and remotely disconnected my internet service while we're under quarantine did they not sign an agreement to keep Americans connected during this crisis of unforeseen events? I thought that with the billions of dollars and the Monopoly they have on the market they would be able to afford to honor there promise to me and Americans all across the United States affected by this. They are not honoring there word and I'm sure I'm not the only one affected what am I supposed to do when I run out of data provided by lifeline through my phone.

Ticket: # 3946591 - cell phone service disconnected

Date: 4/25/2020 10:45:38 AM

City/State/Zip: Scurry, Texas 75158

Company Complaining About: Verizon Wireless

Description

Verizon has suspended my lines. I am Veterans Affairs of 70% and laid-off do too Covid-19

Ticket: # 3946594 - Sprint issues

Date: 4/25/2020 10:51:39 AM

City/State/Zip: Columbus, Georgia 31901

Company Complaining About: Sprint

Description

This is an equipment, number transfer, and billing issue.

Unable to unlock a phone (despite repeatedly being told it was unlocked) that I bought outright in November 2018.

Issues porting number to new service provider (on like call/chat #5 trying to fix that).

Being charged for an early termination fee on a contract that doesn't exist. I have all my original paperwork, no 24 month term on the phone plan. On their website, I had no contracts (only an IBA on an ipad, completely unrelated).

I have now spent 15+ hours trying to fix this. I have been without service for 6 days (healthcare provider during the pandemic). I finally went and bought a brand new phone.... can't port my number over.

Ticket: # 3946633 - Cox Communications Will Not Disconnect Service**Date:** 4/25/2020 11:44:09 AM**City/State/Zip:** Newport News, Virginia 23606**Company Complaining About:** Cox

Description

I moved out of a house one month ago and have been attempting to disconnect service. When I call, it becomes an run around a transfers to different departments and an eventual telephone hang up. Collections will say Billing has to solve it. Billing will say Disconnections will solve it. Disconnections says that collections will solve it. Because of the mandatory COVID19 shutdowns in VA, I cannot go to a store to disconnect and I can't turn in my equipment. They are still charging me and threatening to put this on my credit for collections. They offered to reinstate my service to keep this from posting to my credit report.

Ticket: # 3946730 - Xfinity claims 30 days no Solution

Date: 4/25/2020 1:26:05 PM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: Comcast

Description

Almost 30 days ago, a phone was stolen/lost by FedEx. This was an online order from Xfinity Mobile. After paying nearly \$400, not including accessories, we have yet to get a supervisor on the phone to address this issue. My husband and I are both essential workers and our cellular phones aren't charging anymore. I've asked for a refund and haven't received a solution. During Covid-19, not being able to reach family members is detrimental to our lives. We have not received 1 phone call, 1 email or any other correspondence in almost 30 days.

Ticket: # 3946747 - Cable Bill

Date: 4/25/2020 1:38:32 PM

City/State/Zip: Lake Charles, Louisiana 70601

Company Complaining About: Sudden Link

Description

I want my cable bill and my wifi bill as 2 separate statements. Many customers use different companies for wifi and phone service. I should have that same right too. This is extortion to force me to use only their company. I issued 2 separate checks for their services and my bank has those records. They were that way before and all of a sudden Suddenlink put my bills back together to extort me and refuses to separate my bills or put them back like they were. They are extortionists. The mob extortionists. The mob operates this way, not a company. I want to file a complaint on the last foreigner speaking to me. She was rude. I waited an entire hour to hear her lie to me. I won't be forced to accept this kind of treatment anymore. They can be rude to you and lie to your face. If you ask for a supervisor, it is a discussion. It is my money, not theirs. I do not want to wait an entire and then be extorted. I did not ask to be bundled and do not want to be bundled. This company is not working with anyone during this pandemic. Our hours have been cut which means our budget has been cut. This company needs to be fined the way they treat their long term customers. No one should have to endure rudeness when I am under the care of a medical doctor and a psychiatrist. They are damaging my health. When we split this bill, it forces this company to treat you fairly. They separate the white people's bills so I want my bill back separated. I should not be coerced into knuckling under just to please this sad company. From this day forward, I do not want to speak to any foreign speaking agents. They don't understand English and they lie too much

I waited a whole hour to be hung up on. When I ask for another agent, they refuse. I have a right to speak to someone I can understand the language with. No customer should have to wait an entire hour to be hung up on by someone who lies and say they feel insulted. If you slightly raise your voice because you know they are lying to you, they just make up an excuse or state a false claim to hang up on you. This is a racist company, rude. This company has no customer service at all. Who makes a customer wait an entire hour before they take their call. They were having extended wait time before the virus. Do not let them lie to you. This is extortion if I don't like how you say something I just hang up on you. That's like being held hostage against my will. I want 2 separate bills. I did not ask to be bundled. Some people only has wi fi so what is the big difference. Separating your billing statements gives me excellent customer service. End this extortion game now. Separate my bills. I do not want to be bundled. My internet goes out several times per day and that is also frustrating.

Ticket: # 3946750 - bill dunning/Verizon

Date: 4/25/2020 1:42:14 PM

City/State/Zip: New York, New York 10019

Company Complaining About: Verizon

Description

I complained previously. I am handicapped and 79 years, visually hearing and wheelchair bound. I receive a SS check on the third Wednesday of the month and we have our bills on bill pay from the bank. We pay faithfully and on time if you are a few days late Verizon starts harassing you. Because of covid19 my aide who helps and oversees the bills was not at work. Verizon started in harassing with phone calls and texts, an inordinate amount of reminders during a pandemic. Can they ever stop it . it is disgusting and annoying. I hope you can stop them

Ticket: # 3946862 - billing

Date: 4/25/2020 3:22:35 PM

City/State/Zip: Miami, Florida 33190

Company Complaining About: T Mobile

Description

Tmobile been wating for 4 months for final bill and still waitting left carrier on 1-10-2020 ive been wait deligentliy for four months and still no final bill tmobile states that the bill and account has not been canceled and ive called them on 1-18-2- 2-18-20 3-18-20 and 4-18-20 and they state that the account has not been terminated but i keep getting letter sayin that the account is still active with aballanve of almost 1,154.00 this poor customer service and the account is putting my credit score and fico score in anegative with all this covid19 i as a customer have done and adquetly done my rsoinsiblity and tmobile keep saying that it not their fault please get with them and have this rectifed and corrected this has become a nervous wreck and over bareing and poor service on their part.

Ticket: # 3946901 - No Avenue of Reasonable Communication**Date:** 4/25/2020 4:12:11 PM**City/State/Zip:** Grayson, Kentucky 41143**Company Complaining About:** Sudden Link

Description

I've tried contacting my ISP (Suddenlink) Multiple Times over the last week to resolve an on-going issue with my service that I've experience for the last month or so. I understand with the pandemic that some systems are up in the air, but I've only been able to get in direct contact with a representative once after a dozen + phone calls. Every instance I've been put on hold for 2+ hours, and any attempt to use the "Call-back" feature leads to me being hung up on while waiting to connect to a representative. I've tried their online chat only to be met with the response that the only way to get the service I need is through their call-center.

Ticket: # 3946936 - Unwanted Solicitation Phone Calls

Date: 4/25/2020 4:37:05 PM

City/State/Zip: Oakland, California 94611

Company Complaining About: Prophet Manessah Jordan

Description

Receiving calls from Prophet Manessah Jordan soliciting money to solve my problems. Number given at end of call to remove our number from their call list has been disconnected. That number is 800-729-5169. We removed our name from his list once before but he started calling again in last 30 days since Covid19 crisis became feature news.

Ticket: # 3946957 - Xfinity over billed in Dec., no refund yet

Date: 4/25/2020 5:04:34 PM

City/State/Zip: Lakewood, Colorado 80232

Company Complaining About: Comcast

Description

Cancelled service early Dec after asking when year contract was up. Was billed in Jan, despise service shut off and 0 balance. Called Jan, Feb, March and told I'd have it in 8-10 business days. Still no refund. Got COVID excuse in March, reminded agent I'd been calling since Jan.

Ticket: # 3947002 - Equipment Charge**Date:** 4/25/2020 6:11:48 PM**City/State/Zip:** Haughton, Louisiana 71037**Company Complaining About:** AT&T

Description

I have moved to another city and my ATT internet modem has been in storage. I cancelled my phone and internet service with ATT January 20, 2020. I called ATT on many occasions, all of which I have documented, about the charge for the modem. Each time I get a different answer. I was told on April 14th that I was given an extension until September 2020 to pay the balance due of \$140.00. I explained that I don't have a job due to the COVID 19 virus and I cannot afford to pay this high balance for a piece of equipment. I was told by Amber, the representative, that I could call in and make payments, and I had until September to pay in full. Today I received a final notice from ATT saying the balance is due in full or I will be sent to collections. I called ATT, I had a lengthy with Tammy in collections on April 25th, explained my situation, of course there were no notes about an extension to pay on my account, and they were not willing to offer me any assistance. This outstanding balance is for a piece of equipment, not past due services. I have never been late with ATT and have been a loyal customer for over 12 years. Under these trying circumstances, I would think that a big corporation such as ATT would be willing to work with customers on equipment, and not just for phone or internet service. As soon as I am able, I will return the modem, but now I am pressured to pay this balance of \$140.00 This is a lot of money when YOU ARE NOT WORKING!! If I get turned over to collections for a piece of equipment, I will fight this to the end. They are taking food off my table during these difficult times. I will pay what I can, but I will never give my hard earned money to this gigantic money hoarding company again. I would like to file a complaint about making someone pay a balance for equipment, which is worthless to me, I am not using, and it will be sent back. I understand that I owe the charge, the point is I was told I would get an extension to September to pay it and especially now, I need it. This is unfair business practices by this monopoly company.

Ticket: # 3947079 - This company does not care.

Date: 4/25/2020 8:09:25 PM

City/State/Zip: New Haven, Connecticut 06513-2338

Company Complaining About: Frontier Communications

Description

I am unable to work at home and unable to do video chat for my sons therapy on weekdays I'm getting so many different types of answers to why my internet is not working even being blamed because I supposedly have too many devices hooked on to my Wi-Fi I can't even use one device without this thing acting up this is ongoing even before this pandemic but I really need the Internet more than ever now it has become more essential in this household.

Ticket: # 3947084 - COVID 19

Date: 4/25/2020 8:22:34 PM

City/State/Zip: Glendale, Arizona 85306

Company Complaining About: Cox

Description

I want to file a complaint against Cox Communications and Century Link. Neither will enter my home to set up internet service, but I need internet to work from home. They are listed as an essential service and yet refuse to do their jobs. They will not provide protective equipment to their employees. This endangers everyone else because we cannot work from home without internet and, therefore, either have to go to work or risk losing our jobs. They should be required to continue service, just like electric utilities.

Ticket: # 3947105 - Impolite, rude and arrogant Technician

Date: 4/25/2020 8:59:16 PM

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: Comcast

Description

Cannot have the job done. Impolite. Lied. Entered our house with shoes on without even asking if he should take off his shoes in COVID-19 situation! Called comcast and my phone call was kept getting transferred between departments without solve the issue after 2 hours phone call... Very very frustrated!

Ticket: # 3947138 - Spectrum Internet Charging Unnecessary / Unfair Fees**Date:** 4/25/2020 9:58:57 PM**City/State/Zip:** New York, New York 10002**Company Complaining About:** Spectrum

Description

Spectrum Internet in NYC is charging \$9.99 to "activate" WiFi service that has already been installed and setup. On top of this fee, they're charging another \$9.99 fee called "self-install fee". This means that they're charging me money to do the work myself. Absolutely insane and unfair. This is especially true because the account had already been setup months before. I turned it off due to COVID-19 and then had to turn it back on a month later and the fees just kept adding up.

Ticket: # 3947179 - Billing Issues during a Pandemic threatening to disconnect service

Date: 4/25/2020 11:31:24 PM

City/State/Zip: Westminster, Colorado 80021

Company Complaining About: Sprint

Description

Called in to make payment arrangements as me and my husband have been off due to Pandemic. Talked to 10 people 2 days in a row and they said zero your bill or be disconnected. We have been with Sprint 16 years and will be leaving as soon as all 6 of our lines contracts are up!

Ticket: # 3947180 - Slow speeds and buffering

Date: 4/25/2020 11:32:09 PM

City/State/Zip: Spencer, Indiana 47460

Company Complaining About: Hughes Net

Description

Hughesnet has unusable internet speeds with buffering. Issues were pre- pandemic. I was promised I was receiving the same internet that was used by the USA Army and large companies, including Walmart. I was told that the packaged I purchased I could stream videos and my husband could use for online college, which has not been true since day of installation.

Hughesnet demands a \$400 cancellation fee when they can not provide services that were promised.

[Ticket: # 3947181 - Packet loss and speed decreases in online gaming, video streaming, Netflix, Hulu Etc. since before COVID-19](#)

Date: 4/25/2020 11:32:34 PM

City/State/Zip: Scottsdale, Arizona 85257

Company Complaining About: Cox

Description

Started in october of 2019 and Cox Communications will not acknowledge that it's an issue on their end and refuse to fix it. Had an "outage in my area" for 5 months now when we log into our account.

Ticket: # 3947214 - Media disinformation

Date: 4/26/2020 12:48:59 AM

City/State/Zip: Fort Worth, Texas 76116

Description

Misinformation from the likes of CNN, MSNBC, ABC,, and CBS are now costing lives and trillions of dollars. Their intentional dishonesty about the coronavirus created a worldwide panic causing a complete collapse of the world economy. Millions of people have been thrown into poverty and millions more will die of starvation. They must be held accountable. They've basically have yelled fire in a crowded theater and must be fined. We must force the media to present honest news.

Ticket: # 3947219 - Cox Communications and their lack of proper infrastructure

Date: 4/26/2020 1:14:46 AM

City/State/Zip: Phoenix, Arizona 85029

Company Complaining About: Cox

Description

Over the last year, I have had nothing but connectivity issues. Either having my internet go down for days at a time, or having such inconsistent packet transmission. I've bought new router / modems and it does not fix the issues that they tend to blame me for. Now that everyone is home due to the pandemic, my issues have only worsened.

Ticket: # 3947330 - WERV-FM Radio Station broadcast headline that grocery stores will soon close to customers.

Date: 4/26/2020 11:20:09 AM

City/State/Zip: Manhattan, Illinois 60442

Description

Around 12:00 PM on Saturday, April 25, this radio station broadcast a 'teaser' about a story that said grocery stores will soon close to public and only pick-up will be allowed because too many store employees are getting sick. This impressed me immediately as a comment that people would believe and would cause runs on groceries in the Joliet area. They then said something about how you can help store employees to stay healthy. These two links were found on the River 95.9 website. It may be what they were combining the stories. Please fine them and tell them to stop trying to cause runs on grocery stores. PEOPLE WILL GO HUNGRY.

<https://www.npr.org/sections/coronavirus-live-updates/2020/04/14/834395334/grocery-workers-should-be-designated-first-responders-supermarkets-and-union-say>

Ticket: # 3947367 - Cox Data Caps

Date: 4/26/2020 12:28:20 PM

City/State/Zip: Byron, Georgia 31008

Company Complaining About: Cox

Description

The biggest thing here is the robbery that Cox gets away with while pretending that it is standard. Almost all major internet service providers have gotten rid of data caps. Cox hasn't even always had them but actually added them which is completely opposite to what they should be doing. We live in an increasingly digital age where many people stream their TV, movies, and even work from home. Now, Cox has decided to waive their overage charges during the COVID-19 crisis which further proves that they have the ability to remove data caps.

Ticket: # 3947458 - TV channels and corona

Date: 4/26/2020 2:12:39 PM

City/State/Zip: Greenland, New Hampshire 03840

Company Complaining About: AT&T

Description

WHY do news reports on any TV channel show people close together, not 6' apart, and so many people without masks??? Who are the editors that allow this on any network, ESPECIALLY when they are reporting on the corona virus, and showing this on TV to the public???!!!

Ticket: # 3947541 - Invalid 2-step Authentication on Facebook and Hotmail accounts**Date:** 4/26/2020 4:13:13 PM**City/State/Zip:** Camarillo, California 93012**Company Complaining About:** Verizon Wireless

Description

My iPhone 6S and Toshiba computer were hacked on January 9, 2018. The passwords on my iPhone and computer, were changed in addition to my Facebook and 2 hotmail accounts. I have moved, purchased a new phone and a new computer, and continue to have my devices hacked. My Apple account was accessed also. In spite of having set up 2-step authentication for my 2 hotmail accounts AND Facebook accounts, I continue to get locked out of those accounts - and SHOULD be receiving notification that someone is trying to log in, BUT I DON'T. I am legally handicapped, and in the midst of this pandemic I am technologically barred from my support system. I cannot apply for any assistance, apply for a job, or do ANYTHING. My phone carrier is Verizon. At the time of the initial hack, we were using Hughes.net for our internet access, and due to its slow nature, I occasionally used my Verizon jetpack. At our new residence we utilize Spectrum. I'm currently working with an IT tech, but for the moment I am still locked out of my two hotmail accounts, my Mary Kay Facebook account, AND a the gmail account to get me back into my hotmail accounts. I have had about 3 decent night's sleep in over 2 years. Stress adversely affects my disability and overall health. I would like to apply for permanent disability, but cannot do so without secure accounts. Initially, after I was locked out of my iPhone, I purchased a flip-phone and wireless land-line. The land-line has never worked longer than 24 hours before it says that the account has been closed. Verizon refunded the cost of the phone, but the phone still does not work. We have a directory in our new neighborhood, and I listed THAT number, not knowing that it didn't work.

Ticket: # 3947568 - Phone Not Working/Billing/Services Not Working

Date: 4/26/2020 5:11:00 PM

City/State/Zip: Lauderhill, Florida 33313

Company Complaining About: Comcast

Description

Xfinity has become so overwhelming during these times where all customers need their services. However, they have become harassing! Although, all of my services continue to have connection issues, outages, error messages and services freezing; several troubleshooting measures having been taking but the issues continue. However, Xfinity contact me several times a day by phone and email about bills and disconnecting my services. I pay and it is never enough! They call me early in the morning, throughout the day/evening and by email with threats regarding disconnecting my services, but never fixing my issues. To top it of, I am dealing with my brother having COVID19 and is on a ventilator. Please stop with the harassmnet and threats!!! I don't appreciate it!!!!

Ticket: # 3947611 - msnbc and false information being presented about covid19 testing

Date: 4/26/2020 6:34:42 PM

City/State/Zip: Nashville, Tennessee 37214

Description

today at 515 pm cdt, the host on msnbc is giving false information about the level of testing that Georgia has completed calling it 7th worst state in terms of testing.

If you go look at the normal sources you can see this is not the case.

This network really needs to do better fact checking as giving incorrect information on this virus is deadly and dangerous.

The "reporter" involved is Andrea Mitchell

The way to solve this is to fine the network until it gets the hint to fact check things.

Ticket: # 3947658 - Frontier communication cuttin services during COVID lockdown

Date: 4/26/2020 8:10:11 PM

City/State/Zip: Chino, California 91708

Company Complaining About: Frontier Communications

Description

I have a bundle with frontier that expired last November on the same month they sent me flyer offering a lower bundle so I would not switch carrier I called and took the offer. Last month they suddenly charged me double my bundle price. I called and now they are saying that I should not be on that bundle; why of all season they would do such thing where most people are working from home why sent out flyers and offers that they will not abide by it. I called asking for my old bundle back and my old bill back and they said its not possible and i have to pay for the higher price. I filed a complain april 20 then april 23 they heartlessly cut my services. They sent me a flyer and lower bundle price good for 1 year so they should abide by it. I want refund and credit on my account too.

Ticket: # 3947684 - price gouging in nj

Date: 4/26/2020 9:22:11 PM

City/State/Zip: Farmingdale, New Jersey 07727

Company Complaining About: Cablevision

Description

On receipt of my recent Cablevision TV, internet & phone monthly service bill Sat Apr. 25th. It had not only

contained the arrears from prior month of Apr. 2020 but they increased the monthly service for the month of May 2020 in addition to the prior months increase one month later. Any prior call to cablevision was greeted with unresponsiveness and only an offer to reduce services at a higher cost or upselling. You cannot get thru to anyone at Cablevision now. I believe this is a special corporate American entity that feels it is empowered to act this way. With no concerns for seniors, seniors with disabilities and all during a worldwide pandemic.

I have been a Cablevision customer for at least 20 years, never paid late or have been delinquent. The situation of myself being disabled, having a wife who suffers from Systemic Lupus Erythematosus and caring for my 90 year old mother has been a daily ordeal. The extreme costs of living in the state of NJ does not allow for any increase costs in services.

I have for the prior Month of Mar. paid the same as the month before \$132 and plan on paying the same \$132 going forward for the month of May. They of course include in the envelope the typical psychological printed threat of service disconnect-disruption.

I believe New Jerseys Governor Murphy had ordered that price gouging is any prices increased by 10% or greater during this pandemic. And recommended it be reported.

monthly svc consistently was 131.49. month of apr increased to \$146, month of may increased to \$167

Ticket: # 3947687 - I NEED HELP PLEASE!!

Date: 4/26/2020 9:31:47 PM

City/State/Zip: Battle Creek, Michigan 49014

Company Complaining About: Tracfone

Description

Hi my problem is with tracfone's unlocking policy I recently hit a bad spot in my financial life and due to the COVID-19 pandemic I can't get the money to keep my phone activated so I had heard that Qlink wireless service is helping low income families with free monthly service so we can stay connected to the ones we love during these trying times so I filled out a application to bring my own phone to the service and I was approved but when I put the SIM card they sent me into my phone it says SIM card not allowed and told me to contact my carrier so I reached out and told them of my difficult situation and they said I can't carrier unlock my phone until I have my phone activated for 7 more months and I told them I need to unlock the phone to be used with a free government phone service and they still refused to help me out so I'm reaching out to you guys at the fcc in hopes to unlock my phone from tracfone services to be used with my free minute government phone services because I can't afford to buy a new phone and with everything that's going on I NEED a way to contact my loved ones!! 😞 please find it in your hearts to help me with this issue. Thanks

Ticket: # 3947733 - Comcast Illegal Billing Practice/Illegal Service Disruption

Date: 4/26/2020 11:20:43 PM

City/State/Zip: Cypress, Texas 77433

Company Complaining About: Comcast

Description

During the these troublesome times (COVID19) Comcast/Xfinity is disconnecting customers service, not honoring prior payment arrangements, or promised payment credits . Because of a problematic internet system and program called Assistance Plan it created , Comcast is not even able to reconnect service, when payment is made. Comcast is also hitting customers with exorbitant fees that may not be legal.

I tried to reach Comcast and asked for a supervisor. When the Rep transferred me, I was on hold for 40 minutes. Hung up on. Called back, another rep lied and said he was transferring me to a Supervisor immediately. Call went back into que and I listen to music. No supervisor ever came. Called back spoke to Rep who refused to get Supervisor. Please investigate!

Ticket: # 3947789 - Misleading information from NBC related to coronavirus coverage

Date: 4/27/2020 4:07:48 AM

City/State/Zip: Troy, Michigan 48083

Description

On both the NBC Nightly News (April 24, 2020) and Meet the Press (April 25, 2020), NBC mischaracterized information coming from the White House coronavirus task team. This is dangerous and irresponsible, and serves only to mislead the public in this time where clear communication is necessary. The statements below are easily refuted by reviewing the press conference footage in question (<https://youtu.be/YqsGjWNXB2M?t=1680>).

NBC Nightly News (April 24, 2020) - <https://youtu.be/C92LIAnGSc?&t=462> - Lester Holt said "And tonight, President Trump is facing widespread backlash after his comments wondering aloud about ****household**** disinfectants as a possible treatment for COVID-19"

Meet the Press (April 26, 2020) - <https://youtu.be/ld13RmoX6Y4?&t=228> - Chuck Todd said ".... the administration scrambled to contain the fallout from the President's suggestion that injecting ****household**** disinfectants might cure the coronavirus."

I have added emphasis on the word "household" above to highlight the gross misinformation these programs have perpetrated. At no point in the President's comments did he use or suggest the word "household". These news broadcasts have inserted a word which drastically alters the meaning of his words - seemingly for the purpose of sensationalizing and embarrassing the President, but by sacrificing journalistic integrity and their duty to the public. In the exchange they are reporting on, the President is simply asking if treatments exist or are being investigated which can eliminate the virus directly, rather than relying on immune response - a reasonable follow-up to the presentation made by a leading scientist (Bill Bryan, DHS) just before (<https://youtu.be/YqsGjWNXB2M?t=1680>).

These outright lies have led the White House to scale back press briefings at a time when communication is very critical to the public health. Also, by these broadcasts themselves introducing the idea of "household disinfectents" could lead to people in the public attempting unadvised self-treatment. The responsible thing to do would to have put the President's remarks in context, or not report on them as this exchange was only a brief, inconsequential sidebar in a long press conference.

Ticket: # 3947805 - Spectrum Availability Complaint

Date: 4/27/2020 7:12:25 AM

Company Complaining About: Spectrum

Description

My name is (b) (6).

After receiving a few calls about the need for payment I went ahead and paid Spectrum through my banks bill pay on Tuesday April 7, 2020. On Friday April 10, 2020 my cable and internet service were disconnected. Right in the middle of Covid-19 pandemic.

I contacted Spectrum and made my way to a supervisor. I explained the money was on the way but he refused to acknowledge payment because I used a third party Chase bank. I pleaded with him, explaining I am a sixty year old man that is in risk and needs these essential services for safety. He said the only way I could get my services restored was to give him a credit card. That's extorting a double payment from someone in a time we're experiencing this crisis.

Then I went to the Spectrum website and I see all the misrepresentation about your commitment to keep everyone connected. I'm sorry sir but how can you say that when my services were disconnected. Thank you for taking the time to read my concerns.

(b) (6)

Ticket: # 3947868 - Monthly increasing costs

Date: 4/27/2020 9:05:12 AM

City/State/Zip: Charleston, Illinois 61920

Company Complaining About: Consolidated Communications

Description

I have Consolidated Communications as my internet provider. My bill has steadily been increasing....and in February, I was paying 41.14.....in March that went up to 43.14 and now in May it's gone up again to 45.03. Here we are in a pandemic and every month I'm seeing my internet bill go up. Who is overseeing these increases??

Ticket: # 3948016 - False information and charges

Date: 4/27/2020 10:30:37 AM

City/State/Zip: Rockwood, Tennessee 37854

Company Complaining About: Comcast

Description

After reaching out to Comcast Business via phone because my business is awaiting SBA disaster loan approval due to COVID-19, Comcast assured me that I had an extension on my bill and will not be charged any late fees. Though they did not reflect this on my account and charged me a late fee.

Comcast presented false information and are falsely charging its clients. This falsely puts the burden on their clients and their clients are forced to spend hours and hours on the phone because their representatives always transfers clients to wrong departments. It's a huge waste of time.

To solve this issue, I expect Comcast Business to call and/or my personal number and confirm with me that their promises of waiving late fees due to COVID-19 economic injury reflect on my account. This way clients do not waste hours on the phone due to their mistake.

Ticket: # 3948085 - Unwanted call offering to buy my house

Date: 4/27/2020 10:52:32 AM

City/State/Zip: Lancaster, Pennsylvania 17603

Description

I got a call from a man named Marcus saying they had just driven past my house and wanted to know if I want to sell it. He said that even with Coronavirus, he is still doing business. It feels a bit threatening to have a stranger call and say they just drove past my house. I don't believe that they actually did. I have a MD number, but I do not live in MD. The caller had a MD number, too.

Ticket: # 3948141 - Raising Internet Prices During Pandemic

Date: 4/27/2020 11:15:24 AM

City/State/Zip: Raleigh, North Carolina 27606

Company Complaining About: Spectrum

Description

Spectrum is raising prices for all Legacy Time Warner customers (15%-20% of their customer base) during a Pandemic in April 2020. For me, this equates to a 35% increase. Several other states have asked for the feds to step in to stop this.

Ticket: # 3948186 - Straight Talk Disconnected Service/COVID-19

Date: 4/27/2020 11:31:14 AM

City/State/Zip: Hope Mills, North Carolina 28348

Company Complaining About: Straight Talk

Description

His provider is Straight Talk.

He is calling about service being disconnected.

His service got disconnected this morning 04/27/2020.

He called them and they do not know anything about Keep America Connected.

He would like his service to be turned back on.

CTR414-phone

Ticket: # 3948279 - Apple iPhone and Verizon Wireless Services**Date:** 4/27/2020 11:57:17 AM**City/State/Zip:** Virginia Beach, Virginia 23467**Company Complaining About:** Verizon Wireless

Description

Under the guise of operating system phone and laptop updates, Apple rolled back the features on my phone and laptop so I can no longer connect to my iPhone hot spot using my bluetooth feature on my laptop; the laptop is creating unknown tracking and bundling files and storing them in unknown locations; developer apps as opposed to software company applications are automatically downloaded on my laptop without my knowledge or permission (e.g., there is an app that appears to bundle data from external devices and store them on the laptop for future upload via a cloud application without the users knowledge or permission; external devices also appear to be syncing with the laptop without the user's permission; other application features have been rolled back rendering the laptop primitive and vulnerable to access by unknown users (e.g., you can no longer distinguish, who, what, and how many devices are connected to the hotspot. The rollbacks make the user vulnerable to intellectual identification and intellectual property theft. Lastly, Apple does not return scheduled service call appointments and either Apple, the operating system, and/or unknown individuals who have already hacked into the system are preventing me from accessing my outstanding service ticket. Perhaps the Apple internet communication problems are part of the COVID-19 Pandemic crisis. I want my operating system and damaged software replaced with genuine and authentic Apple and Microsoft products engineered by Apple and Microsoft as opposed to STEM projects, intern developed apps, and other nonfederal government funded application development projects. I suspect my calls have been redirected from 10/2011 to date on both lines and/or monitored by unauthorized individuals (b) (6).

Ticket: # 3948286 - Optimum shut off services during pandemic

Date: 4/27/2020 11:59:05 AM

City/State/Zip: Valley Stream, New York 11580

Company Complaining About: Optimum

Description

Although optimum stated on their website they are committed to helping businesses stay connected during the pandemic they did just the opposite. We are a small business trying to stay afloat and having access to the internet is not only crucial for our day to day operations but also provides a means for my children to complete their school work. Optimum clearly does not stand by their word and have taken an apathetic approach to the pandemic. Our internet service was shut off on April 27, 2020. I waited an hour to speak to someone and one connected, the representative repeatedly asked me for payment. Although I explained that my business was struggling to stay afloat, it did not seem to resonate with the rep. To add insult to injury, the rep stated that he was not in a position to handle my account and transferred me to another department, where I waited another hour and a half. A rep finally answered the phone, I responded and the call was disconnected. Although I am trying to hold onto what little funds we had, I had to post a payment otherwise my business would have suffered even more economic injury. I am shocked that a company that is fully aware of the world's devastation due to Covid-19 would not take measures to stymie the effect and stress on individuals and companies. It is quite shameful and unacceptable.

Ticket: # 3948311 - Turned off Wi-Fi during covid 19 remote learning needed

Date: 4/27/2020 12:03:19 PM

City/State/Zip: Pennsville, New Jersey 08070

Company Complaining About: Comcast

Description

I have xfinity prepaid internet and was turned off on Saturday due to non payment. Upon calling i was given 7 more days that started again on Sunday..okay when i called them and explained to them that i could not be turned off for 60 days due to the keep america connected act and the fact that i have 4 kids home due to.covid 19 and they need internet for remote learning. I.was on the phone for 6 hours and spoke to 10 different reps whom told me that i could and would be turned off and would have to utilize the 1 hour hot spot to ensure my kids had ways to connect. I said no that was not the correct way to do.this and thus was granted my 7 days well now 6 days of service as they will be turning my service off once again coem Saturday wether or not i have children whom are remote learning and wether or not there is a stay order in place. As i was bluntly informed it doesn't per tain to us and my kids did not matter and unless the bill was paid in full they would turn us off. Please help as i stated i reside in NJ and i have children here whom.need service on to do school work and with out such they are not able to do it and this weekend when they turned us off we missed out on several work shops that were supposed to aide my children learning. Its not fair that because we have been affected by covid 19 that they could care less about us or my kids and just turn us off. Please as you attention to this matter is extremely important we are on number days.

Ticket: # 3948337 - No landline phone or internet available

Date: 4/27/2020 12:14:07 PM

City/State/Zip: Bells, Texas 75414

Company Complaining About: We Called Them All.

Description

We have called all the local internet & phone providers in our area, no one has services available to us. We are at a loss, as our cell phones do not work at home. With COVID-19, we need both services more than ever.

Ticket: # 3948356 - Cable

Date: 4/27/2020 12:19:41 PM

City/State/Zip: Waterbury, Connecticut 06704

Company Complaining About: Frontier Communications

Description

Frontier Communicatolns disconnected my cable/internet service during this pandemic. The State of Ct informed all subscribers that this company had agreed to keep families connected. I also noticed that I was charged a reconnect fee for service that was disconnected last month, but because payment was made one day late.

Ticket: # 3948370 - Verizon Availability

Date: 4/27/2020 12:22:27 PM

City/State/Zip: Summerset, New Jersey 08873

Company Complaining About: Verizon

Description

- consumer stating that she has been with Verizon and she pays month to month bases.
- consumer stating that she has a 3 pack which contains TV/internet/land line.
- contacted Verizon to change the services just for the internet/landline which going to cost her \$189.00.
- stated that Verizon signed the Keep Americans Connected Pledge.
- consumer would like this issue resolved by having her services turned back on and for Verizon to work with her on her services due to COVID-19.

CTR395-phone

Ticket: # 3948397 - Credit (COVID-19)

Date: 4/27/2020 12:32:23 PM

City/State/Zip: Southfield, Michigan 48037

Company Complaining About: Directv

Description

Consumer states that she receives a credit card for a credit that she had with DirectTV. She is unable to use this card anywhere she goes they reject the card. She needs to be able to buy food during this pandemic outbreak, she has tried to call the numbers on the card, and she is unable to get someone to help her. This situation has lasted more than a month that every Saturday she tries to use the card and it gets rejected she was only able to use it twice. The current balance of the card is \$73.92. Consumer wants DirecTV to cancel the card and to send her immediately a check for the remain balance on the account. She needs her money to be able to get food and supplies.

ctr408-phone

Ticket: # 3948404 - Windstream Communications Service Not Working/COVID-19

Date: 4/27/2020 12:33:35 PM

City/State/Zip: Hopewell, Ohio 43746

Company Complaining About: Windstream Communications

Description

Windstream Communications

Internet and phone service.

He is a college student and he need service to do his classes.

The service is bad.

They cannot get on internet to do anything; it keeps on kicking him out.

He would like credit for no service.

He has tried and call Windstream Communications, but they say that there are not enough technicians to come out to service the area.

They are saying that there are not enough people on the road to replace the internet line.

CTR414-phone

Ticket: # 3948408 - Not informed

Date: 4/27/2020 12:34:22 PM

City/State/Zip: Golden Valley, Arizona 86513

Company Complaining About: Viasat

Description

When I signed up with viasat I told them I was a homeschool coach to multiple students. I told them I needed unlimited good internet cause my current internet was bad. They assured me that I would be better off with using thier internet service. Well I got tired of the lag and did a chat with them. They said they do not have a plan that would suit my situation. So now I have 4 students that can barely get thier schooling done. I signed a contract and I'm barely 10 months into it. With the coronavirus my student numbers have increased that's why I called them, to upgrade. What now? My kids do not get thier education or they have to spend 10 hrs a day watching the wheel spin. We need more than school time to use the internet, I pay Bill's and use it for everyday use too.

Ticket: # 3948430 - Broadcasting false information causing panic and hoarding

Date: 4/27/2020 12:41:54 PM

City/State/Zip: Princeton, North Carolina 27591

Description

The major news outlets are steadily broadcasting false information both about the president and the current pandemic. It's caused a great deal of emotional stress on my family and in my workplace. Can anything be done to police what's being broadcasted out to the nation? They must either provide obvious disclaimers on their opinions or not broadcast it.

If you have any questions please let me know.

Thanks,

(b) (6)

Ticket: # 3948617 - comcast

Date: 4/27/2020 1:31:20 PM

City/State/Zip: Martinez, California 94553

Company Complaining About: Comcast

Description

Comcast has a circular reporting structure. you are unable to lessen or cancel service during this time. call times are over 3 hours, which I understand since covid has made customer support more difficult.

The issue is that the website, which all customer support call tell you to go to do not support any form of relief. there is no way on the website to lower costs, cancel service, or ask for financial help. I feel this circular communication preventing people from lessening their service is a way to trap consumers in the monopoly Comcast already has.

It is also troubling that there is no way to see what I am being charged for. I have these bundles that are sneaked in, and then charged months later. I just want to know what each bundles baseline cost is. I want to know what I am being charged for, and I want access to adjust my account. If I lose my job, I don't want to be trapped in a service that does not seem to respect me as a person enough to let me have agency over my service. Why is it that there are so many bundles, snuck in, and there is no clarity of what bundles cost. I want an itemized list of what I am paying for and the ability to adjust the service. I understand covid has prevent appropriate customer service; however, if people are meant to go to the website, why isn't the website set up to help. I feel the process is designed to be intentionally difficult. I did not receive any help until the company was contacted by the Better business Bureau on my behalf. Which is unacceptable as Comcasts customer service should be able to answer its consumers, not just the ones who know how to leverage organizations that keep them accountable for the unethical way they treat marginalized people.

I'm still not over the "asshole Brown" thing either.

I want an itemized list, with costs on the line items of what each bundle costs, what the baseline service is, and how to 'online" adjust my service since I will be unable to call during this time.

Ticket: # 3948632 - AT&T Issues On Internet/COVID-19

Date: 4/27/2020 1:36:19 PM

City/State/Zip: Chelsea, Michigan 48118

Company Complaining About: AT&T

Description

He is calling about AT&T.

He has the bundle service package.

He lives in rural area.

He said, he's been trying to get service.

They have no fios out in his area.

He has some service; it is way too slow.

8-10 seconds on download speed.

8-10 seconds on upload speed.

His wife is a physician and he has children also.

He needs internet service so children can do schoolwork from home.

AT&T keeps passing the buck, saying that the FCC is not allowing service in his area.

CTR414-phone

Ticket: # 3948633 - Google Fi (cell provider) will not allow me to port my # out

Date: 4/27/2020 1:36:22 PM

City/State/Zip: Baltimore, Maryland 21214

Company Complaining About: Google

Description

I have tried to port my # out to 2 different carriers (Boost, which operates on Sprint lines) and Verizon. With both carriers, I've received error codes or messages that the # is ineligible to be ported. I have provided my account # and pin for the Google Fi account to both carriers and they have not been able to get the process completed.

After texting with Fi support, they have insisted it's a problem with the other 2 carriers, and not them. which is ridiculous. They do not have phone support 'due to covid' and have twice told me they'd have supervisors contact me, which has never happened.

Ticket: # 3948638 - Internet price gouging

Date: 4/27/2020 1:38:54 PM

City/State/Zip: Tarrs, Pennsylvania 15688

Company Complaining About: Armstrong Cable

Description

Armstrong Internet is price gouging.

Consumer claims her price went up \$7 since last month.

Consumer did not receive any notice.

Consumer believes they shouldn't be doing this during a pandemic.

Her price went up without warning.

Consumer believes they also have a monopoly in her area.

Consumer would like them to lower their price during the pandemic to help people out.

CTR404-phone

Ticket: # 3948714 - Refusal to install

Date: 4/27/2020 1:59:08 PM

City/State/Zip: Washington, District Of Columbia 20003

Company Complaining About: Verizon

Description

Verizon is the only provider for internet in my apartment building. They are refusing to install my service, blaming COVID-19. No alternatives means to get Internet are being provided. I have offered to do a self install, but they won't even consider that.

Ticket: # 3948738 - BOYCOM CABLE/INTERNET- POPLAR BLUFF, MO.

Date: 4/27/2020 2:08:40 PM

City/State/Zip: Wappapello, Missouri 63966

Company Complaining About: Boycom

Description

I live in a Rural area and am a Mental Heath Worker for an Emergency Room Enhancement Program currently trying to work from home. I have previously used my Hotspot from Verizon on my phone before COVID-19. I requested Internet from Boycom since they took the "Pledge". They offer no assistance at all during this Pandemic. The service in this area is horrible, they have also installed fiber optic in this area. For some reason AT&T or no other major carrier have recognized this area of having service?

Ticket: # 3948779 - Poor Service / Service down

Date: 4/27/2020 2:17:42 PM

City/State/Zip: Dacula, Georgia 30019

Company Complaining About: Windstream Communications

Description

Since getting service with provider, Windstream. My service continues to fail, bounce, and not hard down. I kept tracked for little while with my service going down and how often and it is as follows:

October 2019 - 8 times

Nov 2019 – 5 times

Dec 2019 – 3 times

Jan 2020 - 8 times

Feb - 10 times

March - 3 times

April - 2 times Hard down from Friday, 4/24 to present (4/27/20).

I've had multiple trouble tickets open with the provider. Current ticket - (b) (6) ETA for a tech to dispatch is Friday, 5/1. All this while My wife and I are working from home due to the COVID-19 pandemic.

Ticket: # 3948792 - Deceptive Business Practices

Date: 4/27/2020 2:20:42 PM

City/State/Zip: Palmetto, Georgia 30268

Company Complaining About: Fusion

Description

Birch changed to Fusion and now they are overcharging on the bill when we had an agreement with Birch. The bill has more than doubled. They also threatened to disconnect us during this pandemic when our business has been almost void of funds. We made a good faith payment on 4/21 but they are still threatening cut off.

Ticket: # 3948844 - Not getting internet speed for internet package I paid

Date: 4/27/2020 2:37:55 PM

City/State/Zip: San Jose, California 95131

Company Complaining About: Comcast

Description

I have account with Xfinity, Service Package/Plan: Performance Plus Internet, with speed up to 75Mbps (Mega bytes per second). I never received such a speed. Previously before the year 2020, I was getting speed around 29 Mbps maximum and I was ok with that but since February 2020 onward, my connect drops once a day or once every other day, which is an inconvenience but I was still accepting and understanding of that. But the main issue for this complaint is since February 2020, my connection speed is noticeably much slower and my speed tests every week proves it ... that it averages around 10-12 Mbps ... much less than the 75Mbps for which I have been paying \$44.99 per month. I called in several times to report and finally Xfinity scheduled a tech to come out 1 month after I made the complaint about slow speed. Apr 22, 2020 a tech came out and checked the box outside my house. He did not come inside the house due to Covid-19, which is understandable and there was no need for him to come inside the house. He checked the physical connecting points, ran a test and indicated that the connect is there and acknowledged the speed is slow for which he has no control. I showed him the speed results history on my phone at various times, showing download speed of 5, 8, 15, 18 Mbps. He left without resolving anything as there is nothing to fix. I re-iterated to him the connection is not the problem. It's the slow speed and the occasional drop, which is testament to their lack of network reliability.

So that's the problem: I am paying \$44.99 per month for 75Mbps and only getting 1/4 or 1/3 of that speed on average. I am not getting what I am paying for. I asked that Xfinity bill me for the low-tier pricing and NOT the current Performance Plus Plan and they indicated that they are NOT offering any lower internet plan than this.

Ticket: # 3948898 - Overpriced internet services

Date: 4/27/2020 2:52:39 PM

City/State/Zip: Norfolk, Virginia 23507

Company Complaining About: Cox

Description

During the COVID 19 crisis Cox Communication wants to charge overpriced internet services. I called to cut my cable services off and just have internet services to work from home to cut down on bills because of COVID 19. Cox Communications wanted to charge me the same price as having cable services for internet services. That did not help my situation. They are the only cable telephone internet services in Norfolk VA.

Ticket: # 3948907 - Comcast is going up on Bills during Corona Virus

Date: 4/27/2020 2:55:51 PM

City/State/Zip: Silver Spring, Maryland 20902

Company Complaining About: Comcast

Description

Comcast has raised it's rates during the corona virus pandemic something they stated they would not do- Comcast reneges on contracts as well as their statements to government- This should also be investigated with the initial complaint filed- Comcast also claims they offer services to low income individuals which appears the reason they raise rates on long term customers

Ticket: # 3948942 - Facebook corruption

Date: 4/27/2020 3:06:25 PM

City/State/Zip: New York, New York 10002

Company Complaining About: Spectrum

Description

When I click on links to items critical of Donald Trump, I always go to a blank page. This has been the case for about three days, and it began at the same time as a glut of ads and pitches began entering feed meant to generate support for Trump (coincidentally, the same time he started recommending use of disinfectants internally as a possible treatment for Covid-19).

Ticket: # 3948950 - ATT DIRECT TV

Date: 4/27/2020 3:08:33 PM

City/State/Zip: Ocala, Florida 34482

Company Complaining About: AT&T

Description

Your complaint against AT&T Corp. has been submitted to the Florida Public Service Commission and assigned TRACKING NUMBER: 181094.

Please refer to this number if you need to contact us in the future regarding this complaint.

I was just told by an attorney that the FL PSC DOES NOT handle these complaints but the FCC does. So,

For months now, I have endured Direct TV (ATT) degrading signals, buffering for shows and the very frequent SNOW on the screen during the day. Ive called and I am always told it's the weather and or other issue but the fact the product is terrible and as the service of the company. Ive endured long enough and feel the initial offering was misleading in that the signal is repeatedly going down and I am stuck in this contract but have to endure terrible service. I am rudely told by ATT that if I cancel I will owe hundreds of dollars. Well for 2 months now, not only is the service still terrible but one cannot reach anyone due to COVID. I cant express my dissatisfaction and the deplorable signals or inability to watch So what am I paying for? terrible signal service and service and I am being ripped off and I am a senior. Can the FCC help me cause I am at wits end

(b) (6)

Ticket: # 3949016 - Cox and 60-day no disconnection period

Date: 4/27/2020 3:27:29 PM

City/State/Zip: Tucson, Arizona 85701

Company Complaining About: Cox

Description

It is really difficult to get Cox Business to honor their 60-day no-disconnect pledge. They won't extend until mid-June when I will be getting my Pandemic Unemployment Assistance and stimulus payment. I have been seriously impacted by Covid-19. Cox could have agreed to extend my due date until June 15.

Ticket: # 3949054 - Billing and service

Date: 4/27/2020 3:45:11 PM

City/State/Zip: Modesto, California 95354

Company Complaining About: Comcast

Description

Due to COVID-19, I have lost my job and struggling to make ends meet. I have attempted to contact Comcast Billing directly, requesting that they work with me, allowing me to keep my TV and internet. The representative was rude and abrasive, told me "it's not our problem that COVID-19 caused this, and we need to be paid." I asked to speak to a supervisor and was put on hold for over 45 minutes, until I decided I didn't want to wait. When I called back I got another representative that told me they could give me until April 28, 2020 to make a payment. I am still struggling to make ends meet and I know that the federal government is bailing out large corporations, Comcast being one!!! I have been a customer of Comcast since 2016 and resent being treated so poorly. Their customer service is rude and abrupt and it's not right to not give us customers a break during this very difficult and trying time!! If it's wasn't for the consumer, they wouldn't be in business!! Please help me with this. I need my tv and internet!!

Thanks

(b) (6)

Ticket: # 3949068 - TV Billing

Date: 4/27/2020 3:50:48 PM

City/State/Zip: Bayshore, New York 11706

Company Complaining About: Cable Vison

Description

Consumer is stating that she feels that she should not have to pay for the Regional Sports Fee because they are not even playing live sports its all re runs because of the pandemic . consumer states she wants this dropped from her bill until they start playing live sports again.

****CTR406-phone****

Ticket: # 3949103 - Billing

Date: 4/27/2020 4:02:26 PM

City/State/Zip: Edgewater, Florida 32141

Company Complaining About: AT&T

Description

(b) (6) is placing a complaint against AT&T. consumer states that on January 13-2020 she went to one of the AT&T sale stores to have her service cancel and port her number to other provider due that she is no longer able to make the payments because they are too high, she has been a costumer of AT&T during 20 years. She is 87 y/o and she is a low-income senior citizen. Consumer was told by the sales representative that he could get her a plan for \$36.00 per month and costumer agree because she was a loyal consumer of AT&T, they give her a device that came with the senior citizen promotion. Consumer then receive a high bill and she went to the store where the manager of the store remembers her fixed her bill, but he never mentions that she needed to pay also for the new equipment. Next month she receives the high bill again and that is when she finds out that she needed to pay for the device. She has tried to call them many times to discuss this problem, but they never return her calls. Consumer already have a smartphone that she could perfectly use with consumer cellular and have a \$21.00-dollar plan. Consumer is looking for a resolution on having her phone number ported to consumer cellular immediately. Consumer wants to leave with no more fees consumer already paid the device in full and the monthly payment. Consumer wants a credit since she was never told that she will have to pay for the new device she needs her income to be able to buy groceries and supplies during this COVID-19 she is 87y/o.

ctr408-phone

Ticket: # 3949211 - Failure to install essential service

Date: 4/27/2020 4:35:41 PM

City/State/Zip: Bronx, New York 10457

Company Complaining About: Verizon

Description

Purchased Verizon FiOS internet since February, they have cancelled my installation twice cutting COVID-19. I recalled them again and they are citing false information as per covid. As an essential utility service, they should not delay such installation for almost 2 months yet they continue to sell the said services. Please interfere.

Ticket: # 3949266 - SAT Prep Test Scam

Date: 4/27/2020 4:54:15 PM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: No Name

Description

I received a call from a woman claiming to be with a company working with the College Board to provide SAT prep booklets. She said my son (knew his name) had asked for the materials but due to COVID-19, they now had to send discs. She said that the discs needed to be returned after use due to a limited amount of discs. She said there was a charge (over \$100 - I did not write down to actual cost) for the discs but that would be returned after we sent the discs back. I asked repeatedly which company she was with but she would not answer. I knew it was a scam and told the woman that I knew. I ended up hanging up.

Ticket: # 3949316 - Internet

Date: 4/27/2020 5:08:58 PM

City/State/Zip: Lake Charles, Louisiana 70601

Company Complaining About: Sudden Link

Description

In retaliation for me filing a complaint with your office, Suddenlink turned off my cable in the middle of the pandemic before May 1, 2020. This is a nasty little company that extorts their clients. If you turn off my internet and my phone uses wifi and your office is closed, how do I pay for services? That is another reason why I separated my account. I told their supervisor my husband just lost all of his overtime which does affect our bottom line until my stimulus check arrives. Companies are not suppose to be cutting off services during this pandemic but this company did. This company is an extortionist and it coerces its clients by merging my statements together and lying about the reason. My electric bill has not gotten paid for 2 months and my services are still on. So, what is so special about Suddenlink. This month we lost an additional \$500 from our income due to the pandemic. I am tired of being extorted behind lies. I want my bill separated like it was before. I have a smart tv and an Amazon prime account so I can watch everything without their cable service that they gouge us for. My bill is \$287 per month and that is gouging us. New customers are connected for \$100 guaranteed for 2 years. Please help us get better rates and to keep our wifi on without being extorted.

Ticket: # 3949326 - Charter cut our internet off during Covid Pandemic

Date: 4/27/2020 5:16:09 PM

City/State/Zip: Ringgold, Georgia 30736

Company Complaining About: Charter

Description

My daughters are not able to complete required school work at home b/c Charter disconnected our services today. I am a Paramedic on the front lines that has lost hours of work b/c of pandemic and my husband lost his job so we are a one family income right now and they promised services would not be disconnected. What can I do to rectify this situation. I contacted them and it did no good. Please help!

Ticket: # 3949332 - Optimum disconnects service daily

Date: 4/27/2020 5:20:49 PM

City/State/Zip: Mahoopac, New York 10540

Company Complaining About: Optimum

Description

I was past due on my Optimum invoice just before the pandemic shut the schools down and businesses closing. I spend on average 3 hours on hold a day to have it restored however after they restore at 10 am we loss internet daily. I've been told since self distancing and having a school age child at home I am unable to work I call Optimum daily and have been told I'd have an extension until mid May but it is turned off daily at 10 am I havent received unemployment which was filed March 16th and I have not received stimulous check and I can not even get a person on the phone at the IRS to resolve that issue. My son needs to attend school and he can not without internet. By the time I get through to have it restored virtual classes are over and as he's ready to sign on in the morning he gets kicked off.

Ticket: # 3949362 - refused to port number no balance due

Date: 4/27/2020 5:42:29 PM

City/State/Zip: Thousand Palms, California 92276-4018

Company Complaining About: Tracfone

Description

straight talk wireless refused to port my number to a lifeline phone due to covid-19. They are a prepaid service and no balance was due . Bring you own phone sim card account . [REDACTED]

(b) (6) [REDACTED] I filed a complaint with the agency in my state CPUC as well. This refusal can and could be life threatening . I have the chat conversation with straight talk emailed to me. See attached. Thank you And please help me. (b) (6) [REDACTED]

Ticket: # 3949378 - Termination of Internet service after extension agreement

Date: 4/27/2020 5:52:27 PM

City/State/Zip: Big Spring, Texas 79720

Company Complaining About: Sudden Link

Description

I requested an extension due to being laid off bc of Covid-19. They approved me for an extension until May 13. They have now cut my services off and won't help get them back on. My son a 7th grader's grades will suffer due to this cut off of services.

Ticket: # 3949384 - Suddenlink price gouging

Date: 4/27/2020 5:56:34 PM

City/State/Zip: Conroe, Texas 77301

Company Complaining About: Sudden Link

Description

I live in Conroe TX 77301. The only cable provider in our area and has been so for many years I'd Suddenlink. Their prices are considerably higher than other providers just 10 minutes away. The only alternative we have is satellite and even then you have to get your internet from Suddenlink. No cable company should have that much power. At the beginning of the year my bill was \$149. I have had two price increases in the last 2 months. My bill is \$210. I have called and explained to them that I cannot afford these increases. I have asked for my bill to go back to what it was with no success. They are threatening to disconnect my service when I call if I don't pay. I am a single mom w three kids at home online schooling as most of America is. I am a registered nurse. I was diagnosed with COVID 19 3 weeks ago. I am under quarantine. My family is struggling hard and now we might be out of internet service and I can't even get out to get more service. And then there no other choices for cable internet. Everything else is slow and not equipped to handle 3 kids doing school work at the same time all day . I don't know what to do. I have tried contacting them over and over. It seems very unfair that they are doing this to us at this dire time of need. And we are forced to deal with it. Doesn't seem like it should be legal. Of gas station owners get fined for price gouging they should be too. It's criminal. They even increased the price for mobile phones it was \$20 a line for life they increased it to \$30. They are seriously taking advantage of the current pandemic. No one from their corporate office will even talk to me. You can see from my bills in Dec I was paying \$140. Jan \$166. Feb \$176. March \$211. Where does it stop?!!!

Ticket: # 3949423 - **COVID-19RELATED FRAUD TEXT MESSAGE**

Date: 4/27/2020 6:36:35 PM

City/State/Zip: Cranston, Rhode Island 02921

Company Complaining About: "customer Service"

Description

Today, 4/27/20 at 6:04 PM I received a COVID-19 RELATED FRAUD TEXT MESSAGE. The screenshot of that text is included below. It reads: FRM:Customer Support SUBJ:Looking for a good time with a nice Man MSG:<http://.covid19stayhome.ga/>. It came from a fraudulent number on my caller ID as 1-410-100-011

Ticket: # 3949446 - Deceptive advertising practices and fraudulent billing

Date: 4/27/2020 6:55:07 PM

City/State/Zip: Kingman, Arizona 86401

Company Complaining About: Sudden Link

Description

I signed up for internet service December 23, 2018. I was supposed to get 1 Gig download speeds. I reported this to Suddenlink on Dec 23, 2018 and a technician came to the home. Speeds have been slow since that time. When COVID-19 hit I tested my speed because my teenage daughter was in tears because she was not able to connect to her online class. I tested the speed and it was 10 mbps instead of 1000 mbps. On April 23, 2020 a technician came to my home and found that there were two splitter on the house that slowed the internet speed down that were installed by Suddenlink. Even after fixing the splitters the internet could only get 10-100 mbps speed. Another call was made to have the line balanced. It turns out that Suddenlink only has/d the capacity to deliver 400 mbps in my neighborhood, yet sold me on a 1 GiG plan. I requested that they credit my account the \$375 (\$25 X 15 months). They sold a service that they could not provide. And now they refuse to refund the difference between the 1 Gig plan and the 400mbps plan. In my view it was fraudulent to sell a plan that they cannot provide, it is fraudulent that they do not return the premium that I paid. I am not request a full refund. for the 15 months. only the difference between what they said I would get and what I actually got.

Ticket: # 3949467 - False Representation of Services and Cost**Date:** 4/27/2020 7:07:10 PM**City/State/Zip:** Brandon, Florida 33510**Company Complaining About:** Spectrum

Description

When I called Spectrum Cable in November 2019 for Television and Internet Services, I called from and advertisement for new customers for one year \$39.99 + 500 mega Internet Service. I was specific that my budget of less than \$75.00 per month and that I must have either CNN or MSNBC for my max budget.

TV AND INTERNET SERVICE PACKAGE

I explained that all I needed was a basic package because I mainly watch the news, either CNN or MSNBC and standard internet was sufficient. She recommended the Latino Package because it had more channels and that it included Spanish CNN. I told her I don't watch Spanish CNN. That I needed either CNN in English or MSNBC. She stated that on the English channels the MSNBC was included. She said that purchasing the Apple TV Boxes were excellent and would still be within my budget monthly until I pay them off and then I would own them. So I ordered two of the 2 Apple TV Boxes and one of the standard cable box. During Installation (prior to receiving the 2 Apple TV Boxes via mail) .the technician explained to me the pros and cons of the 2 Apple TV Boxes and the rental boxes. It was a stark contrast of what the sales rep. stated. So I decided to forego the xxx boxes and use three monthly rental boxes. The technician called in and added the additional two rental boxes, programmed and installed all three boxes. Technician gave me the phone to talk to the install tech on the phone and they stated that as long as I do not accept the delivery of the purchased boxes and/or if I receive them to return them unopened. I never received boxes but was charged for them on my first bill. I was told to pay est. \$15 and not to worry. That the boxes would drop off the next bill. I did not. My December bill finally came in correct for \$75.27 In January I happen to call in for a Technical Issue when the tech explained that I was only being charged for one boxes and that she had to make the adjustment before she can complete the tech issue. Then she said that the reason I was having the tech issues with the channels because the boxes were not registered under my account and the channels that were giving me problems were not in my package and that I did not have neither MSNBC OR CNN available. But I was being charged for the three boxes. I explained that I have been watching the MSNBC since the inception of service. I then was transferred billing and once again had to go over the WHOLE story AGAIN about what was sold to me, what they NOW say I have and how much. The cost was WAY OUT OF MY LEAGUE of affordability. I asked to please adjust my account appropriately but that the sales rep and the company had to be accountable for the sales representation of product and cost sold! And that include either CNN OR MSNBC within the package. The file was escalated to a supervisor whom PROMISED me that all will be taken care of. Now the next month the bill comes higher. Instead of adjusted to the estimated \$106 or \$116.00 (still way over what I bargained for but the cheapest they can offer me...I called AGAIN and was told that I upgraded my package. I DID NOT EVER REQUEST TO UPGRADE. Now AGAIN I had to go thru the WHOLE STORY AGAIN with Jessica A from the Ohio Call Center. She escalated the case to her supervisor Mr. Tyler who, she stated that he submitted a report request (b) (6) on March 19 2020 for "Campaign Correction" to bring my bill back to my regular bill amount. We scheduled a call back on 03/26/2020 at 4:30pm. I also requested the information on how to submit a consumer complaint against the original sales representative because I am Exhausted with trying to resolve this. She stated she was submitting the complaint on my behalf. NO CALL NO RESOLUTION OF

ACCOUNT NO NOTHING. INSTEAD I now get a higher bill for \$241.00 and threaten to shut off service. Every month the bill his going HIGHER AND HIGHER. I have called over 6 times and counting PRIOR TO TALKING TO Jessica A from the Ohio Call Center to get the package they offered me. Promises over and over from Spectrum that they will fix this and they do not. Now with the COVID Stay At Home Restrictions I stand to lose cable and internet, because they can't honor or fix this issue. My grandson will not be able to do his homework and I am risking my credit to be shot!

Ticket: # 3949489 - COMCAST cable regional sports fee

Date: 4/27/2020 7:17:39 PM

City/State/Zip: San Mateo, California 94401

Company Complaining About: Comcast

Description

Hello,

Comcast & Xfinity keep charging this regional sports fee even if there are no actual sports regionally or even nationally during this pandemic lockdown. It is unconscionable for cable companies to keep charging this fee given the dire economic situation. This should be eliminated!

Ticket: # 3949518 - Threat from COX to terminate my service

Date: 4/27/2020 7:42:36 PM

City/State/Zip: Newport Beach, California 92660

Company Complaining About: Cox

Description

About a year ago, COX implemented data caps in my area. Users were forced to comply with 1TB or less usage or pay \$50 a month EXTRA for an Unlimited Plan.

1TB is nothing for my family. So I opted to pay for the Unlimited Plan. I spoke to several COX reps during this time and the reasoning behind the price hike was because my area had no competition from other ISPs so COX could basically charge more. This is exactly what the reps told me. Sounded like price discrimination, but I'm not going to argue over \$50 a month.. I just paid it.

Now COX has posted a bulletin on their website saying because of Covid-19 they are freezing the data caps.

I thought, wow that is nice of them... Until today when I got a threatening phone call from COX that they were going to TERMINATE my service in next 5 days unless I reduce my data usage.

I looked at my data usage counter, I used 8TB in Jan, 2TB in Feb, 2TB in March, and this month will be 7TB.

so yeah I use alot of data.. But not more than usual.. especially for a heavy user paying the now suspended fees for COX's Unlimited Plan.

I've got 3 kids streaming movies and gaming all day long because they are out of school..

I use my computer, my wife uses her computer, my kids are zooming video conferencing with their classes...

We've got cloud backup for our computers, icloud backups using even more data.. so yes we use data.. lots of it

Are we heavy users? I guess in comparison to my retired neighbors that check emails once a week, sure..

But isn't that what the Unlimited Plan was meant for?

So the threat from COX is basically we will have our service cut off unless we substantially reduce usage.

How are we supposed to do that? Everything is on lockdown, kids are home all day, the family has literally

nothing else to do but stream movies. Is it me? or COX being really unreasonable during a crisis right now.

I feel like our rights are being trampled on here. And I say rights because we have no choice but to use COX.

They are a monopoly here. We cannot get AT&T, we cannot get Spectrum, we are stuck with a provider that wants to stick it to us, and if they can't stick it to us, they want to terminate our service which in today's time internet is an essential service.

The way I see it, lots of people are staying home because of the Corona Virus, and COX's network is getting overloaded.. so the plan is to terminate service for the heavy users... This isn't an entitlement, we are paying for service, we are good paying customers. We are being bullied by our ISP to reduce usage and we can't. and we also cannot switch providers, which is a huge problem.

We used to live in Spectrum territory. They have no data caps and I never heard a peep out of Spectrum about usage.

All of a sudden I live in a Mafia area now, where COX can basically do whatever it wants.. and I have no way out
AT&T has no service here, Verizon, Spectrum.. COX is my only option..

I request an intervention from the FCC. COX's data cap policy isn't fair across the board, its discriminatory in each zone, based on competition in the area.. I cannot believe this anti competitive monopolization doesn't violate federal antitrust law. This can't be right.

Please assist, my family, other families in my area, our livelihoods, our lives depends on your help.

Ticket: # 3949533 - Phone service turned off

Date: 4/27/2020 7:55:31 PM

City/State/Zip: Metuchen, New Jersey 08840

Company Complaining About: Metropcs

Description

I live in new jersey and my phone service was turned off during covid 19

Ticket: # 3949536 - HOA Property Manager Won't Aim or Maintain Existing Antenna

Date: 4/27/2020 8:04:23 PM

City/State/Zip: Santa Clara, California 95051-5056

Company Complaining About: Lilacmg.com

Description

I own a condo and my property manager won't maintain or aim the TV antenna following roof repairs. I don't get all the local channels and others are scrambled. During the COVID-19 outbreak I'd like to get as much live news as possible. I'm on the bottom floor, so an indoor antenna gets less reception. Comcast would have to drop lines through two other units and I'm not sure I can have my own antenna installed on the roof. Please help me get OTA TV.

Ticket: # 3949548 - Without Internet

Date: 4/27/2020 8:11:47 PM

City/State/Zip: Washington, District Of Columbia 20019

Company Complaining About: Comcast

Description

I am DC resident in Ward 7. My address in (b) (6) I closed on my home on 3/27/2020 and have not been able to get internet. I have been given the run around from both Comcast and Verizon. I understand that this is a new development, but this is getting a little ridiculous especailly since we are currently in pandemic with a stay at home order in place. Internet is essential at this point in order to work from home. I am an essential employee. I am a Psychiatric Nurse Practitioner and I have been seeing my patients via Zoom and using my Electronic Health Record which requires fast internet. I have been using a hotspot which will not be able to sustain longterm use before it starts to slow down and interrupt my treatment for my patients. Please if there is anything that you can do or suggest for me to expedite myself and my neighbors to get interent. This will definitely become a hardship for myself and my patients because I won't be able to provide care.

Ticket: # 3949583 - Unstable connection with excessive packet loss

Date: 4/27/2020 8:47:51 PM

City/State/Zip: Las Vegas, Nevada 89103

Company Complaining About: Cox

Description

I have experienced an unstable connection and excessive packet loss with my internet connection. I have contacted Cox multiple times (dates upon request) to address the issue. After many hours on the phone, being passed from one tech to another on several different days over the period of several months I was told repeatedly that it was my equipment causing the problem. After spending hundreds of dollars replacing routers, modems, and cables, and even a brand new lap top (receipts available upon request) I was unable to resolve the issues. Cox did send tech's to my house to replace the lines from the street to my house. Then Covid-19 hit and the problems increased 10-fold to the point that I am unable to have consistent service throughout the day. I am paying for top level speeds but reach ranges in the 0Mbps - 300Mbps down (rarely surpassing this and 0Mbps - 20Mbps upload speed. (though Ping seems to remain in the 5-20 ms range.) I believe Cox does not have the infrastructure to support their current offerings and should not be allowed to advertise or charge for such services until such time that the investment in their infrastructure is made and nodes are split.

Ticket: # 3949649 - Bad service, 950 days later hurricane maria, no internet during quarantine | Arroyo Puerto Rico 00714

Date: 4/27/2020 10:25:46 PM

City/State/Zip: Arroyo, Puerto Rico 00714-9741

Company Complaining About: Claro

Description

Regards

During this coronavirus pandemic emergency, we are having difficulties with Claro's internet. Since September 20, 2017, when Hurricane Maria passed, we were left without any service, it was not until February 2018 that we went to the company to lend the Huawei, white modem. This was to use the mobile network of the company, the antenna was overloaded at the time, we complained to the company to work with the situation. After a few months, specifically in April the fixed line service returns but the signal was not stable, it came and went many times, the service did not last even 3 weeks and we were again isolated. Since then they gave us the white modem (Huawei) again, which did not help us at all, we had to use an ATT hotspot. Every day I sent a complaint claiming the lousy service. It was not until 2019 that they changed our modem for another one, this time a black modem (Huawei). At least this last modem has worked for us, but it also has its flashes. The problem that arises is, in the case of calls, for calls to have a tone, you must wait up to 40 seconds. When a call comes in or I make a call, the signal bar drops drastically can have all (5 bars) and currently drops and has only 1 signal bar. There is a moment when one wants to enter a page the message appears that the page is not available, try at another time. The last move from Claro that I saw was on Thursday, April 9, 2020, they were checking to fixed line and today 950 Days of Hurricane Maria, the cables are still damaged. I am sending you this message because we NEED another internet method not to depend only on the mobile network, we need the URGENT fixed line. We cannot wait any longer. To culminate from the curfew put in by the Government of Puerto Rico, Sunday, March 15, 2020, the Internet of the mobile network is fatal, we are hours without internet and it is unfair to be without the service for sending complaints to the FCC.

This complaint has attached documents:

- Modems
- Message sent to the company without receiving answers.
- Evidence that they got on the pole.

Best regards

(b) (6)

Ticket: # 3949653 - Unreasonable equipment return policy

Date: 4/27/2020 10:32:23 PM

City/State/Zip: East Quogue, New York 11942

Company Complaining About: Optimum

Description

I had a cable box completely shut down yesterday at my house so I called customer service to get the box charge off of my bill and determine the policy regarding returning the box. After speaking with someone, who was quite rude, I found out these are my options with regards to returning my box.

1. Go into my local store, stand on line, and return the box (risking my health and the health of others being that we are in the middle of a pandemic).
2. Call FEDEX myself, and out of my pocket, PAY for the return of the box. Continue to pay for the box on my cable bill, until the box is received and processed, which i imagine would take weeks.
3. Keep the box, but continue to be charged for a broken box, until the "crisis" is over.

As you can understand, all of these choices are unacceptable and irresponsible of any business in current times. A safe method for returning broken equipment free of charge to the consumer should have been available at this time of public health crisis.

Ticket: # 3949720 - Unacceptable data loss with Cox Communications in Peoria, AZ

Date: 4/28/2020 1:03:51 AM

City/State/Zip: Peoria, Arizona 85345

Company Complaining About: Cox

Description

I am experiencing unacceptable packet loss with my ISP, Cox Communications. While download speeds for things like streaming are ok, my packet loss can be anywhere from 10%-40% depending on time of day. I have to disconnect my phone from my wifi to make phone calls because my voice keeps dropping out on the other side. Playing multiplayer games online is nearly impossible. Sometimes my remote desktop connection to work will drop. There is no problem with the hardware in my home - I work in the IT field and know how to troubleshoot it. The word on various discussion boards online is that Cox has over-subscribed their lines and is not putting in enough effort to improve their infrastructure. This was an issue before the Covid-19 crisis but it has only become worse since then.

Ticket: # 3949722 - Commercials

Date: 4/28/2020 1:07:28 AM

City/State/Zip: Chicago, Illinois 60619

Company Complaining About: Wireless

Description

Summary: Other

Description: I watch GRIT everyday. I am so sick of the cancer commercials. I know you need sponsors, but this is ridiculous. It's the same ones over and over. Can you solicit for different sponsors. It's actually sickening and it's nothing that is new information. Please solicit. Not even information regarding covid 19.

Thanks . An avid watcher of your channel. My kids talk about me

watching these old westerns. I love them. Please don't make me change. Your commercials are long and depressing.

(b) (6)

Ticket: # 3949747 - Suddenlink

Date: 4/28/2020 4:56:03 AM

City/State/Zip: Mineral Wells, Texas 76067

Company Complaining About: Sudden Link

Description

Suddenlink isn't supposed to be shutting off services for non payment during the pandemic. Mine just got shut off and no one can answer the phone when I call. I only need until Thursday. My kids are doing online school at home during the pandemic and that's the service we have and they shut it off. I am laid off from my job also if I can have it turned back on until Thursday that would be great. They aren't even supposed to be shutting WiFi off during the pandemic. Thank you.

Ticket: # 3949807 - Caller pretending to be from the US Government

Date: 4/28/2020 8:43:11 AM

City/State/Zip: Boise, Idaho 83713-3733

Company Complaining About: Medicare Department

Description

Caller ID said Medicare Dept. Caller pretended to be from the US Government and wanted us to call them about our stimulus check and getting an increase in social security due to COVID. Call was on Sunday, 4/26/20, at 12:59 PM Mountain time.

Ticket: # 3949816 - Verizon Cancelled Internet Installation a day before my move. Put at risk of losing job.

Date: 4/28/2020 8:51:26 AM

City/State/Zip: Glen Allen, Virginia 23060

Company Complaining About: Verizon

Description

Verizon informed us on April 8 that they would not be able to come do our home install on April 9 when we were moving our services because we had just bought a house. We were told we would be contacted, but no information on how. After paying more to get internet with another provider they are now coming to do an installation. Nothing has changed as far as COVID, but now they are willing to come out, I think (no one has called to tell me what's going on). Our jobs at home help those same technicians who do installs (and hundreds of thousands of others). By abruptly cancelling, they put the value of an individual above the country. This policy was harmful and caused days of undue stress and fear of losing my job and new house. It was also unnecessary, as proven by the abrupt change in policy with their now willingness to do installs under a month later.

Ticket: # 3949821 - Telecommunications/lack of internet connection

Date: 4/28/2020 8:55:29 AM

City/State/Zip: London, Ohio 43140

Company Complaining About: Frontier Communications

Description

Hello. My name is (b) (6). We have had tv/ internet issues for years. It has always been something we have dealt with. We have been told for years " your area we get updated in the next 6 months or year and these problems will go away". Well guess what, it never happened. With the presidential ruling that all rural areas must be updated to have internet access seemed promising, as well, never happened. Now, during this pandemic, I have twin daughters that are trying desperately to finish their freshman year at college and they have suffered many issues due to this lack of telecommunication connection/ upgrade. It is a HUGE concern of mine not only for their current success but their future success as well.

Ticket: # 3949862 - Disconnection of internet

Date: 4/28/2020 9:23:27 AM

City/State/Zip: Fontana, California 92337

Company Complaining About: Charter

Description

COVID-19 - Disconnection of internet service. He states that provider has gone back to cutting off his internet. Consumer states that things got better for a period of time. Consumer was requesting that his due date be changed by 3 days which provider agreed. Provider disconnected his internet last night. Provider signed the Keep America Connected Pledge and should not have disconnected service.

Consumer needs his internet to work. Consumer wants provider to re instate his service ASAP.

CTR 392-phone

Ticket: # 3949880 - T-mobile service issues

Date: 4/28/2020 9:31:00 AM

City/State/Zip: Mineola, New York 11501

Company Complaining About: T Mobile

Description

Consumer stated he has very bad voice quality with his cell service

Consumer stated when he uses his cell phone there is static on the line

Consumer stated his callers can not hear him clearly

Consumer was told during the Pandemic, no tech is available right now

Consumer only wants to be contacted by phone or letter

Consumer wants his service fix

Ticket: # 3949894 - Optimum/Altice

Date: 4/28/2020 9:38:02 AM

City/State/Zip: West Islip, New York 11795

Company Complaining About: Optimum

Description

Almost four weeks this issue has been going on.

Forty years of loyal service to you.

Paid my bill on time for FORTY YEARS.

My DVR cable box is BROKEN according to your technician whom I spoke with 4/3 (Friday night).

He said he would mail me a new one.

I confirmed this on Saturday with another employee.

On Tuesday, I sent a DM via Twitter and was told the order was canceled because the DVR I have is no longer sold by Optimum & that I would have to leave my home during a pandemic to pick a new one up but was told I couldn't be sure one would be available. In addition, the vast majority of your stores are closed.

I then was on a chat with "Angel Francisco" who was either watching tv or something because it shouldn't take an hour to answer a simple question. The WiFi then went down and when the chat resumed, he/she said "where are you? You must be preoccupied." And then he disconnected. That was on 4/7.

I called back and was told I would get a call back in 45 minutes. I have not. That was TWO WEEKS ago.

On Friday, April 10 at 6:25 pm, I called and spoke to Randall who said a Samsung Cloud DVR would be mailed to me and he sent me an email confirmation and another email with a label link to mail the broken DVR cable box back.

On Tuesday, April 14, I spoke to Angel at 2:15pm and he hung up on me after 45 minutes. I then called back and spoke to Laura at 2:55 pm who confirmed the shipment and told me it would be mailed out Friday, April 17. I asked for a tracking number and she would not give me one.

All during this time, I have been sending DMs via Twitter to no avail. I receive a random response at 5am when I am sleeping.

I want someone to call my home from your Retention Department because I have been without service during a crisis for over two weeks and this is unacceptable.

40 years and you just don't care about me or my loyalty.

Heartbreaking.

I can be reached at (b) (6)

Ticket: # 3949902 - Re: [FCC Complaints] Re: False advertisement

Date: 4/28/2020 9:46:41 AM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Sudden Link

Description

This is a follow-up to your previous request (b) (6) "False advertisement"

Suddenlink did get a hold of me they said I would have to wait 4to 6 weeks. it now has been past that and I still have not received what they promised. What can I do from here? Everything is electronically so the coronavirus should not affect anything from Suddenlink. I just feel like they're continuing to stall and I don't understand. Please help

Ticket: # 3949920 - Spectrum Internet

Date: 4/28/2020 10:00:08 AM

City/State/Zip: Dayton, Ohio 45420

Company Complaining About: Spectrum

Description

Spectrum internet raised our bill in April 2020 without any prior notice. During a pandemic, raising bills is unethical. Spectrum has done nothing to correct this and has told me too bad.

[Ticket: # 3949921 - Junk Faxes: Receiving unsolicited advertisements on your fax machine.](#)

Date: 4/28/2020 10:01:53 AM

City/State/Zip: Boulder, Colorado 80304

Description

I am from Boulder Medical Center in Boulder Colorado. Today, our fax server was inundated with SPAM faxes from bigmessages.com. We are fighting a pandemic and these fools are sending us SPAM faxes and preventing us from providing medical care to our community. Shame on them!

Ticket: # 3949959 - False statement made by Comcast during covid 19

Date: 4/28/2020 10:22:15 AM

City/State/Zip: Pontiac, Michigan 48341

Company Complaining About: Comcast

Description

On Sunday April 26 I called Comcast spoke with an agent and made a payment arrangement to pay my bill on May 1st I was told on the call there wouldn't be any interruption of service on April 28 at 4:59 am my service was disconnected I tried to call in after 9 am to speak with someone regarding this issue I was left on hold for over 10 mins with no satisfaction when someone came back on the line her operator number is OL= said that it didn't matter that I was told my service would not be interrupted and yes I presided to tell her off cause I was giving a promise to pay and it was not kept on their end my cable is off as well as my security system

Ticket: # 3950006 - Loss of cable access

Date: 4/28/2020 10:42:24 AM

City/State/Zip: Pittsburgh, Pennsylvania 15221

Company Complaining About: Comcast

Description

I get most of my COVID updates via cable. It is easier for me to see (vision problems so reading tires my eyes after short time). Comcast will not restore my cable until I can pay, which I told them would be on the 3rd of the month. So basically I am now cut off from any entertainment. I don't have DVR or BlueRay. I can only watch on small devices like my phone, which will run out of charge quickly. I am POOR and at the mercy of big corporate bullies that don't look to see I pay a monthly bill on the 3rd each month. So I will be stuck inside; a disabled person, with my main distraction removed until May 3. I haven't received my CARE pay yet, so had no \$ to pay early with extra expenses right now. Comcast is a crook!!! PS: I already called them today the 28th to set payment, but they won't turn on my cable until the 3rd.

Ticket: # 3950026 - Insufficient internet

Date: 4/28/2020 10:50:55 AM

City/State/Zip: Rockland, Maine 04841

Company Complaining About: Consolidated Communications

Description

I read the Covid 19 pledge which did not address working from home with insufficient broadband. My husband is a radiologist and must work from home. The only company that can provide us with FTTH is Consolidated Communications, who refuses to help. How is he supposed to do his part as a front line worker with a speed of 4/1????

Ticket: # 3950051 - Verizon Internet Speed

Date: 4/28/2020 11:04:17 AM

City/State/Zip: Russell, Pennsylvania 16345

Company Complaining About: Verizon

Description

The consumers internet is terrible to start with.

Now with the COVID-19 issues its none existint.

The consumer uses the internet to run his company that he has from home.

The consumer states that they sold way to may subscriptions and now they can't supply the correct connections.

The consumer states that he bought a whole new computer and he is unable to set it up because he doesn't have the internet availability/speeds available to complete the procedure.

The consumer would like his internet fixed since he is paying for High speed internet and can't do anything.

He would like some sort of credit or something if they aren't resolving the issue.

CTR-415

Ticket: # 3950078 - Billing

Date: 4/28/2020 11:17:01 AM

City/State/Zip: Lake Charles, Louisiana 70601

Company Complaining About: Sudden Link

Description

Suddenlink called me and no, they are not trying to resolve anything without your involvement sitting at the table. Yes, they cut me off during a pandemic and they are the only utility company that has done that. Put my bill back separated today. I don't want to hear no more lies about a software that they ran. I have a master's degree in technology. This is all a bunch of lies. Fine their company or we can all talk about it together. Let me know if I need the President at the table too. I want this matter resolved now, not 3 days from today. Yes, I hung up in their face because it was the same old lie they have been peddling for 6 months. Learn a new story why don't you?

Ticket: # 3950281 - Price gauging during COVID-19 and oversaturation in service area

Date: 4/28/2020 12:24:29 PM

City/State/Zip: Auburn, California 95602

Company Complaining About: Sudden Link

Description

During the COVID-19 pandemic, we exceeded our monthly data plan because everyone in our family is required to stay at home. After this occurred a second time, we upgraded to the unlimited data plan to avoid more charges. Even after upgrading; however, Suddenlink still charged us overage fees and did so retroactively. We have been charged over \$70 in extra fees during this pandemic despite increasing our plan. We called to request that they waive the fees because of the pandemic, but they refused. The customer service agent refused to even transfer us to a manager. She was dismissive and rude. Suddenlink is one of the few companies refusing to help customers during this crisis. In addition to the overage fees, our Internet speed drops to 4Mbps during the evenings around 8:30 pm. This is 3x less than the 75Mbps speed that we pay for. This has been a greater problem since the pandemic but still occurred before the pandemic. The customer service person said that they can't guarantee anything and refused to adjust our bill. When a representative came out to our house, he admitted that the area is oversaturated. Our neighborhood has complained about this before, but Suddenlink continues to charge outrageous fees for poor service and does nothing about the oversaturation. Because of the area we live in, we have no other options for service. They are taking advantage of this. We want our overage fees waived and Suddenlink to deal with the oversaturation in our area.

Ticket: # 3950283 - interruption of service during the pandemic

Date: 4/28/2020 12:25:05 PM

City/State/Zip: Buffalo, New York 14209

Company Complaining About: Verizon

Description

I have two elderly friends, ages 91 and 97 who were one month in arrears on their Verizon phone bill. They were to have paid the March bill by April 25th. The phone service was discontinued on that date. I went to their house to see if they were ok and they were. I also secured the bill and after far too long listening to Verizon's recorded selections and messages about how important we are to them and having an online chat with someone, I was able to pay the bill by credit card. Because we wanted to pay it over the phone there was a surcharge of \$3.00. The phone service was finally restored on Monday morning.

Would it not be possible to call someone before turning off their phone during a pandemic when having emergency access to communication is imperative?

Ticket: # 3950331 - My bill is too high refused any help

Date: 4/28/2020 12:41:38 PM

City/State/Zip: Ontario, California 91764

Company Complaining About: Spectrum

Description

My bill went up \$25 I reached out for help and was greeted by a rude and insensitive to my situation customer service rep. I went on a told the person who went by Ryan that I live on a limited income and I cannot afford this bill spike. But he just repeated himself that nothing could be done and refused me any help. I asked for different options and I truly can't afford this at all. But Ryan swiftly ended the chat. This is completely unfair during a pandemic also to raise the rate to something that isn't affordable.

Ticket: # 3950362 - Corruption with Government officials

Date: 4/28/2020 12:50:37 PM

City/State/Zip: Jacksonville, Florida 32208

Company Complaining About: Other

Description

The "American Tower Corporation," is knowingly using faulty Amplifiers on their towers. It is the Covid 19 covered up. I have witnesses that will contest and evidence and medical documentation. Also willing conduct an experiment in my homes showing levels of lethal levels due to these towers. Also have their employees on record with witness present stating their equipment is faulty and they have no plans to fix their towers. Trump has owned this stock since 2016. Please address corruption.

Ticket: # 3950498 - Internet Service**Date:** 4/28/2020 1:40:39 PM**City/State/Zip:** Redding, Connecticut 06896**Company Complaining About:** Optimum

Description

Consumer is stating that he called Optimum to come to have his services switched to them from Frontier. Optimum disconnected his internet services from Frontier and then Optimum did not show up to have the services connected. Consumer stated that a tech was to come out and hook up the system and they never showed up. Consumer stated that he reached out to the service center and they were very rude to the consumer. Consumers father was in a nursing home and the home was going to set up a Zoom session so the family could see the father because the father had Covid 19 and this was that last time that they would be able to talk to him. Consumers father passed away. Consumer was upset because he told Optimum not to disconnect the internet until they were sure that they could reconnect everything right away. Consumer was told again that he would have to reschedule the appointment because no one was available to connect the service. Consumer stated that he has been calling Optimum and they are not answering and not returning his calls. Resolution: Consumer would like someone to come out to his residence and connect his service as soon as possible and he would like someone from the president's office to contact him directly.

****CTR406-phone****

Ticket: # 3950665 - Blocked internet access

Date: 4/28/2020 2:29:19 PM

City/State/Zip: Weed, California 96094

Company Complaining About: Digital Path

Description

We are operating under shelter in place orders here in Siskiyou county, CA. My landlord wants me to move out, but I have nowhere to go until I can move somewhere else - which is challenging bc of the covid issues. My rent is fully paid, and CA has blocked all evictions until the end of May. Working from home is my only option right now, which requires internet service. the internet has been under my landlord's name, and he has called the internet service provider and put the account on hold, even though I have fully paid for internet service for the month. The house is also in a rural area. There is no landline access and cell service is only intermittent. I need internet access in order to continue working. The ISP tells me they have to honor what the account holder wants. Because of the Covid closures, I have nowhere to go to get internet access and thus to be able to continue working - no library, no coffeeshops, and I can't go to a friend's house bc of covid shelter in place orders. My only recourse is to contact the FCC for help.

Ticket: # 3950714 - suspected scam calls

Date: 4/28/2020 2:46:10 PM

City/State/Zip: Lincolnwood, Illinois 60712

Description

Since the pandemic and stay at home I have received many suspect calls. These have been flagged by my cell carrier . My home phone has been rendered as un useable since most calls are solicitors. The FCC needs to do more to combat this spam epidemic. Microsoft investigates. How about FCC ?These scammers # should be disabled. After a while, the FCC should track down the pyramid of scammers.

Ticket: # 3950742 - GOOGLE REFUSES TO GIVE ME MY DATA

Date: 4/28/2020 2:54:54 PM

City/State/Zip: New York, New York 10011

Company Complaining About: Google

Description

Hello,

As a small business owner trying to get through COVID-19, I need your help.
I'm trying to move my Insurance Agency's data from Google to Microsoft as we migrated to a Microsoft platform and Google refuses to give me access to my account!

For all intents and purposes I'm a sole proprietor with only 2 temps working for me and Google will not provide the data until they "authenticate" me. I've tried every way to do that for them to verify my identity since the email above in question is still active.

I need your help intervening on my behalf. WE CANNOT ALLOW BIG TECH TO CONTROL OUR DATA LIKE THIS - ESPECIALLY DURING COVID19 THEY ARE NOT BEING THE LEAST BIT ACCOMMODATING FOR ME TO GET MY DATA.

I can be reached on (b) (6)

Thank you,

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3950745 - Optimum Availability Complaint

Date: 4/28/2020 2:55:29 PM

Company Complaining About: Optimum

Description

This email was listed in my internet services website. The internet company I am using took the “keep America connected pledge”. Which I thought was great. My husband and I have NEVER been late on a bill I must add, we’ve missed a payment because we’ve both unfortunately been layed off work from the pandemic. The pledge optimum took states clearly that they cannot terminate derive due to the inability to pay due to the pandemic. My has been terminated, I can’t contact any type of customer service from them. So since this company took this pledge and isn’t flowing it, what should be done? Please let me know, thank you!

(b) (6)

Ticket: # 3950767 - Provider Lied Regarding Billing Adjustment

Date: 4/28/2020 3:04:20 PM

City/State/Zip: Wayne, New Jersey 07470

Company Complaining About: Optimum

Description

Due to Covid19 issues I am having, I called provider 4/14/2020 & they absolutely confirmed my bill would be adjusted to 98.72 for 2020. It was NOT adjusted. Contacted them again 2 times 4/28/2020 they gave me the runaround, and refused to make adjustment. I want this bill adjusted to 98.72 as they stated!

Ticket: # 3950777 - Replacement Lifeline phone does not work. Assurance Wireless refused to send paid for phone to me or communicate with me since March 9, 2020.

Date: 4/28/2020 3:07:47 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Assurance Wireless

Description

Assurance Wireless sent a defective phone to replace my old lifeline phone that broke. They collected a \$5.00 replacement charge and sent me a phone that never worked with a battery that won't hold a charge. For over a month their phone number (888 321-5880) was busy day and night. When I was finally able to charge their defective phone for 48 minutes and get through to 611, I waited on hold for 38 minutes and when a man finally answered He said "Hello, Hello. I can't hear you and slammed his phone down and disconnected my call.

With no working phone I had no internet. When I finally got online on a borrowed computer the Assurance Wireless website as not working.

Assurance Wireless neglected to provide me with a working Lifeline phone two weeks before the Covid 19 virus interfered with communication so they can't blame it on Covid 19 problems.

Assurance Wireless has the worst phones and the worst customer service in any phone company I have ever dealt with. They should be fined or sanctioned or run out of business.

Assurance Wireless was the only free Lifeline phone provider in the area when I got service years ago and they tell me I can't keep my phone number if I change companies.

I have been going through medical procedures and looking for housing and I NEED a Lifeline phone NOW.

Please, please help me get a Lifeline phone that actually works with a battery that will charge and hold the charge.

I'm begging FCC for help.

Ticket: # 3950792 - billing

Date: 4/28/2020 3:10:25 PM

City/State/Zip: Evergreen Park, Illinois 60805

Company Complaining About: Comcast

Description

I was informed by an Xfinity rep that all customers with past due balances were automatically enrolled in some COVID-19 program for \$14.95/mo. This was not discussed with me and I feel I should be made aware when I'm paying out my pocket for something I might not even want. They also have an automated service that will not connect you with a live agent instead it texts you a link to text back and forth.

Ticket: # 3951152 - Scammed by Sprint

Date: 4/28/2020 5:18:12 PM

City/State/Zip: Hicksville, New York 11801

Company Complaining About: Sprint

Description

I opened a Sprint account through Best Buy on March 12. There were issues and on March 31, I returned it in the mail. The agent said I had to contact Sprint to cancel the account myself.

I contacted Sprint online and they said that I had to call to cancel. I returned the phone, so I had no way to call. I eventually got in email contact with Roberto Ramos, a Sprint Escalations Supervisor.

I demanded Roberto to cancel my account and that I had returned the phone. He said I had to wait till the return was fully processed, which it was a week later.

Meanwhile, Roberto convinced me not to leave Sprint and offered to price match Best Buy's deal. Everything was going fine. I ordered 4 phones. When I asked how to order the 5th, Roberto started claiming that I was committing fraud. He had me talk to Derick from fraud, who was the nastiest person I have ever talked to and recorded his call (with his permission) if you want.

He wanted me to go to a Sprint store. I told Roberto way before that I had several Covid-19 symptoms and live 10 miles from NYC, which is the US COVID-19 epicenter. I would be putting myself at risk as well as Sprint's employees and dozens of others. I told him I'm having trouble breathing and that if I end up in the ER, I won't be able to do anything, and he said he will be calling the cops and hung up. Very abhorrent and irresponsible behavior. He was trying to scare me into risking my life over phone service. He told me the other option was to fax. He got mad when I said I don't have fax. He told me to look on Google for free fax, which I did and sent several times with no confirmation from Sprint. It's 2020, they could just accept it directly through email like every other company.

I've been asking them to confirm the fax number since April 20. It is April 28th. I asked again to confirm the fax number on the morning of April 27th and a few hours later, my account was canceled and I'm now showing a near \$4700 charge.

I refuse to pay this. My family can't afford this amount while we have no service during such a crisis. I will immediately file a fraud chargeback with AMEX if that incorrect charge is charged to the autpay credit card because I DON'T authorize it. Call all the cops you want.

They also deleted 2 numbers I brought into Sprint, which I want back so I can port it out. First was (b) (6). This is illegal. They still want me to call knowing I have no service.

I want to stress that I originally contacted Sprint to cancel. What fraud do they think I'm doing by asking Sprint to cancel an account with a phone I returned? Again, Roberto convinced me to stay and told me to order 4 more phones and even sent me a temp phone to use, which he won't help me return. I wanted to close the account the second I got in contact with him.

I have no problem providing verification. I understand the need for fraud checks. I've sent all requested documents and can send it again and also send other information they might need.

I also want to point out that I was previously a Sprint customer from July 2017 to July 2018 and paid on time with no issues and left with my account in excellent standing. The account number was

(b) (6)

I don't understand why they're treating me like a criminal especially during such a horrible crisis. This is the worst behavior I've seen from a company. They're just jerking me with no info.

Ticket: # 3951163 - Stores closed due to COVID-19, charged for equipment they would not take back

Date: 4/28/2020 5:25:29 PM

City/State/Zip: Galveston, Texas 77550

Company Complaining About: Spectrum

Description

I called and terminated service with Spectrum effective 4/3/20 because I was moving out of state to an area they did not service. The move occurred during the COVID-19 shelter in place order in KY so the Spectrum stores were closed and unable to accept the return of the modem. On 4/12/20 I received a bill for an additional month of service (\$69.99) and the modem (\$59.00). I called and spoke with Jose that day and was told all of the fees would be waived and no follow-up was need. On 4/14/20 the account still showed a balance. The call center was closed due to "unexpected call volume" but an internet chat with Brendan and his supervisor Cory D (ticket #185555850001) resulted in the service charge being removed, a promise that a pre-paid mailer would be sent to me to return the modem and no charge would be made if the equipment was returned within 60 days. On 4/23/20 Spectrum made an unauthorized charge of \$59.00 to my credit card. On 4/28/20 I called and spoke with Brandy (ticket# 3211407) who said she credited the \$59 and then transferred me to Ace who said she had not passed along notes, had not credited the amount. He kept me on the phone supposedly holding for a supervisor with me until he hung up on me approximately an hour into the call. Stephanie, a supervisor called back and told me the \$59.00 charge could not be reversed but that she would send a new mailer and once returned, the charge would credit back.

Ticket: # 3951265 - Keep America Connected Pledge

Date: 4/28/2020 6:24:23 PM

City/State/Zip: Hugo, Oklahoma 74743

Company Complaining About: Sudden Link

Description

I am a Suddenlink Internet customer. Suddenlink has posted on their website <https://www.suddenlink.com> that they signed on the the Keep America Connected Pledge, that states they will not disconnect Internet service. Due to issues surrounding the coronavirus epidemic, I called Suddenlink on 04/06/20 about my past due account and was given an extension until 05/13/20 to get my past due amount caught up. On 04/28/20 my Internet service was disconnected for this same past due amount, during the middle of my extension, and extension I should not have had to get in the first place if they were truly honoring the pledge they signed. I had to find a way to get them paid before my own salary came through, and right in the middle of my payment extension. I hope you will find out why they are cutting customers off when they are claiming to be doing their part during this pandemic.

Ticket: # 3951287 - unwanted coronavirus spam call

Date: 4/28/2020 6:49:14 PM

City/State/Zip: Kirkland, Washington 98033

Description

Received a phone call of which the recorded message told me to hang on the line while I get transferred for an important coronavirus call. I am on the Do Not Call registry but it doesn't seem to work for me because I keep getting them.

Ticket: # 3951291 - Billing-no payment aragement extended

Date: 4/28/2020 6:50:25 PM

City/State/Zip: Middletown, New York 10941

Company Complaining About: Sprint

Description

Hello. I'm having an issue with the Sprint phone company in terms of them disconnecting my services and not extending any payment arrangements. I understand that" the FCC is working to ensure that Americans stay connected during the COVID-19 pandemic and is also taking steps to protect the health and safety of its staff" However sprint is not helping the issues. I have a past due bill of \$685, and I made a payment of \$150 today so that I would be able to get an extension and not disconnected, but sprint is asking for another up front amount of \$160 today to keep my services on. but I currently don't have that amount, and if I did I would have gladly paid it. All i asked was for two week extension. Sprint knows that I pay my account on time, I've been a sprint customer for more than 15 years. I don't understand as to why its not being granted during these hard times.

Is there any way that you can look into this issue? I don't want to have my services turned off, I need to communicate with my children while I'm at work. I'm not sure why they are not helping us Healthcare workers. I work in the ER and I need to keep in contact with my family.

Ticket: # 3951293 - robocall advertising about the coronavirus

Date: 4/28/2020 6:53:00 PM

City/State/Zip: Kirkland, Washington 98033

Description

This robocall had a recorded message saying that I needed to hold the line while they transferred me to an important message about the coronavirus. I am on the Do Not Call Registry so I do not know why I keep getting these calls.

Ticket: # 3951304 - Charged added fees and Internet tax

Date: 4/28/2020 7:01:46 PM

City/State/Zip: Las Vegas, Nevada 89115

Company Complaining About: Cox

Description

I noted an extra \$3.64 on the bill. Then noted internet tax added to the bill. Last year the entire year I had no service it was a constant battle to get service repairs. In addition was told if we come out there can be a \$75 charge. Cox is price gouging and over charging during this Pandemic time. I was never answered why there is an extra \$3.64 as I will not pay and furthermore I am owed all taxes back since the beginning of my service.

Ticket: # 3951307 - Internet out for second time in less than a month.

Date: 4/28/2020 7:02:23 PM

City/State/Zip: Phoenix, Arizona 85023

Company Complaining About: Cox

Description

Internet is out for the second time in less than a month. I am at home, during a pandemic, trying to work and get through the day. I do not pay \$120.00 a month to NOT have internet. This is unacceptable and because of Cox's failure to provide internet service, I will be forced to work late hours into the night after they restore service. If it is restored by 9:11 pm (6 hours from when it went out), that is.

Ticket: # 3951320 - Keep Americans Connected pledge

Date: 4/28/2020 7:17:23 PM

City/State/Zip: Petersburg, Virginia 23805

Company Complaining About: Verizon Wireless

Description

Verizon Wireless signed an agreement with the FCC not to cut service off during the Pandemic and yet they cut my service off and I had to pay the entire past due amount to get my service reconnected.

Ticket: # 3951385 - After 5 tech visits, still no service

Date: 4/28/2020 8:05:24 PM

City/State/Zip: Garland, Texas 75042

Company Complaining About: Spectrum

Description

I have had 5 Spectrum visit my home over the 5 days and have not been able to get internet installed. They keep sending the wrong technicians out that don't deal with fiber installations or aren't the bury crew. They aren't able to give me an exact date of my installation or aren't even able to notify me once the wire drop has been completed so I can schedule a service install. I'm unable to work from home and my child can't attend class during COVID19 because we have no service.

Ticket: # 3951410 - Suddenlink Billing Complaint**Date:** 4/28/2020 8:27:04 PM**City/State/Zip:** Eureka, California 95503-6550**Company Complaining About:** Sudden Link

Description

I have two telephone lines provided by Suddenlink. I informed Suddenlink that I was have intermittent problem with dial tone on my (b) (6) They attempted a repair from their office and said it didn't work and they were going to send out a Tech on 3/24/20. No mention of any charges for this. Tech came on 3/24/20 (did not enter home due to Covid 19) line worked when he left. He had me sign a pad (just signature line) nothing for me to see related to any charges. I was charged \$60. Problem returned immediately after tech left. I would like the charge reversed as I was not informed that there was going to be a charge. Suddenlink Chat room representative refused to reverse charges.

Ticket: # 3951435 - Misrepresentation and Billing

Date: 4/28/2020 8:45:04 PM

City/State/Zip: Fairfield, California 94534

Company Complaining About: Comcast

Description

My Xfinity package is 109.99 for 104+ channels, 300Mbps internet and phone. I dont have a phone but it was cheaper to get all three than just TV and internet. My complaints are:

1. The package for 104+ channels is \$109.99, however I cannot see any of the channels without an additional Broadcast Fee that keeps encreasing with no warning or explanation and is now \$14.99.

This is not an optional fee. I also have to pay another \$8.00 fee for Regional Sports that I do not want nor watch. This is also not optional. BTW, there are no sports right now due to COVID-19 so why charge for this? I would like to pay for package fee that was sold to me and not additional fees that keep encreasing during the term.

2. Out of the 140+ channels, I only watch about 10 of them. Yet I still have to pay for 140+ and the additional fees just to watch the 10 or so channels I want. I would like to pay for the few and only the few HD channels that I actually watch.

3. Internet is adverstised as 300Mbps. No matter what I do to optimize my internet, I cannot get more than 270Mbps and that is using only one device. Usually its less than 200Mbps and sometimes around 50 or less. I would like to pay for the bandwith that is actually being delivered and not what is falsely advertised.

4. If I try to get just internet with no TV or Phone, I actually have to pay more. This does not make any sense at all. I would like to pay a resonable "lower" price for the fractional service I am using.

5. I feel like Xfinity is extorting me, charging hidden fees (why not just add it to the package fee if it is mandatory?) and falsely advertising and claiming higher speeds.

Ticket: # 3951467 - Cox Cleveland NOT extending Data Cap Suspension

Date: 4/28/2020 9:11:58 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

AT&T, Verizon and Comcast have extended data caps yet Cox continue data caps on May 15, 2020. They obviously don't care about their customers all the money they will be racking in from overage fees.

As of 4/28/2020

<https://www.cox.com/internet/mydatausage.cox>

"We've got you covered. Beginning March 16, 2020 through May 15, 2020 data overage charges will be paused. Customers with Unlimited or 500GB data add-on plans will receive credits for their add-on plan for two bills. During this time we have suspended sales of our data plans. We want to help make sure you have the resources you need to remain productive during the coronavirus work and school closures."

Ticket: # 3951472 - AT&T disconnected my cell phone service during covid-19 and refused to connect without payment of \$900.00

Date: 4/28/2020 9:18:01 PM

City/State/Zip: Lake Worth, Florida 33461

Company Complaining About: AT&T

Description

AT&T disconnected my cell phone service during covid-19 and refused to connect without payment of \$900.00. I live alone and I have no phone during this pandemic due to att refusing to connect my service

Ticket: # 3951485 - Frontier

Date: 4/28/2020 9:33:14 PM

City/State/Zip: Stillwater, Pennsylvania 17878

Company Complaining About: Frontier Communications

Description

Frontier comm is billing me for up to 6 Mbps service and when speedtested since January 2020 has roughly averaged around 1. Tech support is no help and tries to transfer me to another person to sell me a faster plan with 15+ Mbps capabilities but are billing me for 6mbps but can't get more than 0.7mbps most of the time. With two children trying to do school work and a wife who is a nurse trying to download schedules for working during this pandemic it is unacceptable.

Ticket: # 3951486 - Will not let us remove phone lines we haven't used in years

Date: 4/28/2020 9:35:21 PM

City/State/Zip: Farmingdale, New York 11735

Company Complaining About: Nextiva

Description

We signed a three year contract with Nextiva which ended in 2019. After signing a contract, they updated their terms and conditions, saying all contracts will be automatically renewed. They never informed us of this change. Our business has shrunk, and now with Covid19, has got even smaller. However, Nextiva will not allow us to remove 7 phone lines that we do NOT use. They insist we need to keep them and pay for them. We cannot afford these phone lines as we have had a reduction in staff. We don't use these phone lines and haven't used them for years. However, Nextiva is insisting we pay for them for the next two years.

Ticket: # 3951487 - Internet

Date: 4/28/2020 9:36:34 PM

City/State/Zip: Ashby, Massachusetts 01431

Company Complaining About: Comcast

Description

I understand internet will be slow because of the Covid, but i pay for the boost. It should be at least 1/4 of the paid speed. I can get anyone from Comcast to take calls, as a qualified Gov tester in voice response system, Comcast is worst than the IRS and Avon. For upgrades of modem is a major violation off the FCC. This complaint is be forward to other gov departments to ensure i still rec payment for service attempts. The main line was recommended by the field tester to be replace prior complaint is already on file with FCC, after he observed the secondary line cracks and water in the pipe.

Ticket: # 3951527 - PA resident should get PA news not be mistreated by force to get NY news channels.

Date: 4/28/2020 10:23:07 PM

City/State/Zip: Wellsboro, Pennsylvania 16901

Company Complaining About: Dish Network

Description

That is being forced on me because I live in Wellsboro, PA. I can get no PA news concerning PA coronavirus 19. This is a major foul up because of the FCC rules according to Dish satellite service. Change the rule that zip code mandates the local channels you are allowed to get, this is wrong. I

Ticket: # 3951555 - Youtube censorship

Date: 4/28/2020 11:25:52 PM

City/State/Zip: Thornville, Ohio 43076

Company Complaining About: Google

Description

23ABC recorded an interview with Dr Erickson and Dr Massishi from California on COVID19 and at the time of the interview numbers of deaths, infections, etc. in their county, California, USA and other places in the world. They presented numbers some I have verified. Youtube has censored this video. We can no longer let giant internet companies censor information even if it is inconvenient to government or political entities. Please investigate this censorship and if we allow censorship by these companies then they need to be heavily regulated to make sure free speech continues. here is the link that was censored

https://www.youtube.com/watch?v=xfLVxx_IBLU&feature=youtu.be&fbclid=IwAR2U_z6AvoZhdTu6RYGAgi4H3SN1rODCKLZD2K-3qG6r1vgvEtGHwYUVST8

Ticket: # 3951560 - Frontier Communications

Date: 4/28/2020 11:41:09 PM

City/State/Zip: Lynd, Minnesota 56157

Company Complaining About: Frontier Communications

Description

Frontier Communications offers increased internet speeds and technician service when the service is not available and has cancelled appointment after appointment without notifying me. The lack of service during the pandemic has interfered with homeschooling and working from home. Discounts have been applied, but we need to bring to attention the customer service experience we are having with Frontier. I have been in contact with the MN Attorney General's Office, and they sent me documentation of contact with Frontier; then, they recommended I contact your office.

Ticket: # 3951591 - Consistent Loss of Service

Date: 4/29/2020 1:16:31 AM

City/State/Zip: Las Vegas, Nevada 89108

Company Complaining About: Cox

Description

Ever since the Covid-19 pandemic started, I began to experience loss of service. My internet goes down or is intermittent daily between 10 Am to 11 Pm. The company has not resolved my issue and all it does is blame my equipment instead of acknowledging issues with their infrastructure and service.

Ticket: # 3951703 - Fox News - Allows false information on Covid-19

Date: 4/29/2020 8:37:28 AM

City/State/Zip: Dalton, Massachusetts 01226

Description

I want to complain about Fox "News" allowing false information on their network about Covid-19. They should be given large fines and pay it to the families who have lost people from Covid-19. I expect the FCC to diligently and aggressively pursue this issue. This must be done immediately.

Ticket: # 3951784 - Service/Billing

Date: 4/29/2020 10:03:22 AM

City/State/Zip: East Sandwich, Massachusetts 20537

Company Complaining About: Comcast

Description

Comcast is her carrier.

She has been a customer for over 30 years.

She only needed 4 days until she got her SS check to pay her past due balance during this pandemic.

They shut her service off.

She asked them to wait until she got the SS check.

She has a heart condition and is very ill.

She has pneumonia.

Resolution:

She wants her TV back on.

She wanted them to wait just 4 days until she got her SS check.

They have none this before.

CTR394-phone

Ticket: # 3951822 - Cox phone and internet

Date: 4/29/2020 10:29:00 AM

City/State/Zip: Broken Arrow, Oklahoma 74012

Company Complaining About: Cox

Description

I called cox to add a fax line to my account, the agent stated she will send me an install kit but i never received the kit. I didn't called back until my bill got here and i been charge for the services i never used. The reason i didn't call is because i figure the orders where behind because of the pandemic, so i try calling 2 time for the same reason of my bill and i opted to cancel my fax line, when i cancel the agent stated that she will send me a box to return equipment, i stated to her that the reason I am calling you because i didn't get the kit and I am getting charge for a service I did no use because i didn't have an equipment, agent was very rude and she made me get out of my place and I answer back to her so angry, i try to explain many time and she will still tell me the same thing.

Thank you

Ticket: # 3951826 - At&t U-VERSE Internet & Home Phone Service

Date: 4/29/2020 10:31:49 AM

City/State/Zip: Pinson, Alabama 35126

Company Complaining About: AT&T

Description

I have been without service for 2 weeks and AT&T continues to drop the ball on getting my service fixed. They know it is a "line issue" but has instead sent a repair technician to my house twice, delaying the process and requiring an additional new appointment...Extremely poor customer service during the pandemic!

Ticket: # 3951842 - CNN BROADCASTING INCORRECT COVID-19 DATA IN THEIR GRAPHICS

Date: 4/29/2020 10:41:56 AM

City/State/Zip: Hermosa Beach, California 90254

Description

a graphic stating "global death toll approaches three million people" regarding "coronavirus pandemic" aired along with another graphic stating "total cases: 2,964,543" and "deaths: 206,055"

I did not see where they issued a correction or apology for the incorrect data - screenshot attached.

Ticket: # 3951850 - Internet disconnected during statewide lockdown

Date: 4/29/2020 10:49:42 AM

City/State/Zip: Sycamore, Illinois 60178

Company Complaining About: Assurance Wireless

Description

On or about 3/27/20, during the time frontier communications implied there would be no diconnected services, due to Corona virus stay at home order, my service was shut off

Ticket: # 3951881 - Cannot receive local Mississippi channels when I live in Mississippi

Date: 4/29/2020 11:04:47 AM

City/State/Zip: Picayune, Mississippi 39466

Company Complaining About: AT&T

Description

I have been told by DirectTV that it is your guidelines that prevent us from getting local channels out of Mississippi. We have always received our local channels out of New Orleans, LA., we don't live in LA. With the covid-19 virus, we have no clue what the guidelines or restrictions are for MS. It is critical for us to know what is going on in our own state. If this is a FCC issue, please assist us in getting our local channels.

Ticket: # 3951890 - Coronavirus Response by COX

Date: 4/29/2020 11:08:04 AM

City/State/Zip: New Orleans, Louisiana 70116

Company Complaining About: Cox

Description

I am affected by the pandemic and am unable to pay for my Cable or Internet service. Cox continues to threaten disconnection and demands a "commitment" to pay by 5/21. How do I know if I will be able to pay by then?

Ticket: # 3951981 - Unable to contact Optimum**Date:** 4/29/2020 11:47:56 AM**City/State/Zip:** Butler, New Jersey 07405**Company Complaining About:** Optimum

Description

I'm not one to file cases against people but Optimum has pushed my limits. I upgraded my service from their basic plan (about \$48.00/month after fees) to a higher one due to the strain on my internet during the COVID-19 Pandemic. Got through just fine. I agreed to upgrade and they told we I'd receive new equipment within the next 48hrs, since my equipment is not compatible with the 300mbp service. Great, I can wait 2 days. Well 4 days roll around and I still don't have a package. I call around 1PM and their CS is CLOSED...DURING a PANDEMIC.. The guy told me he couldn't help but it was "mailed." Fine, it's Saturday, I don't have to work until Monday. I continue with him to switch my phone service from Verizon to them, to save money for my company (\$100 phone bill vs \$30, no brainer...PS this process started 4 days ago, when I upgraded my internet). So here I sit over a week later, I can't get a hold of anyone. I signed up for their callback no call, I signed up for their scheduled callback, no call. I emailed them, Facebook commented on their post and PM them as request/suggested. I currently have a \$100 bill during the middle of this for a service I can't use and can not get in touch with anyone. No new equipment and still no new phone service. A number of people requested I reach out to FCC to report them so here I am.

Ticket: # 3952006 - Optimum Frivolous Billing

Date: 4/29/2020 11:55:20 AM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Optimum

Description

Optimum sent a technician to my house and attempted to charge me for a free installation. The technician demanded that I call Optimums phone system to submit payment for my free installation. The technician then left my residence leaving me with no internet service in a pandemic. I called Optimum back and they forced me to pay a 10 dollar fee to pay my first bill because their automated payment system was "broken" and could not be fixed.

In summary, I was fraudulently charged for a free installation and fraudulently charged for my first month's usage. I currently still do not have internet service at this house.

Ticket: # 3952013 - Hardship due to covid-19 company force you to pay before they offer assistance

Date: 4/29/2020 11:57:16 AM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: AT&T

Description

Behind on my internet bill so I called to make payment arrangement and then asked them to see if there is something they could do to offer some relief to me due to me not working as a result of covid-19. I was told that until I pay my past due balance there nothing hey can do. I was bounced from one department to the next with no help, the last dept I was pasted to I explain that I do not have the money to pay all the balance at this time can they offer any help, rudely I was told no. when I explain that I was trying to be a loyal customer and stay with att when I could call another provider and get a much cheaper rate, she told me let me then transfer you to the cancellation dept,

Ticket: # 3952063 - Xfinity Mobile Overcharging Every Month!!**Date:** 4/29/2020 12:14:12 PM**City/State/Zip:** Chicago, Illinois 60616**Company Complaining About:** Comcast

Description

I have been a customer with Xfinity mobile for over a year. Recently, they started to charge customers \$12 per GB data and cancelled 100MB free data they used to offer. I always keep cellular option "off" on my phone and set everything in "off" mode so that my phone only uses WIFI when available. Last month, I was billed for 272kb data, which I NEVER USED. I found that to be very strange since everything was in off mode. This month, I stayed at home at all time, so I am only using my home internet services. Yet, I was billed again for 0.01GB of data for \$12. When I checked my phone, again, it shows 0 byte of data usage. I was over billed for 2 months for \$24. If this continues, xfinity will keep overbilling me for something I NEVER used for as long as they can get away with it. They are running a fraud when everyone is suffering from the impact of COVID-19. They are overcharging because the gov't are NOT running at full capacity so there is NO oversight. I tried to contact xfinity mobile, but my calls were dropped every 15 minutes and there is no way you can get a live agent to address you issues. I am totally disgusted with the billing practice of xfinity mobile.

Ticket: # 3952154 - Left with no internet during covid19

Date: 4/29/2020 12:51:52 PM

City/State/Zip: Davenport, Iowa 52804

Company Complaining About: Mediacom

Description

Mediacom shut off my internet, I called to complain and spent over an hour troubleshooting with them before they mentioned that they shut off all of the old routers and modems and didn't know that I still had one. I rent my modem from them and they could see the type before we started troubleshooting. My kids have online classes and have missed many hours of instruction, video learning through Google classroom, they are cut off from communication with family and friends isolating them even further during these pressing times. They said they would rush a new modem to me and it would be to me via FedEx within 2 days. It has now been longer and I called back to check on the status. The woman I spoke with said the modem just now shipped and I wouldn't have it before Monday. That is even more time my kids are missing out on communication, schooling, and they will fall further behind and become more socially isolated because of mediacom. This is so unnecessary and unacceptable and it needs to be fixed immediately. There is a mediacom employee who lives down the street from us and drives his truck around all day. Why could they not have their local office bring me a new modem instead of using FedEx? This could be resolved much faster but instead they are making my family suffer while our bill is caught up and paid in full. They offered a measly \$15 credit on our account. Is that what my family is worth to them? I hope this doesn't happen to anyone else during this time because it is so important to have outside contact and communication.

Ticket: # 3952175 - Free subscription fraud COVID-19

Date: 4/29/2020 12:57:41 PM

City/State/Zip: Astoria, New York 11102

Company Complaining About: Spectrum

Description

Consumer is placing a complaint against Spectrum. Consumer states that she had previously service with spectrum, but since the service was horrible, she was forced to disconnect the service. Consumer states that since the classes were cancel her daughter was forced to take school online. Consumer spoke with the school member about the situation and they told her about the pledge of the FCC of keeping America connected and mandated providers to open their hot spot to any American that needs it for two months. When she called spectrum because that is the provider in her building they offer her a completely free 30 day subscription the agent promised to her that this was going to be free this happen on the 02-2020 by the 03-2020 she had a bill coming in and they told her that was a mistake of the system but that she did not had to pay for it. Then she was told that in case that she wanted to keep the service for \$45.00 that she just needed to keep the service for the next month otherwise she will need to call before the subscription is over to cancel. Consumer was interested on keeping the service and when she needed to pay the bill was up into the \$90.00 consumer called consumer service and ask why this was happening and they told her that the policy that they have is that if you keep the service you have to pay for the previews month as well. Consumer was never told about this. Consumer totally believes that Spectrum lie to her and took advantage of this. Consumer believes this is a fraudulent moved where they tell you a month free and if you stay with the service you need to pay. No policy of any company is above the law. Consumer is looking to have the month of march remove from her billing. She wants them to honor the offer. Consumer will pay for April.

ctr408-phone

Ticket: # 3952269 - Billing Issues

Date: 4/29/2020 1:26:43 PM

City/State/Zip: Shreveport, Louisiana 71148

Company Complaining About: Sudden Link

Description

Consumer said she is trying to get a hold of Sudden Link and no one is answering their calls or returning calls

Consumer said she even tried the live chat line and they are not answering

Consumer said she has been on the phone for 2 days

Consumer said Sudden Link is not even working with the consumer since the Covid-19 Pandemic

Consumer said she has been trying to get a hold of them to let them know she can't pay her bill because she is out of work due to the Covid-Pandemic

Consumer just wants Sudden Link to work with her so her service does not get disconnected

CTR402

Ticket: # 3952289 - Slow internet

Date: 4/29/2020 1:31:53 PM

City/State/Zip: Defiance, Ohio 43512

Company Complaining About: Metalink.net

Description

(b) (6) With the pandemic going on out internet is in and out of service or too slow to use. Our provider I was told has no plans for increasing the speed because of our rural location. I had to take an online course twice because of the speed and am required to do this yearly. If this happens again do you have money to give Metalink.net. The funds to increase our speed. Thank you for your help.

Ticket: # 3952300 - Poor Optimum service

Date: 4/29/2020 1:38:38 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Optimum

Description

I work from home and get really poor internet service from Optimum cable. Multiple complaints throughout the year. They have never helped or fixed the problem as this has been going on before Covid-19.

Ticket: # 3952328 - DIRECTV STELAR ACT

Date: 4/29/2020 1:45:28 PM

City/State/Zip: Brandon, Vermont 05733

Company Complaining About: Directv

Description

The consumer states that she received a message from DIRECTV saying that they could lose their network channels (ABC, CBS, Fox and NBC) On June 1 because of the STELAR Act.

I explained to the consumer that Congress last year did not renew the law, and it's scheduled to expire June 1, which is why DIRECTV is notifying subscribers that they could lose the networks on that day.

I told the consumer that AT&T is urging Congress to pass a temporary extension, noting that some customers could lose access to important news updates during the Coronavirus outbreak.

The consumer would like for DIRECTV to do something to allow consumer to continue receiving these channels.

CTR-415

Ticket: # 3952554 - unresponsive carrier

Date: 4/29/2020 2:55:36 PM

City/State/Zip: Palm Coast, Florida 32137

Company Complaining About: Intelesync

Description

We have been a customer of Intelesync for over 3 years. This is my second attempt at filing a complaint with the FCC. My first one filed well over a month ago go not response. This carrier has blocked access to our customer portal and our VoIP Server so I cannot maintain our system. We have always paid. Never even been late. I have sent more requests than I can count over the last 6 months with everyone of them being ignored. This has totally disrupted our church and caused us to be unable to communicate with our congregation during this COVID 19 pandemic.

Ticket: # 3952608 - Suddenlink beckley wv

Date: 4/29/2020 3:12:31 PM

City/State/Zip: Glen Daniel, West Virginia 25844

Company Complaining About: Suddenlink

Description

During the global pandemic my kids school was canceled which resulted into online school.

Suddenlink decided to charge me 1100 dollars instead of 70 dollars a month for " data overuse" and now my kids cannot go to school this company is always committing fraud.

Ticket: # 3952620 - robocalls from spoofed numbers

Date: 4/29/2020 3:15:05 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo, Aberdeen and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Kilmichael, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3952628 - unwanted AT&T covid calls

Date: 4/29/2020 3:19:01 PM

City/State/Zip: San Bruno, California 94066

Company Complaining About: At&t

Description

For three weeks I have been receiving frequent calls from AT&T informing me about covid-19. I have called them four times asking them to no longer call me. They continue to call me, despite my phone number not being associated with any AT&T account.

Ticket: # 3952659 - No internet service after service appointment**Date:** 4/29/2020 3:29:01 PM**City/State/Zip:** Atlanta, Georgia 30306**Company Complaining About:** Comcast

Description

I recently moved to the current address listed below. I signed up for Comcast Xfinity Internet service and paid the \$50 to move ahead with gaining my service and equipment. I set up my service appointment which was today 4/29/2020 from anywhere between 10-12. Due to the current situation with COVID-19 I was made aware that the technician would not enter my home to set up the service which is perfectly fine. The technician arrived 8 minutes before the cutoff time and had explained that he "knew that the line running into my building had service". He gave me my equipment with instructions and asked if I had questions, which I did not. I proceed to setting up the Gateway box as instructed, but come to find that neither port in my apartment has service so I was unable to complete my internet setup. I then called customer service after making yet another appointment through the app to have this issue looked at. I asked the customer service rep if there was any chance someone could come figure out the issue today. I have already paid for this service that I had to wait 2 days to get equipment for and now I have to wait an entire business day to actually have service. The customer service rep said that there were no appointments and I needed to be happy with the guaranteed appointment I had for tomorrow. I explained how this was not satisfactory since I have already paid for a service I do not have yet and now have to wait again. I am an essential employee working from home and this is a huge inconvenience. This is also not the first time I have had this issue with Xfinity with their technicians not ensuring service is connected in my home. The customer service rep said that since I have already paid for the service then I would have to call and make sure I get a credit for the days I have not had service. Again, huge inconvenience and this is something I should not have to follow up on as a consumer, because quite frankly, I doubt I will be successful in receiving the credit. Comcast/Xfinity is unfortunately the only service provider in the area that I live in and if I could choose someone else, I would, but I can't. I just wanted to bring this to the attention of whomever this may concern. I understand with COVID-19 companies have to make changes in how they operate, but if that is the case, I feel like the customer service rep should have done everything in his power to help me troubleshoot before just saying I have the wait. The technician should also have made sure that everything was connected properly. The technician sat outside my unit for an additional 30 minutes, so to say that everything is booked and they are busy is a little hard to believe.

Ticket: # 3952803 - robocalls from spoofed numbers

Date: 4/29/2020 4:21:06 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Pascagoula, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3952991 - Suddenlink Internet service unreliable

Date: 4/29/2020 5:34:22 PM

City/State/Zip: Brenham, Texas 77833

Company Complaining About: Sudden Link

Description

For the past several months my Suddenlink Internet service has been unstable and often times unusable. I have called them many times for technical support and arranged for repair service, but they never address the issues with their system. They replaced the drop line that ran to my house, but that didn't solve anything. I've had a repair technician to my house twice in the past month and he has found no issues in my equipment. After being told that they would investigate the situation further on their end, my service has remained unstable. It often goes out while I'm attempting to work from home due to the Covid-19 pandemic. Despite all of the issue, they have continued to raise my monthly fee every 4 to 6 months. When I first signed up for service with Suddenlink, my monthly fee was around \$35 without any special offers. Now, my monthly fee is more than \$85 a month. While I haven't made a complaint to them about what I consider to be an excessive monthly charge, I have tried more times than I can count to get them to fix and maintain their lines and equipment and provide me and my neighbors reliable service. I've reached the point where I don't feel like I have any recourse in the matter. I don't know what more I can do to get them to address the issue. I do know that I am not receiving the level of service that I am paying for. Can you please help me get them to find and fix the issue once and for all?

Ticket: # 3953015 - Phone Service Contract - Early Termination

Date: 4/29/2020 5:50:33 PM

City/State/Zip: Bogata, Texas 75417

Company Complaining About: Jive Communications, Inc.

Description

The phone servers installed in 2013 by JIVE Communications, Inc are not functioning properly and interfering with our internet. Due to COVID-19, it is imperative that our internet and phone systems operate so we can serve our students remotely. Rivercrest ISD requests an early termination of our current contract with JIVE Communications, Inc which ends June 30, 2022.

Ticket: # 3953032 - Altice/ Optimum Internet Disconnected During Pandemic without permission

Date: 4/29/2020 5:58:03 PM

City/State/Zip: West Gilgo Beach, New York 11702

Company Complaining About: Optimum

Description

I was on the phone trying to understand why my bill increased \$40 from the fixed price this month. The representative said they could upgrade my service and restore the lower original price. I emphasized that due to the pandemic I am working from home and cannot lose connection. They assured me this was just a paper work change and no service impact. Suddenly the phone disconnects and my internet goes out. After calling back and waiting 2 hours they confirmed that "service was discontinued at users request". This is a huge issue while I am confined to my house. Please Help!

Ticket: # 3953062 - land line phone issues

Date: 4/29/2020 6:17:29 PM

City/State/Zip: Brooklyn, New York 11204

Company Complaining About: Verizon

Description

ive been without a home phone for weeks already Verizon cam to fix but didn't really resolve issue have terrible crossed line dial tone issues and no body to talk too using covid 19 as an excuse

Ticket: # 3953112 - 1-800-340-2445 Toll Free number assigned to a non-existing RespOrg

Date: 4/29/2020 6:53:23 PM

City/State/Zip: San Diego, California 92127

Company Complaining About: Voxeo Corporation

Description

Dear FCC team,

I'm part of HP and I'd like to have some information in how to recover HP Supplies Planet Partner toll free number 1-800-340-2445. This number was routed to one of the offices of HP's 3rd party that due to COVID-19 is no longer in business. By reading your available documentation, I've tried to contact the RespOrg of this toll number to request transfer to another carrier, but Voxeo Corporation - listed as the RespOrg for this toll free number is no longer in business. I called Aspect, the company that purchased them and they don't know anything about this service. Is it another way HP can recover ownership - or route this toll free number to a functional new phone? We already have a provider that would take ownership but we do not know how.

Many thanks for your help on this issue.

Ticket: # 3953125 - Buckeye Cable Outages

Date: 4/29/2020 7:02:19 PM

City/State/Zip: Sylvania, Ohio 43560

Company Complaining About: Buckeye Cable

Description

We pay a lot of money monthly for Buckeye internet (and cable). It is constantly going out...even prior to covid. It's not fair that they haven't tried to resolve this. They just keeping taking my money and offering crappy service - but we have no other choice. It's criminal.

Ticket: # 3953175 - Several emergency alerts from Sweetwater County

Date: 4/29/2020 7:36:21 PM

City/State/Zip: Canon City, Colorado 81212

Company Complaining About: Sweetwater County

Description

I'm receiving emergency alerts from Sweetwater County regarding a servay about covid19 every 30 minutes to hour and I'm a truck driver and live in Colorado.... I'm quite mad that I'm receiving them even after I did the servay....

Ticket: # 3953227 - Hulu significantly increased commercial volume

Date: 4/29/2020 8:13:07 PM

City/State/Zip: Norwalk, Ohio 44857

Description

Hulu recently increased the volume significantly on all of their commercials. I believe this was done maliciously to entice consumers to purchase commercial-free plans, which cost more. I also believe the timing of this was taking advantage of the unfortunate pandemic occurring, which resulted in far more Americans being at home and thus Hulu decided to exploit that for financial purposes. I find this disgusting and appalling.

Ticket: # 3953231 - Internet speed less than guaranteed MINIMUM

Date: 4/29/2020 8:19:15 PM

City/State/Zip: Alvarado, Texas 76009

Company Complaining About: Rise Broadband

Description

My complaint is that I not getting at least the 60% minimum internet speed that I pay for month. For several months (including prior to COVID) there have been issues with internet speed and multiple calls were made to provider regarding reliability. I am on a 50M Unlimited plan, typical speed test results using Rise Broadband speed test application are in the 16-19 Mbps range. This is well below the 60% minimum that I should be receiving. Over the past week and a half, I have been experiencing download maximum speeds of less than 1 Mbps up to maximum of 4 Mbps. Weather conditions have been clear locally during this speed tests and time of day (early morning, mid-day, evening, late night) hasn't changed results so an excuse of 'network congestion' is not acceptable. I have followed company provided 'troubleshooting' steps completely and when they don't resolve the issue, their advice is to then call technical support. Company tells me that they have 'escalated' the issue, but they follow up to see if issue resolves once their technicians complete their 'fix'. Various times technicians have mentioned that Rise equipment as being at near capacity, which would explain network congestion due to inadequate infrastucture and support. There has also been the comment 'the need to add additional towers, because existing ones have too many customers trying to use them'.

Ticket: # 3953273 - Billing

Date: 4/29/2020 9:08:35 PM

City/State/Zip: Houston, Texas 77082

Company Complaining About: Comcast

Description

charged reginal sports fee. Reginal sports are not being shown. Covid stopped all sports.

Ticket: # 3953343 - Hacked email Att refuses to help

Date: 4/29/2020 10:28:41 PM

City/State/Zip: Waukesha, Wisconsin 53189

Company Complaining About: Att

Description

my wifes AT&T email was hacked and the Password has been changed along with the security questions. When attempting to rectify this issue by clicking the "forgot Password" link the only option given was the security questions (that have been changed on us) no option to have a code sent to our phone or a recovery email that was already set up only the security questions. I searched the myatt.com site for help only to find articles telling me to change the password with no link or option to take me to do so or even detailing how to do so. I search the interwebs with the same results, I finally tried to use the online assistant who was to have a messaging conversation to help but was redirected to limbo, no help was going to be available that way. I finally called the 1-800-331-0500 number and spoke to a very nice representative who tried from her end to help but found she had the same limitations as I did in trying to fix this. She called her supervisor who informed her that due to the pandemic the mobile solutions group was short staffed and not to be disturbed she informed me she was not allowed to contact them and if she did she did not believe that they were even operational and informed me that sadly they were literally the only area in the company that could help me as they are the only group with authorization to reset passwords. I was then informed that it would have to wait until after the pandemic to get my wife's email back from a hacker. In the meantime a hacker has all of our information and could be doing god knows what with it, my wife has no email (in a world that is strictly social distanced and dependant on email) and I have a email/internet provider who refuses to help us until "after the pandemic". My call was placed to them around 8:33 p.m. cst on Wednesday 4/29/2020 incase you need to request the recorded conversation. Please help all we want is my wife's email back from a hacker.

Regards,

(b) (6)

Ticket: # 3953396 - Over charge by Verizon

Date: 4/30/2020 12:23:07 AM

City/State/Zip: Aiken, South Carolina 29802

Company Complaining About: Verizon

Description

my Verizon bill was late in payment

I called to pay and asked for an Explanation

About a 90.00 charge they said I was late paying my bill they cut off my phone and it was a reconnect fee

I explained there's a pandemic and money is tight and he said that I had promised to pay and didn't

So they cut my phone off

That was not true

I asked them to remove the fee he said he could only removed 30.00

I said ok

I'll contact the fcc and see what they say

I would like my bill back to normal please

These are hard times

This is gouging

Thank you

(b) (6)

Ticket: # 3953405 - AT&T/Direct TV Overbilling

Date: 4/30/2020 12:52:59 AM

City/State/Zip: Eastman, Georgia 31023

Company Complaining About: AT&T

Description

I just want to thank AT&T for taking care of me during the COVID-19 and the SARS-CoV-2 pandemic. My Direct TV bill for the month of May went up \$37.58. I now will be paying \$321.48. I wonder how high my June bill will be. Outrageous!! Once again I attempted to use the Live Chat but only got the virtual assistant. My complaint is that I should have been offered discounts to reduce my bill prior to my billing. Instead my bill was jacked up by nearly \$40.00 especially during the Corona Virus. I tried to post my complaint on the AT&T Community Forum but somehow my password was incorrect and I could not login. The same password I used to login to view my bill minutes before.

Ticket: # 3953408 - COX hidden charges

Date: 4/30/2020 12:58:34 AM

City/State/Zip: Las Vegas, Nevada 89147

Company Complaining About: Cox

Description

I subscribed Cox internet. First Cox charged me \$50 no credit check. Once they active my services, Cox charged me another \$50 for one time data deposit. Cox never mentioned \$50 deposit in the their ordering process. I have no idea how many other hidden charges are there. Cox pre installed their Modem/Wifi gateway to use their equipment in-order they can charge you with other fees like wifi fees and other hidden fees. This is hard times with the pandemic COVID-19 is going on and Cox is trying make matter more difficult for everyone.

Ticket: # 3953417 - Bait-and-switch

Date: 4/30/2020 1:25:30 AM

City/State/Zip: Porter Ranch, California 91326

Company Complaining About: Spectrum

Description

On 4/14/2020, I signed up with Spectrum for internet and cable services for the price that they advertised (I received in the mail) for internet and cable bundle deal for \$44.99 per month special for 12 months. The representative confirmed this bundle deal offer comes with 200 Mbps of internet speed and if I want to increase it to 400 Mbps, it's \$20 more. I told her I will be fine with the 200 mbps and I also told her I didn't need TV, I just need internet service, and how much less will that be. She said getting internet service alone will cost \$69.99, so going with this special bundle deal is cheaper. I went ahead and agreed to get this special offer. As the representative was processing my order, she told me there will be additional \$7.99 per month charge for the cable box and so the total will be \$52.98 + taxes and fees. I agreed, since I can't watch TV without the cable box. Before ending the call, she confirmed my order includes internet service, cable TV and informed me that they will ship the two boxes, (the internet modem and the cable box), I should get it within 5 days, but could take up to 10 days. I asked her if they have expedited shipping I'm willing to pay for so I can get my internet modem faster, but she told me they didn't have that available and I just had to wait. Later that day, I received a confirmation e-mail from Spectrum with my order/services/charges, which reflected my order correctly (see attached).

On April 24, 2020, I still had not received my boxes so I called Spectrum to follow up on the shipment. After being on hold for almost 30 minutes, I spoke to a representative who informed me that for some reason the order was never sent to the warehouse for them to mail out the boxes. I wasn't happy about this since now I had to wait another week or longer! Nevertheless, he said he can send the order to the warehouse. I asked him how that had happened, he said he doesn't know. I ask him shouldn't he investigate why or what happened so when he sends the request to the warehouse the same problem doesn't occur? He said no, there is no way he can find that out and all he can do is try to put it through again. He said he can't guarantee that it will go through, he said anything could happen and nothing is guaranteed. I thought that what a horrible attitude and how can someone in the business of customer service be allowed to give such a response, but then I'm dealing with Spectrum, and I can't expect anything better than this!

We finally received the two boxes and hooked up the internet modem last night, but noticed our internet was extremely slow. This morning, I called Spectrum to get the problem fixed. After holding for almost 40 minutes, the first representative I spoke with told me I don't have internet service on my account, I only have cable TV, and if I wanted to add internet service it will be additional cost. I asked him how that could be because I have internet, it's just very slow. He said he can't explain that but I don't show having internet service on my account. I told him that can't be because I got the bundle deal and have a confirmation e-mail of that order. He said he is the troubleshooting dept. and can't help answer that question and transferred me to customer service. After holding for another about 30 min, I was connected to Lauren. She looked up my account and told me the same thing, I don't have internet on my account, I only have cable. I told her there must be some kind of a mistake and went through explaining the same thing to her that I did to the previous representative. She tried to convince me that my e-mail confirmation, although it states "TV and Internet" I don't have internet and

I have to pay extra to get the internet service. After a long back and forth conversation with her and by putting up with her rude attitude, she was belittling me and talking over me, I told her to look at the e-mail they sent me on April 14, 2020, but she said she doesn't have access to the e-mail they sent me. I offered to forward it to her but she said I can't send her e-mail, I gave her my order # from the e-mail confirmation so she can look it up and see that my order was for internet and TV, but she said she can't look up my order, I asked to speak with her supervisor and she said her supervisor is going to tell me the same thing. I couldn't believe what I was hearing and I insisted for her to transfer me anyway. She said fine and placed me on hold for a while then came back and said her supervisor reviewed my account and told her to tell me that I have to pay extra to get internet service. I was feeling like I'm dealing with a corrupt company doing business in a 3rd world country and can actually treat customers this way and can get away with. I was feeling helpless so I told her I am done with them and I was going to hang up and call FCC to file a complaint. She said to hold on for a minutes then came back on the line again and said her supervisor wants to talk to me and transferred me to her supervisor, Stephanie. Stephanie sounded like she didn't know the entire situation, or acted as if she didn't, so I felt I had to explained the entire situation once again, only for her to concur with her employee and told me it doesn't matter what the e-mail confirmation states and that if I want internet services added she can do that but it will cost me additional \$44.99. She didn't want to hear my explanation that the sales representative specifically discussed my internet speed and also how much it would cost by it's own, if I didn't get the TV bundle deal, which confirms that I have internet in my order. She also wasn't able to explain to me why an internet modem was shipped to me, if there was no internet in my order. I told her that what they are doing is clearly a bait-and-switch and I was going to report them to the FCC. After my husband saw my frustration and was hearing how absurd and rude she was sounding, my husband took the phone from me spoke to her. Stephanie was speaking over my husband and again didn't have any explanation to any of this while my husband was asking her questions, she hung up the phone before taking care of the issue. I had not had my breakfast yet and by this time I was already feeling stressed, upset, frustrated and being lied to and therefore I wanted to make sure I continue attempting to get this resolved so I called back, and waited another 30 to 45 minutes before speaking to the 4th person, whom I had to tell my entire story all over again. While talking to this 4th representative, the connection seemed to be bad, she told me I was breaking up. I tried to move around to get a better reception but she hung up. I was ready to cry! Every representative I spoke to, including this one, asked for my call back number so incase we get disconnected, they said they can call back. After waiting 10 minutes for a call back that I never got, I called Spectrum again and after 30 minutes, I was connected to a 5th representative named Monie. By now, I was extremely frustrated and tired of being on the phone for over 3 hours straight so I requested for her to remove my cable TV and add internet only. She asked me why I want to do that? I was forced to start telling her the story all over again, for the 5th time! I told her I was tired and just want her to do this so I can get off the phone. I asked her how much is it going to cost me for the internet alone and she said it's \$69.99 but she said the prior representative has notated my account that I can have it for a special price of \$49.99. I told her to go ahead and just do it and I will handle the issue with FCC. She said since I'm going to get FCC involved she'll have to transfer me to her supervisor to do this and transferred me to her supervisor (6th person I talked to), who basically kept on pushing me to agree to add the internet as an additional service because I don't have internet service on my account. She too didn't want to hear a

Ticket: # 3953425 - Spectrum Charging Late Fees and Service Interruptions During A Pandemic

Date: 4/30/2020 1:40:40 AM

City/State/Zip: New York, New York 10027

Company Complaining About: Spectrum

Description

Spectrum services in New York City are adding late fees for services if the bill is unpaid , and interrupting television services for non payment. This is a disgrace to do this in the middle of a pandemic! A lot of creditors and companies are waiving late fees, and waiving payments for 90 days or more, but not Spectrum. When I call them to complain, they tell me there is nothing they can do. They are disgraceful as a company, always have been disgraceful, and they need a light shown on their horrid customer service. All they did do amid this COVID 19 crisis is offer two premium channels for free for a couple of weeks - this is laughable - how does that assist people with paying bills at a time like this??

(b) (6)

Ticket: # 3953442 - Excess late fees = 30% +

Date: 4/30/2020 3:06:41 AM

City/State/Zip: Raton, New Mexico 87740

Company Complaining About: Centurylink

Description

CenturyLink takes up to 30 days to change a bank account for payment . I am being charged \$30. for late charges on \$86.80 (charges before were \$86.63) of my bill due which is excess PRICE GOUGING for late fee. I want CenturyLink to make their late fees reasonable for all concerned this is about us not just me. CenturyLink is not a lending company and even if they were I would not get their credit card. I could not pay my bill after hours? Due to the Coronavirus I have to travel 20 miles to get my data card and I did not want to pay for it on line as costs more and I need to do what I need to do but 30%+ late fees is outrageous. Pay Bill

Current

Amount Due: \$116.80

Payment due by:

04/18/2020

My bills are usually due by the 16th. AutoPay.

Boy CenturyLink is trying to recoup its lose due to the lawsuit and I was not eligible for that one... I am environment friendly and I opted for paperless, therefore I cannot copy and paste anything from their website.

Ticket: # 3953456 - News and media covid 19

Date: 4/30/2020 5:27:48 AM

City/State/Zip: Venice, Florida 34293

Company Complaining About: Frontier Communications

Description

The title of the article follows and says it all (Coronavirus altered brain of NYC ER doctor who killed herself) I understand that it's very difficult to get to everyone's complaint but the news is so influential and a part of everyone's lives but blaintaint misinformation which it's only purpose is political gain that risks the community who religiously follows the information is just as dangerous as the groups that believe 5g is the cause. Please do something to stop all the misinformation in the news. News agency's are posting about the current covid 19 out break with so much misinformation only for financial gain and political gain.

Ticket: # 3953484 - Gonzalves & Santucci DBA Conco Companies

Date: 4/30/2020 7:52:56 AM

City/State/Zip: Rancho Cucamonga, California 91739

Company Complaining About: AT&T

Description

The company next door Conco Companies were accessing the AT&T Ciena Router with a CAT5 Cable and they do not have service. I have managed Internet Services by Nitelusa and they had a local tech Chris Bonn interfere with a site check and we have it on video that he told the real AT&T worker not to speak and he would tell him later about it. Conco has been stealing my mail and hacking my account. They have locked my access to internet room with a 6000 concrete block and the city of Fontana cited them for it. I need assistance to have this stopped and AT&T allowed the Chris Bonn to harass me and get in my face and yell at me. I am frightened and I am a registered native american. I am working with the department of the interior BIA on a federal procurement for the SARS/Corona Virus and they are connected to my accounts and I do not have secure connection for my data. Please help.

Ticket: # 3953487 - No internet service

Date: 4/30/2020 7:56:17 AM

City/State/Zip: Buckhannon, West Virginia 26201

Company Complaining About: Sudden Link

Description

I have had my internet service turned off twice by suddenlink and my child has suffered due to Covid 19 and doing homework online

Ticket: # 3953545 - Failure to provide services paid for

Date: 4/30/2020 9:14:44 AM

City/State/Zip: Georgetown, Texas 78626

Company Complaining About: Sudden Link

Description

We are currently paying for 1gb of internet through Suddenlink which unfortunately is the only option we have in our neighborhood. They not only incorrectly hooked the fiber line up they have left a live wire running through my back and side yard all the way down to the street. I have made several attempts at having them A. Fix the internet to where it is at least functional and B. Bury the live line that they have left running through my yard. There has been multiple appointment's scheduled for the fix in which they simply don't show up or call. Due to the current pandemic my wife and myself are both working from home and are forced to use our cell phone hotspot to work bc the service we are paying for is useless. They are now calling threatening to cancel my account because I didn't make a 75 dollar payment within the 7 days of service that was never advised to be required not to mention I still have no functional service to pay for. I have called no less then 10 times and have about as many emails. I've had supervisors never return calls, customer service refuse to transfer me to leadership and multiple techs just never show up.

Ticket: # 3953569 - Cox Slow speeds

Date: 4/30/2020 9:40:57 AM

City/State/Zip: Plantsville, Connecticut 06479

Company Complaining About: Cox

Description

Of course the internet is maxed out right now, but my wife and I are having difficulty performing some of our work duties due to the inconsistent speeds that we have been experiencing. My wife is a nurse working in IT to try to support the COVID response and she is having difficulty with being able to conference with her colleagues. Things have slightly improved from a few weeks ago but it is largely still pretty slow and video calls are very unstable.

Ticket: # 3953634 - Xfinity Comcast internet

Date: 4/30/2020 10:22:13 AM

City/State/Zip: Pittsburgh, Pennsylvania 15238

Company Complaining About: Comcast

Description

I have been having issues with internet connectivity and speeds for weeks. I know things are slowing down with everyone working from home now, but I am one of those people as well so I need my internet to work. I have been on the internet customer chat and phone with Xfinity for over 12 hours, culminating in this morning where they disconnected me when I asked to speak to a supervisor. I said I either wanted my internet to work with speeds closer to I am paying for (600 mbps but working at 7 mbps) or I do not want to pay for service I am not getting. Instead of helping me, they just disconnected me. Every day I wake up, it's a different internet connectivity issue on all my devices. They said they couldn't send someone out to check outside (safe social distance) because only my internet wasn't working, and they needed all my services to be not working (internet, phone, tv) before they would respond. I understand with COVID19 the safety precautions and prioritization, but after weeks of issues and hours on the phone with them determining that is the only option, I was hoping to have get more than just disconnected.

Ticket: # 3953702 - New Service-Improper Install and Services not as Described by sales

Date: 4/30/2020 10:55:52 AM

City/State/Zip: Elkton, Florida 32033

Company Complaining About: Comcast

Description

Ordered service on Saturday, April 25, 2020. I was informed via chat rep that I was able to stream tv service to Roku devices in my house even though I would not have Xfinity internet (I have high-speed internet from another provider.) On Monday, April, 27 the installer came out during the scheduled time and connected only a single coax cable going to the house. (The cable used was not the one I needed to be connected; I planned to use the service in another room and add cable card devices as well as Roku streaming .) I was not home at the time of install as I was told I did not need to be. When I connected to the intended coax port in the home, I got no signal. I moved around and discovered the live port was an ancillary plug in the living room, and I had intended the box to be in another location. I chatted with an agent and was told someone would contact me asap about this and get it resolved. I hooked the box to the working outlet to ensure the service was what it was said to be and to be able to log in and play the service from Roku devices. I got an error when trying to access the app and chatted with technical support who could not figure out the issue, I called in and after several people got to someone that was the first to inform me that I had to have the Comcast internet service, not just internet service too to be able to stream the live content I was subscribed to. This was in direct contradiction what sales agents told me on the above mentioned Saturday. As of Wednesday, April 30, 2020, I had not been contacted about the cabling issue, so I called support. I was told that due to COVID-19, there would be no techs available until May 29, 2020. I asked why on the website I could get an appointment for a hookup the next business day, but to correct an improper install, it would be an entire month. I was told that is just how it is. I transferred to a disconnect agent hoping to get this resolved, and on both counts was not provided any viable options other to ask the tech support again if there was a sooner date.

Ticket: # 3953733 - Lifeline Equipment

Date: 4/30/2020 11:05:27 AM

City/State/Zip: Miami, Florida 33130

Company Complaining About: Access Wireless

Description

The consumer has Lifeline services and had a phone from Access Wireless.

On the 24th of April he states that his phone hasn't been working and needs a new working phone.

The consumer states that he called Lifeline and they said that he must pay for a new phone.

The consumer states he doesn't have the funds for a phone and he had received a government phone in the first place so why would he need to go buy a new phone.

The consumer needs a replaced phone that works since he is isolated at the moment and in case of an emergency he has nothing to rely on.

The consumer had to leave his home to make this call from a friends house, putting his life in danger since he is an older individual during COVID-19 Pandemic.

CTR-415

Ticket: # 3953794 - Lack of sufficient internet

Date: 4/30/2020 11:17:45 AM

City/State/Zip: North Garden, Virginia 22959

Company Complaining About: Centurylink

Description

We have had very limited internet access for years and are very much in need of internet capabilities as we have 4 adults working remotely from home during this COVID-19 outbreak. Century Link has a monopoly on this area of Virginia and we have no other options for internet carriers. We currently have 9.81 download speed, and 0.68 upload capabilities. Even though several of our neighbors down the road and the elementary school 1 mile away has expanded their broadband, we have been told that our connection of 10 Mg is the limit for our area. We have neighbors with 40. Please advise!

Ticket: # 3953842 - Covid 19 price gouging

Date: 4/30/2020 11:40:25 AM

City/State/Zip: Glen Daniel, West Virginia 25844

Company Complaining About: Suddenlink

Description

First off once I started with the company I told them I wanted unlimited and they refuse to go back and listen to the call. Now 6 months latter they said I have went over my data and want me to pay 1100 dollars. This is the only company that ive ever met that will allow you to keep going after your data and just keep charging you. Now my kids cannot go to school because this fraud of a company decided they wanted to take advantage. of a disabled veteran on a fix income

Ticket: # 3953851 - T-Mobile Billing & Portability**Date:** 4/30/2020 11:43:04 AM**City/State/Zip:** Farmington Hills, Michigan 48366**Company Complaining About:** T Mobile

Description

Porting a phone number from carriers; she was going to go to Straight Talk. He is calling about his mother. She had phone service with T-Mobile. She wants to get that phone number back. T-Mobile states the account was cancelled on March 12. They are stating if she pays a \$500 bill. His understanding is that she signed up for insurance with the carrier and that she would pay a deductible; she had to pay a very high deductible; for a broken phone; and got a very low quality in early March. She works in the Healthcare Industry; she was working more hours and could not get to her bills.

Accumulated outstanding balances. There was a pandemic and caller feels this is wrong. Resolution the caller is seeking is that they want T-Mobile to turn on her former phone number with them and port the number to Straight Talk. ***CTR386-phone***

Ticket: # 3953856 - Atlantic broadband

Date: 4/30/2020 11:46:31 AM

City/State/Zip: Tilghman, Maryland 21671

Company Complaining About: Atlantic Broadband

Description

During covid-19 Atlantic broadband has interrupted my service twice now for non payment and I cannot afford to pay until the states orders are lifted and I am back to work full time. I think this is a violation of government and state orders. I have children who are doing online schooling, I'm trying to feed them etc and I am a single mom.

Ticket: # 3953931 - Phone Problems In A Medical Facility Going On Since March 18th

Date: 4/30/2020 12:12:45 PM

City/State/Zip: Ardsley, New York 10502

Company Complaining About: Optimum

Description

Optimum has our internet service which also provides phone service. With COVID-19 we are inudated with calls. Patients can't hear us as our phones are not working properly. After 3 weeks of having Optimum blame our phone lines, they realized that there are too many people using their lines and they need to increase coverage. To date - no assistance has been provided.

Ticket: # 3954016 - Comcast refuses to install to my rural home

Date: 4/30/2020 12:43:02 PM

City/State/Zip: Manakin Sabot, Virginia 23103-2021

Company Complaining About: Comcast

Description

During this pandemic lockdown I have been desperately trying to get Comcast to install new service in my existing home. I live in a rural setting, but the houses across the street have service. My wife is working from home, I'm trying to re-enter the workforce and I have two school age teenagers; all of which require high-speed internet service.

After 30+ days of conversations I was told today (4/30) that they cannot provide service to my address.

I'm frustrated, frightened and concerned that rural students and remote workers may be locked out from these essential capabilities.

Ticket: # 3954039 - Spoofing / Phishing Student loans and COVID

Date: 4/30/2020 12:52:12 PM

City/State/Zip: Scottsdale, Arizona 85251

Description

I've been getting multiple calls a day (at least 2 a day) from random phone numbers regarding student loan forgiveness and payment deferment as it relates to COVID19. I have answered a few, they are almost always a recording. I have not pressed any buttons to continue but now I am getting calls from random people stating they have received missed calls from my number that I did not place.

Ticket: # 3954048 - Verizon dishonesty about number being unlimited

Date: 4/30/2020 12:56:16 PM

City/State/Zip: Scott, Ohio 45886

Company Complaining About: Verizon Wireless

Description

I own a tower device used to allow internet access, I had it connected for a term then disconnected it. The device was on an unlimited plan.

On Feb 6, 2020, I removed a number from a phone and restarted the internet access tower. At this time we told the staff member at the Verizon Store on Elida Road, Lima we required the unlimited plan to remain on this account. We were advised this would be the case.

I subsequently received a bill with \$3500+ of overages on this device.

We called and advised Verizon of this issue and they refused to remove the overage charge despite our 18 year history with them and our history of billing showing we have never had a bill like this. They did advise us that the account would be moved back to the phone it came from on Feb 6th and unlimited reapplied. This was Monday the 23rd of April. As of today there seems to be no changes and the tower device still works while the phone does not.

We were told they would remove 30% of the bill and allow us to make payments. I advised them I would not be able to do this especially due to the Covid19 downturn which has all but destroyed my business.

I feel that I was lied to able to data available to us and that Verizon has failed to act in any way to assist us.

Ticket: # 3954237 - Xfinity/Comcast Not Providing Service I Paid For

Date: 4/30/2020 2:01:19 PM

City/State/Zip: Tucson, Arizona 85719

Company Complaining About: Comcast

Description

I have been having continued internet issues with connectivity; sometimes my internet goes out 20-30 times a day. In contacting Xfinity, they have proceeded to tell me that I need a technician to come to my house, but due to the COVID-19 crisis, they cannot send someone. I asked that I be credited since I am paying service that they are not providing, and they have told me numerous times I would receive a credit on my bill. Yet every time I go to look at my bill, nothing shows up, and now when I try to reach an Xfinity agent, I am only given a chat box.

Ticket: # 3954238 - Raising Service rates on Cell Phone T-Mobile

Date: 4/30/2020 2:01:22 PM

City/State/Zip: Wyandotte, Michigan 48192

Company Complaining About: T Mobile

Description

I got my notification of billing today from T-Mobile with notice that they are raising my service rates with this bill. For the 4 phone lines I have it will be an additional \$144.00 a year!!! This is insane as most people are off work due to the Covid-19 and most companies are giving discounts or reducing costs. I feel like they are taking advantage of the situation we are in. I sent 2 text messages to them but got no response. They know what they are doing to us.

Ticket: # 3954247 - Sprint Billing unaffordable

Date: 4/30/2020 2:04:30 PM

City/State/Zip: Los Angeles, California 90046

Company Complaining About: Sprint

Description

I had purchased a lease special for Black Friday at Best Buy to get the new iPhone X with Sprint. The promotion was basically I was going to get one month free my bill wasn't gonna be doing till January and I was paying for my first month at the store that day I was getting the phone the very first day. I had looked over my bill and noticed something odd it basically was charging me for a month prior to when I actually purchased the phone.

I had purchased the phone November 24 they had me in a bill from October to November 23 I never use the phone from October to November 23 I barely got the phone on the 24th. I had purchased the phone November 24 they had me in a bill from October to November 23 I never use the phone from October to November 23 I barely got the phone on the 24th. When I called customer service they told me oh they have a special program where the payment goes Not only for the current month but for the month ahead except the month was prior to when I got the phone so how does that make any sense I didn't start the The service until the 24th. I have never heard of paying for last months bill when you didn't even have the phone service with them I had another phone service why would I do that. Also when I was at the store getting the phone for the very first time they told me I was paying for the month I was purchasing and I was getting a free month so I didn't have to pay until January. Also when I was at the store getting the phone for the very first time they told me I was paying for the month I was purchasing and I was getting a free month so I didn't have to pay until January. I had signed up for the \$65 plan they had changed up my plan to \$112 and they expect me to pay \$200 every month I did not sign up for this I cannot afford this and it's Covid season do they understand that nobody's working right now this is really My fault I should've known better I knew Sprint has a bad reputation for doing this and I don't know what I was thinking all I wanna do is get out of this phone service with them it's not worth it I had already paid over \$400 just for the insurance that they didn't offer another expect me to pay them \$2800 a year for phone bill I can't do it

Ticket: # 3954372 - Billing/COVID-19/service

Date: 4/30/2020 2:41:20 PM

City/State/Zip: Carlsbad, California 92011

Company Complaining About: Spectrum

Description

(b) (6) is placing a complaint against Spectrum. Consumer stated that on the month of March she called spectrum consumer service to terminate the internet service that she was receiving. The representative told her that the end of the billing cycle was the 30th of each month and that it was already charge into the card and they will charge her for the entire month consumer made this phone call on the 03.03.2020. On the 04.30.2020 consumer called again spectrum to cancel the service and they told her that her billing cycle ended on the 04.27.2020 and that she was going to get charge for the entire month. Consumer is stating that in her household there is not any incoming income. Her and her husband are lay off and the only money that they have safe is the one that they are taking from her. Consumer does not want to keep the service because they want to be able to feed their children. Consumer is looking for a resolution on having the money of the month of April refund back into the card and she wants the service to be terminated. Consumer does not know when her or her husband will go back to work and they are not interested on having any debts with any provider.

ctr408-phone

Ticket: # 3954404 - Lack of Service

Date: 4/30/2020 2:52:27 PM

City/State/Zip: Conroe, Texas 77303

Company Complaining About: Sudden Link

Description

Consumer needs to work at home because of the COVID 19 virus.

Consumer has been without internet for five weeks.

They have not come to fix it.

Consumer has tried to talk with them but the end up hanging up.

Yesterday they were supposed to have a repairman at his home at 7:00 a.m.

Did not show up.

Manager called back at 11 a.m. saying he could fix it within two hours.

When consumer got home it still was not working.

The underground line for DISH Network in his back yard was cut in half by Suddenlink - it cost the consumer \$140 to have it fixed so he could watch TV.

Suddenlink said they would pay \$86 toward the repair.

It will be six weeks on 3 May that he was to have internet and they won't give him credit for this period when there was no service.

This is not fair and the consumer wants them to make it right.

The consumer had to pay a deposit of \$180 to sign up for the service. ***CTR412-phone***

Ticket: # 3954443 - Cablevision Equipment

Date: 4/30/2020 3:02:02 PM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: Cablevision

Description

- consumer has cablevision which she has 5 cable boxes since 1976 and one of the boxes went dead.
- Stated that consumer would have to go to one of the stores which was not opened due to the COVID-19.
- consumer stated that she returned the bad box which is what she was told to do but today when she contacted Cablevision they told her that she should have kept the box because now they have to have tech come out for a charge for the installation .
- consumer was told today Thursday April 30th, 2020 that she was only allowed 4 boxes and already had 5 but the one was dead but the rep stated that they would have to come out and install the 5th box due to showing on her account she only has 4 but consumer sent back the 5th box to have it replaced.
- Account is under (b) (6)
- consumer would like this issue resolved by having her a new replacement box Samsung Optimum cable box shipped to her at no charge.

CTR395--phone

Ticket: # 3954470 - T-Mobile charging for equipment even though returned per guidelines

Date: 4/30/2020 3:11:07 PM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: T Mobile

Description

I went to a store for issues with battery depletion and the salesperson didn't even look at my phone and said I needed to replace it per warranty. They charged about \$100 for doing that, I think it was \$90 plus tax. The new phone wasn't scheduled to arrive for a week, and I figured out in the meantime that my email client was constantly downloading, which was the cause of the battery issue. I disabled it. When phone arrived never opened box, and was busy at work and then got Covid19. T-Mobile sent a text that I had 14 days to return the phone, so I took to a store 2 or 3 days later. Latest bill has charge for \$1,110.50 for phone re-stocking fee. I called customer service and they did some internal thing to track the phone down. They then sent me an email saying I returned it too late and am stuck with the payment. So I returned the phone within their guidelines not even opened, and am out over \$1,200!

Ticket: # 3954509 - WHISTLEBLOWER COMPLAINT

Date: 4/30/2020 3:21:10 PM

City/State/Zip: Tucson, Arizona 85711

Company Complaining About: Comcast

Description

WHISTLE BLOWER COMPLAINT.

Consumer works in the call center for Comcast as a supervisor in the NE Division for Small Business. She is a supervisor in that call center contracted by VXI.

She is calling with a whistle blower complaint.

They are using a residential telephone customers regulated account to apply credits as part of the COVID-19 issue.

Consumer believes they are using inappropriate funds with no intent to resolve the issue.

Consumer repeatedly questioned management about the issue but they just kept saying, 'let it ride.'

Comcast is not allowing consumers to participate in the assistance program and is allocating funds inappropriately.

Consumer was forced to log in to offer her credentials so employees could issue credits from this fund without her permission which she claims is unethical and inappropriate.

She had brought the issue to the attention of upper management and they terminated her employment on Monday.

Consumer is afraid but would like the information to be investigated and her name to be with-held for privacy and safety concerns.

CTR404-phone

Ticket: # 3954530 - Hughes net internet dispute

Date: 4/30/2020 3:27:36 PM

City/State/Zip: Ramah, New Mexico 87321

Company Complaining About: Hughes Net

Description

Consumer stated for the past 2 months her service has been throttled

Consumer stated without internet she has no phone service

Consumer stated carrier disconnected the service after she complained

Consumer stated due to the Pandemic carrier should not be disconnecting services

Ticket: # 3954561 - Cox Communications - Ping/Packet Loss Issues**Date:** 4/30/2020 3:36:38 PM**City/State/Zip:** Laveen, Arizona 85339**Company Complaining About:** Cox

Description

Cox infrastructure is lacking and/or out of date as they continue to oversell during a global pandemic. Right now, I do all of my work, my schooling and my gaming over the internet. I'm getting speeds of almost 300 MBPS as advertised but it's impossible to play anything due to packet loss. All of the responses from the company are regarding faulty equipment but anyone experienced enough to dig outside of turning something off/on can see something is wrong. I have attached a screenshot showing that I can't even reliably connect to their own website without hitting packet loss, high ping and jitter. Every game I play as well online lags to the point that I can't even play them anymore.

Ticket: # 3954592 - spam fax COVID 19

Date: 4/30/2020 3:46:55 PM

City/State/Zip: Wesley Chapel, Florida 33544

Description

This is a very scary situation where someone is collecting information and falsely advertising and taking advantage of the COVID 19 situation.

[Ticket: # 3954631 - Government Agent Imposter Scam - COVID19 economic impact payments](#)

Date: 4/30/2020 3:58:46 PM

City/State/Zip: Anchorage, Alaska 99508

Company Complaining About: Social Security

Description

Imposter is calling saying they are an SSA agent helping with an issue of direct deposit with the COVID-19 economic impact payments.

Ticket: # 3954644 - Billing - COVID-19

Date: 4/30/2020 4:03:33 PM

City/State/Zip: Westfield, Indiana 46074

Company Complaining About: Comcast

Description

I'm self employed and had to terminate my business due to corona virus. Comcast has provided internet, telephone and tv and they say my company has a contract that has not expired so they continue to charge me for services even though i am no longer at that location and no longer run the business. I have asked them to dismiss the monthly charges since i left the business in mid March but they have refused.

What can I do since i no longer can pay for these services and find myself now unemployed? Thanks.

Ticket: # 3954808 - DIRECTV Billing Issues

Date: 4/30/2020 4:55:26 PM

City/State/Zip: West Palm Beach, Florida 33405

Company Complaining About: Directv

Description

The consumer states that she is calling for help to file a complaint against DIRECTV whom she has TV services with.

When getting service with them she received the equipment and they told her that if she gave them her bank information the payment would be around \$55, if she did not the payment would be close to \$80.

The consumer stated she agreed to the bank information so she would pay less.

The first 2 months they did everything correctly.

In February the consumer realized that they were taking out \$116 without her authorizing the transaction, or getting notified about it.

The consumer called DIRECTV and they said they are taking that amount because they gave her certain channels.

The consumer states that the channels they told her she gets, she doesn't even receive and never even requested in the first place.

The representative told her that she would get credit on a card back for her to use for the next month payment.

The consumer states that they have yet to give her the credit.

The consumer states the they give her a period from the 1st to the 4th to pay her bill.

The consumer states that her payment went through on the 5th because of COVID-19 going on and she couldn't find an opened store. (the consumer got rid of auto pay because of the issues)

She paid \$89 on that date.

Now this months bill they had told her her bill will be less than the \$89.

Now the consumer received a bill for \$103, she called DIRECTV and they said it was because of her late payment.

The consumer states that during this time she tried looking for an open store and called DIRECTV to find a store.

The consumer states that she needs her money back for the months that they were taking \$116 out of her bank account without her permission.

CTR-415

Ticket: # 3954811 - Billing

Date: 4/30/2020 4:58:04 PM

City/State/Zip: Lucerne, California 95458

Description

After getting a second phone line I have tried to pay off my original phone loan. Every time they tell me I have to pay off my total phone bill before I can pay off the loan. I lost my work due to Covid and now I am strapped with cash. I feel like they keep making me pay a lot off charges every month for the second line and I can't pay it all at once.off my original

Ticket: # 3954930 - Cancelled AT&T Service**Date:** 4/30/2020 5:47:06 PM**City/State/Zip:** Santa Ana, California 92706**Company Complaining About:** AT&T

Description

On April 16th 2020 I cancelled transferred my wireless service from AT&T to Verizon. My billing cycle with AT&T starts on the 17th of the month and ends on the 16th of every month. I received a bill from AT&T for service from April 17th - May 16th. Note this is after I cancelled my service with them on April 16th. I called AT&T and spoke to a representative that informed me that AT&T does not prorate service. The representative stated that the service was transferred on April 17th, conveniently the first day of the next billing period. I asked to speak to a manager who then repeated the same information. Needless to say my call to resolve the issue was to no avail. I've included documents attached noting my start date with Verizon as April 16th 2020. The AT&T bill in question is for \$109.67. As you may understand, the current world pandemic has negatively impacted my income like millions of other people and I cannot take on an extra bill especially one without cause. I look forward to hearing from you soon. Thanks so much.

Ticket: # 3955055 - Suddenlink in Lake Havasu City Arizona

Date: 4/30/2020 7:15:56 PM

City/State/Zip: Lake Havasu City, Arizona 86404

Company Complaining About: Sudden Link

Description

We received an email from Suddenlink three weeks ago stating we were getting free on-demand videos because of coronavirus. We could not pick it up on our TV so we called Suddenlink 10 days ago and they said it was an outage problem so we waited until today and called them back and they are stating it's a outage problem. We never solicited free on demand we never wanted free on demand but since they offered it to us during coronavirus lockdown we can't figure out why they are not providing it. Can you please help us with this problem.

Ticket: # 3955121 - Unsatisfactory customer relations during pandemic period

Date: 4/30/2020 8:07:21 PM

City/State/Zip: Fort Myers, Florida 33905

Company Complaining About: Hot Wire Vision

Description

(b) (6)

(b) (6)

. Unfair billing bullying customer over pandemic crisis time

Ticket: # 3955136 - Price gouging

Date: 4/30/2020 8:13:48 PM

City/State/Zip: Jefferson, Louisiana 70121

Company Complaining About: Cox

Description

COX Communications has added \$20 more dollars to my cable bill for no reason during this Pandemic. When I told them I couldn't pay because my job has reduced my hours because on COVID19, they said they will cut my cable off & charge me the monthly amount anyway. I told them to cancel my cable & they said I would have to pay \$240 as a penalty fee.

Ticket: # 3955147 - STOP 5G Cell Tower Installations, PLEASE! VERY DANGEROUS!

Date: 4/30/2020 8:22:15 PM

City/State/Zip: Nesconset, New York 11767

Company Complaining About: Verizon

Description

Dear FCC, My family does not want the installation of 5G CELL TOWERS from ALL MOBILE CARRIERS in MY STATE OF New York and Long Island! We will HOLD the FCC, OUR STATE, LOCAL POLITICIANS, MOBILE CARRIERS, and ANYONE INVOLVED ACCOUNTABLE with a LAWSUIT if MY FAMILY is HARMED IN ANYWAY from the DANGEROUS EFFECTS of the RF Electromagnetic Radiation (EMR) from the INSTALLATION of ANY 5G CELL TOWERS! The FCC and mobile carriers have NO RIGHT to INSTALL these DANGEROUS 5G CELL TOWERS without doing any RESEARCH in the SAFETY for the PUBLIC! Don't be SURPRISED that ONE DAY A CLASS ACTION LAWSUIT WOULD BE FILED IF THIS ISN'T STOPPED! PLEASE NOTE, THIS IS OUR WARNING ON RECORD! Please watch This FILM RECEIVED FIVE BEST DOCUMENTARY AWARDS! BASED ON ACTUAL RESEARCH FROM EXPERTS DOCTORS, SCIENTISTS AND ACTUAL COURT CASES! Watch now: Take Back Your Power 2017

><https://www.takebackyourpower.net/watch-take-back-your-power-2017/>

THIS WOULD BE THE NEXT BIGGEST SILENT KILLER IN THE FORM OF CANCER, AUTISM, STERILIZATION, HEART PROBLEMS, ALZHEIMER, FLU LIKE SYMPTOMS (LIKE THE #CORONAVIRUS Hmmm!), AND LET US NOT FORGET SURVEILLANCE AND MUCH MORE...SCARY!!! I hope you see that this is NOTHING to take lightly!

Thank you for your attention on this matter!

Ticket: # 3955154 - refused to help me with lines that were tampered

Date: 4/30/2020 8:35:07 PM

City/State/Zip: San Jose, California 95131

Company Complaining About: Comcast

Description

I wrote an email to Xfinity explaining that my internet lines had been tampered with (I had witnessed it and even found the spots it was tampered with) and made the service horrible. I explained to them that this has happened several times and that every time I had been forced to fix it myself (even though they definitely should be able to help), only for it to be tampered with again. This eventually led to a call from a technician who tells me that my problem is a civil dispute and that they are not responsible for the lines inside the house in any way, which puzzles me because I've definitely had technicians help by checking lines inside the house (he says this is how it is, whether there is issues due to Covid virus or not). I tell him surely he could at least check the lines outside the house, which he says he could. A technician is sent out shortly after (his name was Travis), and when I take him to the main box, he glances at it briefly and says there is no problems without checking the lines anywhere else. I even explained to him that i found a specific spot where the line was tampered with, which he did not look at. I've never had customer service from someone so unwilling to help or listen or even take anything I'm saying serious. That is not my main issue though. The real issue is the fact that my lines have been tampered with multiple times and the technician (which was xfinity's answer to my complaint) is refusing to do anything at all to secure the line and restore my service to fully functional. I find this absolutely absurd and unacceptable.

Ticket: # 3955171 - Spam call from a Spoofed Number

Date: 4/30/2020 9:05:04 PM

City/State/Zip: Oakland, California 94611

Company Complaining About: None

Description

I missed a call from 602-281-7266 and a woman's voice left this message:

"Hello my name is Kerry Sanders and my office has been retained to deliver you formal notice in regards to a complaint being filed to your attention that should have took place on March 30 but due to the Covid-19 situation, the state has been suspended indefinitely for future date that is unknown at this moment. I will need your signature on file, but I believe we have an address discrepancy because this is now my 2nd failed attempt. Please contact the issuing agent's office to update an address so I can make a final attempt at your earliest convenience. The number is (833) 637-0170. Once again that number is (833) 637-0170."

Ticket: # 3955201 - Xfinity Internet unable to work from home

Date: 4/30/2020 9:57:47 PM

City/State/Zip: Chestnut Hill, Massachusetts 02467

Company Complaining About: Comcast

Description

Xfinity internet service has been unreliable with three outages in the past 1-2 weeks alone. I live in a state with a stay at home order due to COVID19 but I am unable to work from home because of internet service. Now I have to drive into clinic to see my patients tomorrow because I cannot rely on Xfinity to do telemedicine from home. They have not addressed this ongoing issue but continue to bill me 93 dollars per month.

Ticket: # 3955269 - DishNetwork Doesn't apply payment keeps shutting my cable

Date: 5/1/2020 12:23:16 AM

City/State/Zip: Auburn, California 95602

Company Complaining About: Dish Network

Description

i read DishNetwork would not shutoff service while we are dealing with the CoronaVirus. They have turned off my account twice (2nd today). I have kids and barely have food. Please help.

Acct# (b) (6) [REDACTED]

Ticket: # 3955285 - Disconnected During COVID 19

Date: 5/1/2020 1:37:46 AM

City/State/Zip: Milwaukee, Wisconsin 53210

Company Complaining About: Spectrum

Description

Spectrum has disconnected my services twice during COVID 19. I have been laid off from my job. I was previously told by a representative that payment arrangements were not acceptable and will not be honored. Instead of assisting me, the representative tried selling me additional services. I need to know what my options are for keeping my services on during this pandemic until I can figure things out.

Ticket: # 3955290 - Equipment and Slamming

Date: 5/1/2020 2:45:32 AM

City/State/Zip: Colorado Springs, Colorado 80907-4522

Company Complaining About: Sprint

Description

I own a small business and decided to go with Sprint as a mobile provider starting in February 2020. The main reason I went with Sprint is because of the Multi Line program they offer for small businesses. At the time of this complaint (May 2020) I have still had no access to the multi line but am being charged for it. I have been trying to get in touch with Sprint since March 18th 2020 to discuss my service plan. I was deliberately put off and transferred and given the runaround I feel until the merger with T-Mobile went through. I am now being told I will not have access to 5G and my phones will not be unlocked. Then to top the issues off my account was suspended during the COVID-19 and Keep Americans Connected Pledge due to the missing handling of a payment which was taken out of my bank account. Getting in touch with Sprint customer service has been nothing but issue after issue. As soon as I mentioned I wanted to take my business elsewhere they gave not given me the codes to unlock my phones nor any support for the many service and billing issues I've brought to their attention.

Ticket: # 3955331 - Discontinued service 2nd time during COVID 19 virus

Date: 5/1/2020 6:42:33 AM

City/State/Zip: Amityville, New York 11701

Company Complaining About: Optimum

Description

I live on Long Island. For the 2nd time during this difficult time my service was shut off after the day after the bill was due even after calls to them. Also charged restoration fees. Also my phone and internet.

Ticket: # 3955345 - Corona virus task force updates are not captioned

Date: 5/1/2020 7:36:49 AM

City/State/Zip: Indianapolis, Indiana 46201

Company Complaining About: Verizon

Description

I've tried fox on Facebook and cnn and neither have captions.

Ticket: # 3955365 - Hi

Date: 5/1/2020 8:35:24 AM

City/State/Zip: South Charleston, West Virginia 25309

Company Complaining About: Directv

Description

I want complain against trump speech with no live person interpreter not same as state of Governors have interpreter but closed captioning some word missing some is back up some mess up wrong word like for example if said white they will said whixxxxxxx hard for me to understand please act now and fix it want live person interpreter because coronavirus is very serious and dangerous to deaf people please act NOW thanks

(b) (6)

Ticket: # 3955369 - SLAMMED by Optimum not honoring price and shutting down our internet during Covid-19!

Date: 5/1/2020 8:41:51 AM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Optimum

Description

Hello,

In the beginning of February 2020, we were promised a rate of \$39.99 for Optimum 300, a plan that allowed for ultra-quick internet (up to 300), so we decided to sign up with them. For a few days, we did receive the fast internet, but then it ebbed, tdown to 30 of 40. We tried calling Optimum since mid-February regarding this issue, to no avail. Then we got our bill. Instead of it being in the \$39.99 range, it was in the \$6400 range a month, totally not what Optimum promised us! We tried calling Optimum SEVERAL times to dispute this, only to be ignored and phone disconnection. it was (and still is) IMPOSSIBLE to speak to anyone of any substance regarding this matter.

Then came Covid-19, and our internet was DREADFULLY Slow, PLUS with the SLAMMED bill they send us, we couldn't get hold of anyone on the phone for days (they don't even have an email address for customer service, which is totally non-existent!)

We finally decided to do 'livechat' which took me over an hour to get someone on there (in March, April 2020). We finally spoke on livechat to Danilo, who, saw what the issue is but told us they couldn't do anything and we should call customer service on the phone! Of course, no one answers Customer Service and we get disconnected every time! So Danilo promised to get a manager to call us back or e-mail us back, which of course never happens and our problem still remain!. Danilo at Optimum promises us that due to Covid-19, no one's shutting down our internet, and the manager will call us to resolve the issue. No phone call was received, and our internet was shut off by Optimum on 4/20 for non-payment, exactly what Optimum said they wouldn't do, they actually did! So we tried calling Optimum on 4/30 AGAIN, being on hold for more than an hour, and then being disconnected AGAIN! So we called Optimum back, finally getting hold of Rosanna in customer service, who told us that we have to REQUEST to put the internet back on, even though they slammed us and said they won't shut it off! Furthermore, Rosanna said once it's turned back on, she will call us to resolve the billing issue. After 6 hours, the internet was turned back on for a short while, but then shut off again. Of course Rosanna, employee id 6280 never did call us back. So now we have no internet, and the company SLAMMED us in pricing and doesn't honor the price they promised us for, nor the service speed! We feel totally SCREWED by Optimum. Please help!

Ticket: # 3955371 - AT&T Prepaid Scam

Date: 5/1/2020 8:43:20 AM

City/State/Zip: West Warwick, Rhode Island 02893

Company Complaining About: AT&T

Description

I changed my auto payment card to my debit card 3 months ago from my credit card, which I had accidentally added to my account previously. My debit card has been the default payment method for the last 2-3 months. If I'm signed up for autopay, ATT gives a discount of \$20+ a month on the phone bill. The last 3 months I have had to pay up to \$30 extra dollars a month because ATT has tried to charge my CREDIT CARD which is NOT THE DEFAULT CARD ON FILE, when there was money in my debit card account. When the credit card was declined, they turned off my phone services and added fees for restoration! I actually caught them trying to charge my credit card before my phone was turned off this month, and deleted the credit card from my account and then ADDED FUNDS MANUALLY to my account for their mistake and my phone was still deactivated! There is no clear way from the website to talk to a rep, and they only have live reps via the phone to talk to from 9am-9pm. Additionally, ATT does not send any sort of notification when a payment method has been declined to give customers a way to fix the issue before the services are deactivated. I tried this month to fix the issue before my services were deactivated to no avail. So in the meantime, I have to pay the fee in order to be able to access my phone which, during this coronavirus pandemic, I NEED. I would like the extra fees that I have had to pay over the last few months refunded, as this is AT&T's issue, not mine. Also, AT&T needs to take better care of it's prepaid customers.

Ticket: # 3955374 - SLAMMED BY OPTIMUM!

Date: 5/1/2020 8:45:57 AM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Optimum

Description

Hello,

In the beginning of February 2020, we were promised a rate of \$39.99 for Optimum 300, a plan that allowed for ultra-quick internet (up to 300), so we decided to sign up with them. For a few days, we did receive the fast internet, but then it ebbed, tdown to 30 of 40. We tried calling Optimum since mid-February regardingthis issue, to no avail. Then we got our bill. Instead of it being in the \$39.99 range, it was in th e \$6400 range a month, totally not what Optimum promised us! We tried calling Optimum SEVERAL times to dispute this, only to be ignored and phone disconnection. it was (and still is) IMPOSSIBLE to speak to anyone of any substance regarding this mattter.

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We finally decided to do 'livechat' which took me over an hour to get someone on there (in March, April 2020). Wefinally spoke on livechat to Danilo, who, saw what the issue is but told us they couldn't do anything and we should call customer service on the phone! Of course, no one answers Customer Service and we get disconnected every time! So Danilo promised to get a manager to call us back ror e-mail us back, which of course never happens and our problem still remain!. Danilo at Optimum promises us that due to Covid-19, no ones shutting down our internet, and the manager will call us to resolve the issue. No phone call was received, and our internet was shut off by Optimum on 4/20 for non-payment, exactly what Optimum said they wouldn't do, they actually did! So we tried calling Optimum on 4/30 AGAIN, being on hold for more than an hour, and then being disconnected AGAIN! So we called Optimum back, finally getting hold of Rosanna in customer service, who told us that we have to REQUEST to put the internet back on, even though they slammed us and said they won't shut it off! Furthermore, Rosanna said once it's turned back on, she will call us to resolve the billing issue. After 6 hours, the internet was turned back on for a short while, but then shut off again. Of course Rosanna, employee id 6280 never did call us back. So now we have no internet, and the company SLAMMED us in pricing and doesn't honor the price they promised us for, nor the service speed! We feel totally SCREWED by Optimum. Please help!

Ticket: # 3955528 - Free extention of time COVID-19

Date: 5/1/2020 10:41:06 AM

City/State/Zip: Benton Harbor, Michigan 49022

Company Complaining About: Boost Mobile

Description

Consumer is calling because she does not want her service to be terminated during this pandemic. Consumer wants to be able to get her service. Consumer does not have money to pay for her service this month.

ctr408-phone

Ticket: # 3955600 - ATT Billing Dispute

Date: 5/1/2020 11:08:00 AM

City/State/Zip: Belle Rose, Louisiana 70341

Company Complaining About: AT&T

Description

For the third month in a row, ATT has erroneously charged my telephone number. I have a pre-paid telephone. The bill renews on the 30th of each month and is set to "auto-pay". For most of the time that I've had this phone, I've usually paid the telephone bill one to three days early. This month was no different- especially since I closed the account I have set up for auto payments and the credit card associated with it. The renewal for the month of May was due on April 30th. As is evidenced by the attachments, I paid the amount on April 29th of \$70.00 plus applicable taxes for a total of \$75.22- the same amount which was due every month. ATT sent me a confirmation text on the 29th indicating the card was successfully charged. My bank posted the funds on April 30th. Yet on May 1st I had no service and was told that additional funds were required. Basically, it's bait and switch with ATT. I've prepaid the auto pay before and it never tried to double dip. Now, it's attempting to take the money that I paid early and force me to make a second payment because the auto pay didn't go through. It doesn't want to honor its discounts. I contacted them and requested a refund. They can't do it. That's fine. I'm switching anyway. But not without getting my money back. On top of it, ATT is "giving" me 10 GB of data service during the COVID outbreak. No they aren't they deducted it from the rollover data I already owned.

By the way, this happened during the COVID-19 disaster when the FCC specifically directed utility companies not to disconnect.

Ticket: # 3955772 - Billing/services COVID-19

Date: 5/1/2020 12:21:07 PM

City/State/Zip: East Meadow, New York 11554

Company Complaining About: Optimum

Description

Consumer has a two-year contract with Optimum. Consumer states that the clauses of the contract were based on a price lock down meaning that his price would not increase in the period of two years. Now consumer states that his price has raise \$30.00 for made out fees. Consumer states that even though the contract was based on a price that should lasted at least two years without any changes. Consumer has tried to call consumer service multiples times. Consumer has been patience about this. Consumer has sent letters, and nobody seems to call about this situation. Consumer has left a lot of messages while consumer service promised that they will return phone calls this never happen, also consumer states that they are threading him that they will disconnect his service during the pandemic. It is unacceptable that optimum is raising their prices in a this such as this. Consumer does not want his service to be interrupted, consumer was his billing to be fix and back to normal IMMEDIATELY. Consumer wants a refund of the extra money that they are charging him. Consumer will not stay on a contract if provider is no longer available to honor.

ctr408-phone

Ticket: # 3955790 - Optimum Internet Service

Date: 5/1/2020 12:26:43 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Optimum

Description

Internet service is VERY unreliable. Our rates were raised earlier this year due to "upgrades" in our area, but service has been worse than ever. Makes working from home impossible during the pandemic, I need to rely on tethering to my mobile device rather than using the wifi I pay for.

[Ticket: # 3955863 - AT&T won't unlock my phone](#)

Date: 5/1/2020 12:52:53 PM

City/State/Zip: Bellevue, Washington 98008

Company Complaining About: AT&T

Description

I paid my phone off on Monday. It is Friday and their online system still won't even let me request to unlock the phone. Furthermore their call centers are closed. I am sympathetic to the call center issue due to Covid-19, but this should have no affect on their automated systems for unlocking phones.

Ticket: # 3956009 - Cable bill

Date: 5/1/2020 1:39:20 PM

City/State/Zip: Bellmawr, New Jersey 08031

Company Complaining About: Comcast

Description

Comcast increased my bill by \$45 per month without prior notification. Never sent email etc, just changed it. \$25 cable and phone \$20 on internet plus assessed \$10 late fee after they claimed to waive them due to Pandemic. My dvr has been changed 10 times, 15 service visits, no solution

Ticket: # 3956105 - tele marking calls to my number 4(b) (6) from area code 716

Date: 5/1/2020 2:05:01 PM

City/State/Zip: Ellicott City, Maryland 21042

Company Complaining About: 7165161652

Description

I have been receiving several calls from area code 716. I tried to use Vonage blocking feature but there is a limited number of calls that I can block. Each time they call, they use different last 7 numbers. I am US Federal Government employee (Dept Commerce - NOAA) and am required to work remotely (from Home) due to COVID-19 and my home phone is being used for Government Business Calls whenever am on shift.

Ticket: # 3956134 - Frontier Billing

Date: 5/1/2020 2:17:46 PM

City/State/Zip: Etters, Pennsylvania 17319

Company Complaining About: Frontier Communications

Description

- consumer stated that before the COVID-19 started she had contacted her utilities company to set up some type of arrangements.
- consumer was paid up on her bill as of March 13th, 2020.
- contacted Frontier to see if they had anything to help during this time of the COVID-19. The rep stated and they would waive the March 19th, 2020 bill as a skip pay but when consumer received her April 2020 billing she noticed that there was a new charge of \$9,54 due to not paying her bill for March 2020.
- consumer would like this issue resolved by having all the new charges dropped due to the COVID-19 - Keep American Connected Pledge, and any over payment that might have been paid.

CTR395-phone

Ticket: # 3956161 - inaccurate billing, unresponsive customer service

Date: 5/1/2020 2:27:18 PM

City/State/Zip: Woodmere, New York 11598

Company Complaining About: Optimum

Description

I was promised by customer service that I would get a promotion applied to my account starting March 2020. The total for internet and phone would be \$60. This did not happen, I am being charged over \$80 a month.

I have been calling for weeks and no one answers, the automated message says that due to covid 19 they are unavailable. I tried calling the corporate office and no answer. I tried chatting online and no one comes on. This is not the first time I have a similar issue with this company where they promise one thing and don't deliver. The company must be responsible for offers they provide their customers and abide by it. They should check previous notes and records and provide me what they promised and refund me for the difference from March 1, 2020.

Ticket: # 3956162 - Unburied Cable

Date: 5/1/2020 2:27:24 PM

City/State/Zip: Mundelein, Illinois 60060

Company Complaining About: Comcast

Description

My cable is lying un-buried on the neighbors lawn. Twice, the Comcast contractors have notified Comcast that they have completed the burial, and have done nothing. Due to Covid, I have two businesses working out of my home that will be shut down if my neighbors lawn service cuts the cable. Comcast just keeps writing repair "tickets" for incompetent subcontractors.

Ticket: # 3956163 - Safelink wireless

Date: 5/1/2020 2:27:36 PM

City/State/Zip: Calhoun Falls, South Carolina 29628

Company Complaining About: Safelink Wireless

Description

I have been a low income isuer of Lifeline benefits for 3 years. During the time of Covid-19 i recieved a text stating that extra data was provided because of the urgent need for internet access. My complaint is two fold. 1. For 6 months or more Safelink wireless has been unjustly turning off my access to service for lack of paying for a plan. It is my understanding that being enrolled in Lifeline services is to make sure that doesn't happen. I have lodged complaints about this to the company, lifeline and the better business bureau. I am unaware how Safelink is paid for providing the service but I am highly aware that they are actively abusing the situation and not providing explanation for why cancellation are happening. They give the same script each month i have called. There was a period of time i was without access because of their error and i have 2 handicapped children whose physicians call my phone regularly. I never got an apology only them blaming whomever I had spoke with prior. This is now not just a simple fluke after happening so many times. Please stop them from abusing lifeline consumers.

Ticket: # 3956226 - Internet disconnection

Date: 5/1/2020 2:49:25 PM

City/State/Zip: Cottage Grove, Wisconsin 53527

Company Complaining About: Spectrum

Description

Spectrum has indicated that they will interrupt my services if I do not pay by midnight tonight.

However, they are part of the Americas connected pledge for a couple more weeks due to the COVID situation.

Ticket: # 3956249 - Price Gouging from Comcast Business

Date: 5/1/2020 2:56:07 PM

City/State/Zip: Humble, Texas 77346

Company Complaining About: Comcast

Description

My bill before Corona virus was \$70 a month. As of April, after the shutdowns, Comcast increased my bill to \$130. When I called customer service, they said my plan has been discontinued and I could either decrease my speed for \$80 a month, or increase my speed for \$160 a month. When I asked what other options there were, they said "call back after April." It is now May 1 and my bill has gone up to \$160 a month.

Ticket: # 3956284 - High frequency transmissions

Date: 5/1/2020 3:10:25 PM

City/State/Zip: Renton, Washington 98055

Description

I need your assistance regarding unlawful frequency transmissions. I have contacted the police and they will not help as they cannot hear the frequency. My neighbor has soundproofed his shed that he runs a motor in and broadcasts high frequencies from. This goes on 24/7.

I have contacted you before on this. My home is no longer a safe haven for me. I am a high risk for covid-19. I am on chemotherapy so I can't go anywhere.

Please help me with him. Right now, it is at 90 decibels and the weekends and nights are usually the worst for high decibels and volumes.

Ticket: # 3956287 - Altice One

Date: 5/1/2020 3:11:30 PM

City/State/Zip: Babylon, New York 11702

Company Complaining About: Optimum

Description

Prior to the pandemic, I have called about missing certain tv channels we are paying for. During the pandemic, the internet service has been very sporadic and it's impossible to get someone on the phone to troubleshoot. Today I called and hit the sales prompt and was promptly put through. They can cater to "new" customers but have no regard for current customers. This has caused a major disturbance for work and school during the pandemic. I also went to two of their stores but both closed. I believe connectivity is essential during this time

Ticket: # 3956291 - Internet service.

Date: 5/1/2020 3:12:58 PM

City/State/Zip: Odessa, Florida 33556

Company Complaining About: Spectrum

Description

For the past 13 days we have lost our service from 2 to 3 hours in the afternoon due to outage issues with spectrum Internet. We have called him several times they said he will fix the problem then the very next day it happened yet again. We are running an insurance business from home due to COVID-19 and are losing money by being unable to help our clients and recruit to grow our business.

Ticket: # 3956307 - Rate hike - inferior service

Date: 5/1/2020 3:21:10 PM

City/State/Zip: Pocomoke, Maryland 21851

Company Complaining About: Bloosurf

Description

Constant buffering and down time. Only able to use one device. Constantly down for maintenance, yet service doesn't improve. No reimbursement for down time. On May 1 the nerve to raise the rate, during the covid-19 problem. This is an unprofessional company taking advantage of many low income people in my area.

Ticket: # 3956360 - Needing to cancel television service

Date: 5/1/2020 3:37:13 PM

City/State/Zip: Barberton, Ohio 44203

Company Complaining About: Spectrum

Description

Consumer has been trying to reach Spectrum for months to discontinue all the service except for the internet.

They put them on hold forever, and often get hung up on.

The billing period ends on Sunday, May 3, and the consumers are not going to pay an additional month for everything.

Due to the COVID 19 virus they must keep the internet for school purposes.

Last Friday they pay them \$400 covering two months of service.

The consumer needs to keep the internet for their son to do his schoolwork.

CTR412-phone

Ticket: # 3956381 - Over charged on bill

Date: 5/1/2020 3:43:09 PM

City/State/Zip: Lake Havasu City, California 86406

Company Complaining About: Frontier Communications

Description

My service cut off and charged reconnection/late fees. I paid in March with a check and unsure why my service was disconnected. I am a senior on a total disability who is financially struggling because of the COVID-19 pandemic. I tried to explain this and the Customer Service Rep refused to help

Ticket: # 3956403 - Billing

Date: 5/1/2020 3:49:56 PM

City/State/Zip: Lucerne, California 95458

Company Complaining About: AT&T

Description

After getting a second phone line I have tried to pay off my original phone loan. Every time they tell me I have to pay off my total phone bill before I can pay off the loan. I lost my work due to Covid and now I am strapped with cash. I feel like they keep making me pay a lot off charges every month for the second line and I can't pay it all at once.off my original

Ticket: # 3956438 - Indencey Broadcast

Date: 5/1/2020 4:09:57 PM

City/State/Zip: Frazee, Minnesota 56544

Description

Broadcast TV Complaint

Inappropriate information that was view on the following stations

ABC Nightly News, NBC News, Disney Channel

Consumer shared that she will pass this information on to the President

Gov. Cumo is not qualify to shut down the CITY especially if it's a FAKE Pandemic especially if he have evidence

Violence of Genies scarring children, pregnant women during Ramadon

Gov. Cumo will be introducing medicine such as Nucleotide going to be given to pregnant women and children and unborn babies

Name of medication is call Remdesivir

email address (b) (6)

Ticket: # 3956443 - Xfinity internet service

Date: 5/1/2020 4:17:11 PM

City/State/Zip: Pulaski, Pennsylvania 16143

Company Complaining About: Comcast

Description

I recently moved to a new home that is a rental. The previous tenant has been gone over a month and has not terminated service with Comcast so now they will not turn my service on because they are not turning service off to any customers due to COVID 19 yet I am left without service that I already paid for because they won't turn it on.

Ticket: # 3956453 - AT&T/DirecTV COVID-19

Date: 5/1/2020 4:20:56 PM

City/State/Zip: Lowell, Indiana 46356

Company Complaining About: Directv

Description

As of today he has not been able to work for 3 months. Every company is working with him in light of COVID19. Two months in a row DirecTV has shut him off. He is self employed and has not been able to get. In the last two months they shut him off and force him to pay \$150+ to have the service restored. You cannot speak to an American citizen and the reps are difficult to communicate with because of the language barrier. His kids and grandkids are home and rely on the services for school and for internet. DirecTV is on tv claiming to support the American people. He wants to know why they are shutting him off.

Ticket: # 3956500 - Suddenlink - Increasing monthly charges for exceeding monthly data plan usage

Date: 5/1/2020 4:38:56 PM

City/State/Zip: Eureka, California 95501

Company Complaining About: Sudden Link

Description

I live in a rural area in Northern California, with only one internet provided via cable. Since the pandemic, I have been working from home and two of my kids in college came back home with classes online. I agree, my data usage is higher than usual, but this is not something we can plan and will most likely continue for several months. Other providers such as Comcast, have announced suspension of internet data cap to help customers with the crises. Internet is now a public infrastructure, like a road, to take us to work and school. In rural areas, we may only have one choice of provider, but we should not be penalized for living in areas less serviced. Our struggle is the same, our financial uncertainty is the same. Please make sure Suddenlink does not take advantage of customers at this time. Attempt to reach the company have been fruitless.

Ticket: # 3956503 - Internet

Date: 5/1/2020 4:39:30 PM

City/State/Zip: Glennville, Georgia 30427

Company Complaining About: Windstream Communications

Description

My family and I have been experiencing real difficulties during this pandemic. As you are aware, there have been no schools open and students have been given assignments via computers which requires online. Windstream disconnected my services on May 2, 2020. I called and explained my situation and to no avail I received a lack of compassion and still no services restored. If it wasn't for my child's education I wouldn't even care about the internet but the fact that she needs it for that purpose I find it very unprofessional and a lack of humanity that they would even do that without a care in the world.

Ticket: # 3956519 - Service Outage - Disabled Consumer Needs Access to Phone Services/Emergency Services in the Bronx

Date: 5/1/2020 4:55:39 PM

City/State/Zip: Bronx, New York 10451

Company Complaining About: Optimum

Description

The caller is a Rabbi in the South Bronx and stated that one of his Congregants had no phone service available and now way to contact any one. He stated that this person is disabled and has had sporadic phone service, for a very long time. However,, now the service is completely out. The consumer has service with Optimum . (b) (6) requested, on behalf of his Congregant, that the phone service be immediately repaired. (he believes that he may also have internet service that is also not working and all services have been sporadic.

The Customer/Consumer is:

(b) (6)

(b) (6) stated that Mr. (b) (6) does have a care provider/an aide and he believes her name is (b) (6) - her phone number is: (b) (6) - He asked that if there is any need to contact Mr. (b) (6), please use (b) (6) number because Mr (b) (6) has no way of making a phone call and no access to emergency services, himself. He stated that there is no way to reach him, presently due to the outage of services.

He again requested that the repair of this consumer's phone service be expedited due to the current pandemic and the fact that the consumer is disabled and requires phone service/access to communications in the event of an emergency.

Ticket: # 3956543 - AT&T Uverse

Date: 5/1/2020 5:12:14 PM

City/State/Zip: Joliet, Illinois 60435

Company Complaining About: AT&T

Description

I have an account with at&t uverse for 5 years and I can not remember the pin code or my security question due to it being set up 5 years ago. When I ask them if theirs anyway to reset the passcode and answer to the security question there was no answer and I was met with the same question and told to go into a location when all the locations are closed due to Covid-19.

Ticket: # 3956553 - AT&T Billing Issue - Prepaid Service Interruption -Wanted to Know if prepaid Service is Included in the Keep Americans connected Pledge

Date: 5/1/2020 5:19:34 PM

City/State/Zip: Lansing, Illinois 60438

Company Complaining About: AT&T

Description

The consumer has billing issues with AT&T that he has not been able to resolve.

The consumer requested an extension on the 4th of the month - It is a prepaid - He is afraid that his services will be interrupted, tomorrow/on the 2nd of May.

He has been requesting, for several months, that his service renew on the 4th of each month, for this prepaid service, due to the fact that this is when he receives his Social Security. He stated that when the economy is open, he drives an Uber and had also requested additional data.

He requested that this matter be resolved. He requested an extension of his phone service until May 4, 2020

He stated that when he called, he was placed on hold for over a half an hour and was not able to reach anyone. He also was promised a call back through AT&T's chat support feature. He stated that he requires access during the Pandemic.

Ticket: # 3956559 - Comcast service

Date: 5/1/2020 5:24:31 PM

City/State/Zip: Seymour, Connecticut 06483

Company Complaining About: Comcast

Description

Same issue with tv and internet service at our home. 4 calls to service rep and 2 visits from a technician. last visit tech left without fixing the problem and they will only offer a refund. Need internet to work for kids school work during Covid-19 stay at home orders.

Ticket: # 3956574 - Verizon Price Gouging during pandemic

Date: 5/1/2020 5:32:13 PM

City/State/Zip: North Kingstown, Rhode Island 02852

Company Complaining About: Verizon

Description

I am an essential customer service agent whose company ordered me to work from home starting 3/16. Verizon has just increased my rate off a rate plan without notice and price nearly doubled. I had to disconnect because I could not afford on 3/13 but first asked if any other plans. I was told no and that I had to return router. Also, incorrect billing and had payment issues for which I was penalized.

Ticket: # 3956605 - Optimum Cablevision - all we want is a new remote and have called 5x and still cannot get one

Date: 5/1/2020 5:58:12 PM

City/State/Zip: Bronx, New York 10461

Company Complaining About: Optimum

Description

My family has called Cablevision/Optimum/Altice has called 5 times since April 17th to get a new remote for one of our cable boxes. First, we were told it would be mailed in 5 to 7 business days. We then called after that and were told that they were having issues with their mail and they offered to have someone come out to the house and drop one off at our front door this past Friday (5/1/2020). I am in my 70's and my husband is in his 70's and has a heart condition so we have not been going out because of the pandemic except to my husband's cardiologist appointments once a month. We even received an automated response last night letting us know someone would be out here between 8-11 today. At 9:15 this morning, someone called my husband's cell phone and left a message stating that remotes are not dropped off at peoples homes and that we could either go to nearest center or that we could call and have one shipped to the house. They left this message on my husband's cell phone which he never leaves on so we had no idea this was even left to us. My husband and daughter both called back customer service today trying to get some answers. My husband was on the phone for over an hour because he was told that a manager was coming on to speak to him since we asked that since we are not getting any satisfaction with this issue. In the meantime, my daughter tried to call and spoke to customer service. She was told that the issue was escalated and that a manager was calling us back and that now a remote will be fedexed to us in 3 to 5 business days. So right now we have 2 cables boxes and one working remote since April 17th. We spend over 240 dollars a month on this service and cannot seem to get any satisfaction in getting a working remote. I nor my husband are going to this call center to pick one up because we are not risking our lives for a remote. Oh and we got many excuses today why they cancelled the call on us. Our area is too high to come out and deliver the remote and then we were told by someone else that they just dont do that and we should go out and pick it up ourselves if we cant wait. Does Cablevision not understand what is going on right now? I would not risk my life to go get a remote. We do not want anyone coming into the house either so we were asking them to call before the came and drop it off at our front porch which they again offered to do by the way. How can we get a working remote? We need some help here.

Ticket: # 3956613 - regional sports network fee on FIOS

Date: 5/1/2020 6:04:20 PM

City/State/Zip: Stafford, Virginia 22554

Company Complaining About: Verizon

Description

COVID shutdown has cancelled sports. Verizon FIOS still charging monthly 'regional sports network fee'. FIOS says it is government law and cannot refund/credit account. Someone is getting money and there is no product (in my case, MASN baseball network). Request options on how to get fee waived/refunded. Paying for product without getting product is not right.

Ticket: # 3956622 - Spectrum - Price Gouging During Pandemic

Date: 5/1/2020 6:09:05 PM

City/State/Zip: Van Nuys, California 91406

Company Complaining About: Spectrum

Description

Spectrum increased my monthly rate for Internet services without any warning or explanation. They increased my costs by \$15 per month during a pandemic and taking advantage of me in an area with no other options. This is unacceptable and cruel on Spectrum's part. They need to lower my rate to the first agreed upon rate.

Ticket: # 3956706 - Turned off my service during COVID19

Date: 5/1/2020 7:22:32 PM

City/State/Zip: Hurleyville, New York 12747

Company Complaining About: Spectrum

Description

Internet phone and cable turned off May 1st 2020 during COVID19 Pandemic. I have been customer for over 10 years paying \$200+ a month!! Besides the years of terrible service , there are consistent equipment failures and now everything turned off during these times.

How to resolve the problem? Stop Monopolies and offer the upstate NY Consumer more options! To help regulate pricing and provide better service. Need a petition? I have 100 plus signatures in the last 24 hrs. I can get more and inundate with complaints but I don't want over load the FCC with more complaints on Spectrum. I'm sure there are plenty.

Ticket: # 3956755 - Political calls won't stop

Date: 5/1/2020 8:18:05 PM

City/State/Zip: Lumberton, North Carolina 28360

Company Complaining About: Politicalcalls

Description

Some one keeps calling me about 8 times a day and I've asked them to stop calling me and they continue. I'm a therapist and this is interrupting my patient calls everyday. It's very disruptive to my essential job during Covid-19. I would like someone to look into this situation. I have Verizon and the caller ID comes up as "POLITICALCALL" from multiple locations.

Ticket: # 3956796 - Optimum raised up the monthly payment

Date: 5/1/2020 9:23:06 PM

City/State/Zip: Brooklyn, New York 11204

Company Complaining About: Optimum

Description

During this outbreak of Covid-19. I couldn't take care of bill well, yet I looked at the statement and found out that Optimum raised up the monthly payment from \$99 to \$159 without any notice from April's monthly payment.

Ticket: # 3956819 - Direct tv/At&t

Date: 5/1/2020 9:52:18 PM

City/State/Zip: Hedgesville, West Virginia 25427

Company Complaining About: AT&T

Description

I was told by the senators office to file a formal complaint against this company for disconnecting my service during this pandemic. They not only disconnected my service but charged me late fees as well. I am currently out of work due to Covid-19, and was not able to pay this bill.

Ticket: # 3956861 - Cox shut off service for non payment during covid-19

Date: 5/1/2020 11:31:29 PM

City/State/Zip: Hampton, Virginia 23663

Company Complaining About: Cox

Description

Cox vowed not to disconnect service .Yet we are still in the middle of the pandemic my family is out of work and our service has been shut off for non payment. While we have children who need the internet for school work.

Ticket: # 3956892 - A consumer complaint against Weave, a consumer communications company located in SLC, UT.

Date: 5/2/2020 2:21:59 AM

City/State/Zip: Washington Ch, Ohio 43160-1404

Company Complaining About: Weave, 2000 W Ashton Blvd, Ste 100, Slc, Ut 84043; 801-701-1630

Description

5/2/2020 - Due to a number of factors, including very poor support, pathetic training, etc., I have decided to sever my relationship with Weave, a company who has been furnishing my VOIP phone system since March 2020. I have requested my three phone lines be ported back out to Spectrum, the original supplier of my phone service. To date, I have made numerous requests to Weave to furnish me the required PIN to allow Spectrum to secure my three landlines, the most recent request being yesterday, but they have refused by ignoring all my requests. The phones Weave furnished has been working but the third line has not been utilized by Weave and that analog line was very important to my business since it supplied my fax, my credit card terminal, my security and fire system's connection to the police and fire departments. I am a veterinarian who depends heavily on his fax and CC terminal for reports and revenue. Since my wife and I live above our clinic, we are concerned about our security as well since my clinic could be a target for those seeking drugs and the danger of break-ins, or even a fire concern us greatly since we presently have none of these protections due to the fact I cannot get Weave to relinquish my phone lines. This may not be criminal but I feel it should be under the jurisdiction of the FCC to force Weave to furnish the required PIN so that Spectrum can port-in my three phone lines. The financial losses I have encountered from Weave and from the current pandemic have been very damaging to my practice and to my family.

Ticket: # 3956901 - deceptive sales - charging same price for less speed

Date: 5/2/2020 3:10:59 AM

City/State/Zip: Cerritos, California 90703

Company Complaining About: Frontier Communications

Description

Hi, I recently placed an order over the phone for Frontier fios internet, they're charging me the same price as advertised speed of 500/500 mbps, but theyre only giving me 100/100 when i ordered. I didn't realize they were offering 500/500 for the same price when i placed the order on the phone, i only realized later when i looked at their website.

When i asked them about it, they told me it was because of covid19. (Which seems like a lie) because they're still able to provide 100/100 internet.

Thank you.

Ticket: # 3956919 - Not honoring FCC guidelines during Convid-19 pandemic

Date: 5/2/2020 5:52:35 AM

City/State/Zip: Whitehall, Pennsylvania 18052

Company Complaining About: Rcn

Description

RCN signed the FCC declaration that they would not disconnect individuals during the pandemic if behind in bill. They did not honor what they said they would and disconnected TV and internet even after the payment was made and they received it. This service removal has jeopardized 2 children's homework, and also a business. We were informed they signed it because of the Maryland governor signing an emergency declaration, Pa Governor signed the same thing for individuals.

Ticket: # 3956945 - Defying CDC guidelines: Fox News

Date: 5/2/2020 8:20:17 AM

City/State/Zip: Richmond, Virginia 23223

Company Complaining About: Assurance Wireless

Description

Fox News anchor Pete Hedgsmith was promoting protests during the 8am hour Saturday. He was showing images of large groups of people defying CDC guidelines classifying them as Patriots and encouraging viewers to exercise their right to assemble. During a Pandemic this seems extremely dangerous to promote this and risks the health and safety of Fox News viewers across the country.

Ticket: # 3956953 - Caller ID Spoof

Date: 5/2/2020 8:52:41 AM

City/State/Zip: Manchester, Missouri 63011

Description

We received a complaint from a member of the public that had received a robocall from a Caller ID purportedly our main DID. The robocall was about the COVID-19 pandemic, and it was definitely not something we initiated.

Ticket: # 3956965 - Questionable Billing Practices**Date:** 5/2/2020 9:21:15 AM**City/State/Zip:** Atlantic City, New Jersey 08401**Company Complaining About:** Comcast

Description

I have been a customer with Comcast for several years and have been on going billing issues with the company, I am signed up for a \$99 triple play package which after taxes and other fees is supposed to come to \$147.00 a month however almost every month the company has been adding to the bill causing the bill to exceed over \$250 in most cases which I am unable to afford and the company is unwilling to arrange payments on the account has shut the account off several times and has even charged me for restoring the account during the current pandemic in which Comcast agreed to reinstate customers accounts due to, I then had my services switched with out my permission or prior notifications from Comcast and my tv services were disconnected and I was told I had to pay almost \$700 today or it would then cost me over \$900 after May 2nd to restore the TV services, I have informed them several times that I have a disabled family member who lives with me and utilizes the tv for essential information especially in this time with what is going on across the country.

Ticket: # 3957008 - TV Reception

Date: 5/2/2020 10:14:52 AM

City/State/Zip: Schertz, Texas 78154

Company Complaining About: Other

Description

With Covid 19 going on, We are having trouble with the TV reception, we Need to be able to receive Alerts and Government Orders during this time, however we keep getting the NO SIGNAL so nothing shows up. We do not have cable/dish.

Ticket: # 3957028 - poor internet speed, no internet at all, internet goes out, no service

Date: 5/2/2020 10:48:52 AM

City/State/Zip: Shickshinny, Pennsylvania 18655

Company Complaining About: Frontier Communications

Description

I am paying for an internet service and not getting what I am paying for. It is out quite often and can not be used at all. When it does work, the speed they tell me I am getting is not being provided. We are getting under 1 meg of speed. It is so bad, we are unable to do something as simple as pay our bills online. My Wife is a healthcare worker and is working from home. She deals with ventilators and since the Covid 19 issue, she works mostly from home. She is often forced to go elsewhere to seek reliable internet. Our son is doing his Schoolwork from home now as well. He sometimes has to travel to the School's hot spot to upload or submit assignments. This issue has become worse over time and Frontier does not do anything to address these issues. My last complaint with the FCC was ticket (b) (6) . It was from 2017. Frontier contacted me and gave every excuse in the book. I pretty much gave up due to frustration. The internet service has gotten worse since 2017. Thank You.

Ticket: # 3957138 - WOWWAY TV and Internet service

Date: 5/2/2020 1:29:36 PM

City/State/Zip: Grovetown, Georgia 30813

Company Complaining About: Wow

Description

My Name is (b) (6), during these crisis I was told that internet services will be provided. I paid \$300 on April 30 towards my bill, no all of a sudden they disconnected my services and this is very frustrating and not fair. My wife works two parttime jobs from home and now she cannot log in on her job platforms, she is in desperate need of the COVID-19 assistance our address is (b) (6). Also, their billing cycle is outrageous we pay more TV than cable channels. Please help get our service restored according to the COVID-19 polices.

Thank you.

Ticket: # 3957255 - Spectrum internet, phone & cable turned off despite bank issued payments

Date: 5/2/2020 3:58:50 PM

City/State/Zip: Staten Island, New York 10304

Company Complaining About: Spectrum

Description

Spectrum turned off all 3 services(cable, internet &phone) yesterday, despite payments sent from my bank in March and April. I work from home, provided proofs of payment yesterday and was unable to convince two representatives to speak with a supervisor. On a 3rd try, the services were put on at 6:30 pm for 2 business days while they look for the payments sent by my bank. I have had Spectrum 2 years, payments always sent by bank automatically and yet this was not a consideration, not to mention that during this Pandemic, there should be considerations made. The money is out of my account and I may only have service until Monday. I am requested that my services remain on while they conduct their own internal investigations into the payments sent by my bank and deducted from my account..

Ticket: # 3957464 - Loud commercials

Date: 5/2/2020 9:41:55 PM

City/State/Zip: Punta Gorda, Florida 33982

Description

Why are commercials so loud still. Are providers lowering the tv show and then putting the commercial to full decibels by law?

Tonight we were watching tnt at 9:20 a commercial came on so loud, it seems like all. Because at 9:36. Covidvirus.gov. then on desovy at 9:37. We turned it down and it had to go 8 points lower. It was more than double.

Ticket: # 3957480 - Self-Report a Security Change or Concern

Date: 5/2/2020 10:49:47 PM

City/State/Zip: Washington, District Of Columbia 20500

Company Complaining About: Verizon

Description

Thank you for sending your message online. We will get back to you.

COVID-19 has affected workers and businesses across the State. Many people are asking questions about and seeking unemployment assistance. Our wait times are higher than normal, and our staff are working extended hours to respond. You may receive a call or email after hours or on the weekend. Please refrain from submitting the same question multiple times – it will take longer for everyone to get an answer. We appreciate your patience as we navigate this unprecedented time.

Your case number is, CASE: (b) (6)

eOPF Message Alert!

Unauthorized access.

We're sorry, but you are attempting to access a government system from an unauthorized location.

Your IP Address: 38.104.125.171 has been logged.

If you require further assistance please send an email to eopfhelpdesk@opm.gov or contact the eOPF Helpdesk by phone at (866) 275-8518.

Reference ID:18.5d321cb8.1588469252.e7de858

Ticket: # 3957484 - Billing

Date: 5/2/2020 10:56:06 PM

City/State/Zip: Quincy, Florida 32351

Company Complaining About: Dish Network

Description

I have dish network services, I've been a loyal and dedicated client for over 4 years. Recently I request a billing extension due to preparing for Covid-19. I understood and accepted the \$15 extension and agreed. I paid my bill as expected before the 7 day extensions was up. A few weeks go by and today 05/02/20 I noticed my bill was slightly higher than normal and seen they added a late fee on my bill. I immediately rushed to dish network chat for customer care about my bill knowing there could be a long wait time. I explained my situation over online chat and felt like I wasn't getting anywhere, I felt like no one was listening and they kept bouncing me around agent to agent until I lost patience. The concept is, I need to know why I have a late fee and why wasn't I explained this when signing up for an extension that I request a few days before my due date? I'm honestly tired of dish network treating me like garbage and wish they took me seriously and valued their clients!

Ticket: # 3957516 - Packet Loss in Chandler, AZ (Began Pre-COVID)

Date: 5/3/2020 12:28:25 AM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Cox

Description

I use Cox internet in Chandler, Arizona and have been experiencing unacceptable amounts of packet loss (10-95%) over the past 6 months. It began several months before COVID caused increased network demands. I have tried all manner of new modems, resets, firmware updates, and have verified that my modem power and SNR levels are well within acceptable limits. Continued packet loss is an issue on Cox's side that greatly affects my ability to use the internet and Cox is unable to address the problem.

Ticket: # 3957517 - Frontier Communications Corp / My Home Internet Service**Date:** 5/3/2020 12:30:06 AM**City/State/Zip:** Irving, Texas 75062**Company Complaining About:** Frontier Communications

Description

So, I work for a major health care org providing tech support to hospitals and clinics in DFW area. On Friday April 24, 2020 I had more issues with my internet service. I had previous issues weekly for two weeks. I literally would have no service. Called Frontier Monday April 27, 2020. They put in a ticket for a tech to come to my home to look at my service on Tues April 28, 2020. That tech replaced the ONT-optical network terminal outside my house. I asked the tech why was it replaced. He said there was nothing wrong with it and that he just replaced it to show that he came out and did something. It seems to work ok for a couple of hours and then I started having issues with my internet sporadically dropping. I called Frontier another ticket was created for someone to come out Wed. That guy came out and didn't even bother looking at anything here at my house. He said he sat in his truck out front of my house and everything showed good. I told him what was happening. He told me it was my equipment. Got in his van and left. Thursday, I called frontier tech support and spoke to an agent who would not help me at all or do any trouble shooting. I called back and spoke to someone else who helped me. He found there were issues with my router going offline. So, he said that another group from there network team would be monitoring my service. Someone would call me back. No one called. He did open another ticket for a tech to come out Fri. So, Fri I called the president's office which is an escalation dept at their corp office. I told her what was going on and then she said she would get back with me Fri afternoon and didn't. So, the tech shows up at my house around 3pm. Tests the ONT and said it tested good. I told the tech what was happening. He hung around and we both verified my internet service was down. He said it was a central office issue. I said so now what. He replied the ticket would be for another tech to work at the Central office. I asked him then when this might be fixed. He replied today or Sat. So, sat 5/2 came and service is still going up and down. Called tech support and spoke to a supv and he opened another ticket for Monday 5/4 for a tech. I got on Facebook and went to Frontiers site and spoke to 3 different social community managers who told me bottom line I'd have to wait for the tech on Monday 5/4. So, they have no process in place for an existing customer having an issue that is still broken. There process starts all over again when a ticket is opened. I have been down for more than a week and NO one at Frontier seems to care. I have explained that I work in Healthcare doing tech support for a major Hospital and I work from home during the COVID-19 pandemic. It just didn't faze anyone. I have even threatened to cut service and didn't matter. Related tickets where tech is dispatched to house.

(b) (6)

5/1/2020 Called Frontier Communications escalation line called office of the president and spoke to Tabitha. No call was ever returned to me from Tabitha.

4257365-5/4/2020

Network Operations to monitor my service for 48 hours ticket

Ticket: # 3957518 - Regional sports fee

Date: 5/3/2020 12:30:31 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

With the onset of the Corona Virus Pandemic, there are no televised Regional Sports. Therefore my Regional monthly Sports Fee of \$6.90 should be canceled effective 4/1/2020 and refunded. Please respond.

(b) (6)

[REDACTED]

[REDACTED]

Account

Ticket: # 3957552 - Cellphone refusal of unlocking, unkept promises

Date: 5/3/2020 2:52:25 AM

City/State/Zip: West Tawakoni, Texas 75474

Company Complaining About: Boost Mobile

Description

We are trying to transfer phones from boost Mobile To Verizon because we have no service at our house with boost we cannot even make a phone call, Which is unacceptable because we have medically fragile kids and adults here but we paid for our phones out right when we got the service and had no contract we ask them to unlock our phones so we could Porten to Verizon they agreed to do it and then only did one when there were four other lines remaining we ask them again to unlock the phones they Again agreed to do so only for us to try again with Verizon to find out that they had lied once again and we are refusing to unlock our phones yet again after promising that they would we just want our phones unlocked so we can switch to Verizon so we could have service while my mom is in the nursing home during this COVID-19 and for my dad's doctors and my son's heart doctors to get be able to get a hold of them.

Ticket: # 3957633 - John Hook Fox 10

Date: 5/3/2020 11:08:32 AM

City/State/Zip: Phoenix, Arizona 85034

Description

John Hook on Fox 10 is on tv and social media fown playing COVID19 and stating the media is exaggerating the problem. He is on social media giving medical advice and he is not a doctor. When someone said it was not his place he said he could say whatever he wants its his Facebook page.

Ticket: # 3957653 - Spectrum inability to provide Service

Date: 5/3/2020 11:52:03 AM

City/State/Zip: Davenport, Florida 33897

Company Complaining About: Spectrum

Description

I recently moved into a new apartment. I tried to establish internet service for my new place. Because of Covid 19, my six year old son requires internet to continue his education through online distance learning. Spectrum is the only provider of internet for my area. Spectrum is unable to provide service in a timely fashion because the previous tenant was a Spectrum employee and they have special accounts. The previous tenant hasn't lived in this apartment for 5 months and Spectrum told me they can't just switch service and it would take up to 10 business days to do anything.

Ticket: # 3957675 - Signed up for services I did not ask for, service cut off and extorted before continuation of services

Date: 5/3/2020 12:27:41 PM

City/State/Zip: Yorktown, Indiana 47396

Company Complaining About: Bridgemaxx

Description

The ISP Bridgemaxx signed me up for a service that I did not request and did not properly notify me of this, terminated my service when I did not pay for said service, and forced me to make an additional payment before the due date to restore service, in the midst of of COVID-19 panic.

Additional Details:

I was on an internet Service plan with Bridgemaxx where I was paying \$49.45 per month for internet service with speeds of 3mbps down, 1mbps up. On March 18, I contacted Bridgemaxx and asked to be upgraded to a 6mbps down, 1mbps up plan that they offered for 59.45 per month. I still have the email saved wherein they made this offer, and I asked to be upgraded to it.

They instead signed me up for a "Double your speed" promotion that doubled my internet speeds for an extra \$20 per month. I did not realized that I was signed up for this promotion, and so in April I made a payment of 59.45.

Today, (5-3-2020) my service was disconnected and I received an email stating that I had an outstanding balance of \$10 from the previous month. I called in to their support line and was told that I would need to pay the outstanding \$10, plus the outstanding balance for the coming bill that is not due until 5-18-2020, including the \$20 for the promotion I did not sign up for, in order to restore service.

Ticket: # 3957718 - Internet service is out more than it is on and Optimum us unreachable/will not fix

Date: 5/3/2020 1:26:56 PM

City/State/Zip: Great Neck, New York 11020

Company Complaining About: Optimum

Description

For the past five or six weeks (no doubt at least partially due to the coronavirus outbreak), our internet service has been intermittently available, with regular outages Faron just a couple of goes in aggregate to multiple consecutive hours every single day. Yesterday it was out for more than twelve hours with three distinct interruptions, however, and today it continues to be unavailable (since yesterday). I have logged thirty six phone calls to Optimum over this multi-week period and not once have I been able to get a person on the phone, nor any help (their repeated self-help advice to disconnect equipment routinely fails to work, although for several of my phone calls after holding for 1-2 hours the service did occasionally come back, inexplicably). Starting this past week and continuing through today, though, their phone system makes you wait two hours on hold and then summarily disconnects you after a message that says they are experiencing higher than normal call volumes and that we should call back or use their online site, which of course we cannot do as there is no service (I am forced to use my work phone to complete this complaint). Please reach out to them ASAP and mandate that they fix the service issue(s) immediately, issue refunds for lost service (both phone and internet, which seem to be linked) and maintain a dedicated help line for future such outages so customer will not be completely vulnerable and left in the lurch with zero support (notwithstanding significant sums of monies paid!) and advise back accordingly as to specific actions taken. through

Ticket: # 3957744 - xfinity charging sports programming during covid

Date: 5/3/2020 2:13:06 PM

City/State/Zip: Westfield, New Jersey 07090

Company Complaining About: Comcast

Description

Xfinity/comcast has charged \$8.75 for a "Regional Sports Fee" for the past several months even though during this covid crisis there has been no regional sports programming. This seems unethical at best.

Ticket: # 3957854 - Keeping Americans Connected Pledge**Date:** 5/3/2020 4:57:25 PM**City/State/Zip:** Bath, New York 14810**Company Complaining About:** Sprint

Description

I - (b) (6) - am a customer of Sprint for my cellular telephone. Last month on or around 4/1/2020 I called Sprints customer service phone number because I had received a text message saying "Sprint : your account is scheduled to be disconnected. To avoid service interruption visit sprint.us/paymybill or call *3. FreeMsg" When I called customer service I was told that the only way to keep my service was to make a payment of \$188.79 which included a late payment fee. The gentleman that I had spoke to told me that after I made that payment I would be able to cal back and request a 30 day deferment. I conceded as I needed my phone in order to continue to do my online classes and had not heard of the "Keeping Americans Connected Pledge". Today - 5/3/2020 I received the same text message claiming that my account was scheduled to be disconnected. When I called them, I was told the same thing as last month, make the payment and then I could discuss getting a deferment. After arguing with the customer service agent I was transferred to what I was told was a supervisor. The supervisor said that I would still have late payment fees and I would only be able to get a deferment until 5/11/2020 which is 8 days away. I found this webpage - Keeping Americans Connected Pledge - during the wait to be transferred to the supervisor. I kept referencing the pledge and the supervisor said that everything in the pledge was impossible for me to get and that my service had already been suspended! Eventually the supervisor turned our service back on and told us that in order to get the 60 day deferment that I would have to call them back on the 11th of March.

Because of Sprint not keeping their promise to the Keeping Americans Connected Pledge I had to use my grocery and gas money to pay my 188.79\$ bill. I am now without a way to pay for medication, get to doctors or even buy groceries.

I thought that the point of the Keeping Americans Connected Pledge was to prevent people like me from unnecessary hardship during this already difficult time. If Sprint is doing this to me while I reference the Keeping Americans Connected Pledge, how many people are they "screwing over" during this pandemic?

Ticket: # 3957862 - Spectrum Cable services paid for but, not provided.

Date: 5/3/2020 5:12:25 PM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: Spectrum

Description

I have Cable with Spectrum and Direct TV with ATT and I pay for Premium Sports Packages and I have called them both to discuss a monetary rebate for services like Live Sports Programs I pay for and are not being provided due to the Corona Virus Pandemic . I stated to them even the Auto Insurance Providers are rebating due to the Corona Virus Pandemic. So I ask, why is Cable, Satellite or other TV providers billing us all that 40% extra charge on our Bills when they can't and don't provide Live Sports for us to watch?

The Spectrum Representative told me that there is no adjustment to be given..

Ticket: # 3957890 - Second complaint, still have no internet

Date: 5/3/2020 5:52:39 PM

City/State/Zip: Houston, Texas 77073

Company Complaining About: Comcast

Description

We can't get a person calling any Comcast number. We tired again to use the system they have in place to reset everything but again no internet! They sent a guy out (who did put a new line) he said the new line would fix the issues and still no internet! The guy who came out was EXTREMELY RUDE. We had to lie to him and tell him we had Coronavirus Because he insisted on coming in our home and then hung up on me when I told him we were not coming out to talk to him.

Ticket: # 3957903 - Internet constantly failing

Date: 5/3/2020 6:14:29 PM

City/State/Zip: Aurora, Colorado 80012

Company Complaining About: Comcast

Description

I am still a paying customer regardless of COVID. That being said, I cannot get Any support from xfinity. My internet goes down 3 times a Day, and they have no email/chat availability to report an issue. All they have is a phone line that never picks up, and when you Do get a rep all they recommend is a router restart. Case and point; im paying for a service i am not getting.

Ticket: # 3957928 - carrier non-compliance w Emergency Declaration, public services

Date: 5/3/2020 7:23:15 PM

City/State/Zip: Atlanta, Georgia 30303

Company Complaining About: Comcast

Description

Xfinity has said 2 things regarding the national Emergency Order:

1. It will NOT cancel people's internet service
2. It WILL provide public wifi.

It has failed on both counts, best as I can tell.

At least two of my neighbors have had internet service cut or halted during this pandemic. I have a space at a mixed use commercial residential building.

As well, Xfinity maintains a public website which touts "public internet is TEMPORARILY AVAILABLE", and then publishes a map of all locations where this is so, given a specific zip code. HOWEVER< I have checked these locations, and most DO NOT offer "public internet", but have instead a PAY PORTAL.

In fact, the ONLY RELIABLE PUBLIC SOURCE which I can locate in my area is approximately 8 blocks away... and that business is not OPEN for dining, only drive-in window.

This makes Xfinity's "promise" to the public moot, and shows no desire on the part of the company to honor it's promises.

I am SUPPOSED to have a "public wifi" login spot in the building where my studio exists - two in fact, yet EACH OF THESE offers only a PAY-ONLY SUBSCRIBER WINDOW.

All in all, I would suspect that less than 10% of Xfinity's "listed", mapped "public wifi hotspots" are functional - if that many.

Ticket: # 3957935 - QLink customer service is not telling me what is holding up the SIM card to better understand, yet they say it's ready to be shipped

Date: 5/3/2020 7:37:30 PM

City/State/Zip: Houston, Texas 77095

Company Complaining About: Qlink Wireless

Description

I left and came back to QLink Wireless 2-3 times, when I did so, the main purpose was because of them wasting time after the QLink SIM Card is ready to be shipped out, as they said Friday April 30th, and nowadays- I wait a week for this SIM card to be ready to be shipped out- it's GSM so it shouldn't take that long like CDMA SIM cards for Sprint, Boost Mobile, and Virgin Mobile phones, during the coronavirus pandemic- it's taking longer to send the SIM card for gsm out, taking two weeks to ship the SIM card, when they used to transfer it over to UPS Mail Innovations in 24-48 hours, usually I order Sunday to get it by the 2nd Monday after that Sunday, and usually UPS Mail innovations delivers it to USPS for final delivery on Monday because they deliver it after 11 when the USPS has already closed the window of opportunity for the UPS Mail Innovations to deliver it on that same Saturday, so QLink should use Fedex Smartpost so everyone can get their phone SIM card sooner so they can get the services they deserve especially during and due to the coronavirus pandemic- it wastes our time to not have a SIM card knowing we can't call or text until the delivery of the SIM card, wasting two weeks to transfer it to ups Mail innovations When we need the SIM card at the same time as it has to be activated for us, we have to wait to receive it, and we have to wait now two weeks due to the pandemic for QLink to give it to UPS Mail Innovations, Since it's GSM and is easier than CDMA, most carriers send it to you inactivated then you call and give them the ICCID starting with 89 to get it activated, next time from now on QLink should send them inactivated since their GSM and are much easier to activate then CDMA, because with Sprint CDMA you have to get a Special SIM called a UICC compatible and programmed with your specific device IMEI or MEID to use with that device and that it will not work with another phone even if that phone is fully compatible with Sprint 4G LTE service , keep in mind those sims have to be activated by sprint and Qlink themselves, for me- also keep in mind I requested a gsm sim, also when I asked to update the imei to get the configuration messages and correct apn settings automatically pushed to a GSM phone that is compatible with it, they say "no, you can put the same SIM card into ur new gsm device" I will but I need it to just update the imei on Qlink's website without replacing the sim, I can't do that, if I could- it should give me the option to either use my existing 3 size SIM card, or get another one (standard, to micro, to nano in order of largest to smallest),

QLink won't even transfer me to The QAS department as they have no way to reach them, and my email goes through an automated system where sometimes it's acting like I didn't put QAS in the email saying with an email back to just call QLink which they don't have a way to transfer me to the lady who handles the QAS department at QLink Wireless,

I would spend even \$1,000,000 to get the SIM card to be shipped right away and using FedEx Smartpost which is like UPS but they delivery straight to any mailbox even a P.O. Box like UPS Mail Innovations

I would even spend \$1,000,000 to get it inactivated to call and activate it later so I don't interrupt my current service before the SIM card comes, then I have no SIM card until the new sim comes- they Keep having to deactivate the service rather than send me a gsm sim and let me call in to activate it whenever I'm ready so it doesn't interrupt the current sim card's service while the order for a new SIM card is processing and shipping so I can use the phone service when I need to, and activate when I need to or when I'm ready to switch from GSM Sim Card to GSM SIM Card (which I previously had a GSM Sim, right before this new GSM SIM card is getting shipped out, since I'm shipping from two different SIM cards in the same type of network gsm, it's not a port in port out matter from a different virtual network to another one of the towers and networks QLink uses like t-Mobile GSM and Sprint nowadays, I'm not switching from cDMA to GSM, I'm switching from a gsm sim to get a replacement one cause my previous one broke

Ticket: # 3957951 - Router Charges**Date:** 5/3/2020 8:07:16 PM**City/State/Zip:** East Greenville, Pennsylvania 18041**Company Complaining About:** Comcast

Description

i am an xfinity customer who has internet services, to save some money and get better performance i bought my own router and modem, when i called xfinity to switch my gateway they informed me to discard the supplied router. this was over 2 years ago and now due to covid 19 i had to temporarily suspend my services until i move into my house i am being charged an equipment fee of \$100 for the unreturned router, even when i had cable with xfinity i took the devices to the xfinity center and they told me in person oh you could have just thrown these out, they go into the trash anyway. i spoke to customer service who then told me that an employee would never do that and the charges stand, this was not one occasion but two where employees suggested that discarding equipment was the norm so i never thought into it until now when i am being unjustly charged

Ticket: # 3958009 - AT&T

Date: 5/3/2020 10:12:07 PM

City/State/Zip: Wadmalaw Island, South Carolina 29487

Company Complaining About: AT&T

Description

It has been 83 days since I first reached out to AT&T to respond to my service needs and issues. There has been no response, no attempt for corrective measures and no adjustments to my bill. My connectivity has worsened since COVID and was throttled leading up to bill date and increasingly after that date passed (tested daily).

Ticket: # 3958010 - Data caps (Cox Cleveland)

Date: 5/3/2020 10:22:13 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

Even through a pandemic this is allowed??

Think about what your doing when you give the keys to the kingdom to the ISP. EVEN Comcast is extending data usages for another 60 days and I quote

"After pressure from consumer groups, major ISPs last month announced that they would be suspending all usage caps and overage fees for 60 days in response to the COVID-19 pandemic. After all, US consumers already pay some of the highest prices for broadband in the developed world"

"All Cox Internet plans include 1 TB (1024 GB) per month of data usage. Unlimited and 500 GB Additional Data Plans can be added for an additional monthly charge. Data usage in excess of plan may result in a \$10 charge for up to 50 GB of additional data and for each additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over."

<https://www.cox.com/residential/terms-and-conditions.html#internetOffers>

<https://www.techdirt.com/articles/20200428/09043844393/comcast-graciously-extends-suspension-completely-unnecessary-data-caps.shtml>

Ticket: # 3958032 - CNN's "The Pandemic and the President" DOCTORED AUDIO

Date: 5/3/2020 10:56:00 PM

City/State/Zip: Salem, Oregon 97302

Description

I do not mind how different networks report different versions of the news. I watch CNN, Fox and others. However, I am watching CNN's program referenced above and I believe they doctored audio on video footage. CNN has repeatedly reported, incorrectly, that President Trump said in March "... anyone who wants a test can get a test..." CNN's anchors would misquote the statement, even after playing the video clip that clearly says "... anyone who NEEDS a test can get a test..." In tonight's program, I was watching closely as the famous clip played... and it clearly had the President saying "wants" instead of "needs". This crosses a line for me. This is completely unacceptable and irresponsible... regardless of politics.

Ticket: # 3958061 - Unreasonable Price Fees Hikes/Fees**Date:** 5/4/2020 12:55:31 AM**City/State/Zip:** Moore, Oklahoma 73160**Company Complaining About:** Spectrum

Description

I have been a longtime subscriber to Time Warner Cable/ Spectrum internet. Recently my bill has drastically went up and I was told that "my promo was up and was going to be charged at regular price" even though I already surpassed the initial promo for a year. My price has changed 3 times and each time the price rose TWC/Spectrum said same thing. I originally paid 34.99 internet plan. This plan was a promotional price that lasted a year, after this point I was paying 44.99 internet which was fine, since this was the standard price. After a year and some time TWC/Spectrum added a \$5.00 fee to my bill, so I was paying 49.99 internet, well again a year and some time I get last month's bill to my surprise is \$59.99 for internet. I called TWC/Spectrum and they said this is the new price because I am still in a promotion that recently went away and the only thing they could do is give me a \$10 credit adjustment for being a longtime customer. Reluntanly I paid it so they won't hit my credit but now I need the FCC to step in & investigate to see if TWC/Spectrum are price hiking due to the Covid-19 pandemic because the hike happened around the same time. I would like for TWC/Spectrum to stop raising my internet price and let me pay the original standard price of \$44.99 with no extra future price hikes.

Ticket: # 3958080 - Cox Communications

Date: 5/4/2020 2:53:11 AM

City/State/Zip: New Orleans, Louisiana 70122

Company Complaining About: Cox

Description

Cox communications claimed that they would not disconnect internet services of customers who could not pay, through June of 2020 due to Coronavirus, however, my services were disconnected at about 9pm on yesterday. This occurred after I made a payment last week April 26th. I explained to them that I have a school aged child that relies on internet for online classes due to the pandemic and that we will not be able to receive assignments from teachers or attend online learning without internet service. They told me to pay the \$59, which I do not have right now, or they would NOT reconnect my internet. I want Cox to reconnect my services so that my child can continue online school for the remainder of the school year.

Ticket: # 3958106 - Xfinity Mobile Fraud and False Advertising

Date: 5/4/2020 7:10:32 AM

City/State/Zip: Mays Landing, New Jersey 08330

Company Complaining About: Comcast

Description

I've been with Xfinity Mobile since September of 2019. They've not been able to meet their advertised claims for service, and yet they refuse to let me out of my contract. Then, during the pandemic, an Xfinity representative took \$385 out of my bank account without consent, and now they refuse to discuss it with me.

Ticket: # 3958120 - No internet

Date: 5/4/2020 7:56:15 AM

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: Comcast

Description

As a DoD worker, especially in Covid times, I expect to have internet access. Comcast is failing in this regard because it has been 3 days in a row that they have been under maintenance or just not had internet access available.

Ticket: # 3958124 - Internet Billing Dispute**Date:** 5/4/2020 8:05:28 AM**City/State/Zip:** College Station, Texas 77845**Company Complaining About:** Sudden Link

Description

Internet service was upgraded mid billing cycle using online self service. The Suddenlink website stated the upgrade would increase monthly charge by \$30. The May bill arrived and the total monthly charge includes duplicates for April to May at old speed and new speed and April at lower speed. Called customer service to correct and spent 1 hour 48 minutes on call. Rep stated a credit was on the account for \$153.33; however credit card charge went through for \$338.94 and my online view of account has no credit. The \$153.33 credit would be a reversal of the duplicate charges created when upgrading speed. I need a credit of \$153.33 to correct duplicate charges. Suddenlink hours for customer service are limited and we are in a pandemic.

Ticket: # 3958145 - order # 7105820411

Date: 5/4/2020 8:32:21 AM

City/State/Zip: Grandview, Missouri 64030

Company Complaining About: T Mobile

Description

T-Mobile is trying to make my son catch Coronavirus on purpose by forcing him to go inside their stores. He tried buying a phone thru Apple but they closed due to covid shutdown. He has Verizon and they won't sell him a phone without a plan. He called T-Mobile and I validated my account for him after he told me what he was trying to do and after he tried ordering by phone T-Mobile tried getting him to change my bill and add insurance after he kept repeating he didn't want to do anything but pay for his mother a phone upfront in full and have it shipped. T-Mobile got mad they couldn't up sell him so they attempted charging him 20 to order the phone. This is deceptive business practices. He was told to create a account and order it online since I never made one for myself to save 20. After doing so he placed the order, and T-Mobile didn't charge his card but he had the money on their. After going thru all that the bank card he used charged a monthly fee 3 days later, and it just happened to be the same day T-Mobile finally tried to take the payment, not when he authorized it which is also fraud. You don't have authorization to charge the account as you please, you should have taken the money immediately when it was there. We are black people and barely getting by, we are not rich and don't have a ton of money sitting in accounts we expect better business then this. He really wants me to have this phone so now he going inside a store to ensure he charged instantly just to get the phone shipped. More blacks are dying in america from Coronavirus the. Any other race due to tactics being used like this company T-Mobile. AFTER DOING ALL THIS THE PHONE SHOULD BE FREE. My son was wanting to buy me a iPhone se for mother's day to surprise me but he had to ruin his plan and tell me about it.

Ticket: # 3958147 - Promotional trade-in credit

Date: 5/4/2020 8:33:18 AM

City/State/Zip: Short Hills, New Jersey 07078

Company Complaining About: Verizon Wireless

Description

I traded in my Samsung Galaxy S7 edge for a Pixel 4 last October. The promotional trade-in credit was \$400 provided the account had an unlimited plan which I had. I got an email showing a credit of only \$100 that would be paid out over 24 months. I called Verizon later in October and they went through the account and updated the notes to ensure that \$400 would be paid out. However they mentioned the credit will start showing in 3-4 billing cycles. It's May but nothing has been credited. Calling the customer center during COVID-19 simply means endless waiting.

Ticket: # 3958263 - Assurance Wireless Equipment

Date: 5/4/2020 9:53:38 AM

City/State/Zip: Bay Shore, New York 11706

Company Complaining About: Assurance Wireless

Description

The consumer has a government phone from Assurance Wireless which is not working properly at the moment.

She has called Assurance Wireless and they said they can send her a new phone but she must pay a delivery fee.

The consumer is on low income and on medicaid and doesn't have money to pay the \$5 delivery fee.

The consumer also has health issues.

They tell her it must be a \$5 delivery charge on a credit/debit card.

The consumer doesn't have a card and they told her to go to Walgreens and buy a card, the consumer is staying home because of COVID-19 and she is on a wheelchair.

The consumer just needs a new phone without charging her any more money.

CTR-415

Ticket: # 3958265 - Not abiding by Keep America Connected Pledge during COVID-19

Date: 5/4/2020 9:56:31 AM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: Cable One

Description

All the internet service providers, as you know, suspended data caps owing to COVID-19 and everyone having to work at home. AT&T, Verizon, Comcast and others recently extended such suspension through 6/30/20. (<https://www.extremetech.com/extreme/309849-att-comcast-verizon-extend-data-cap-suspension>).

Sparklight, which took over Cableone, issued a recent press release SOUNDING like they did something nice "extends COVID-19 Response Efforts will extend its commitment to the Federal Communications Commission's Keep Americans Connected Pledge " but they failed to extend the suspension of data caps.

They extended other minor stuff to 6/30/20, but perhaps think we are all stupid enough not to notice they did not do what other ISP's such as Verizon, AT&T and Comcast did. They just do not mention the suspension at all. It thus necessarily expires on 5/12/20 without extension.

(<https://www.sparklight.com/press/Pages/Sparklight%C2%AE-Extends-COVID-19-Response-Efforts-Through-June-30-.aspx>) I phoned and messaged, and they confirmed they did NOT extend it. To issue a press release that makes it sound as though they are in accord with FCC's Keep America Connected when we are all still stuck at home working and have kids home, and are blowing through our data plans, is reprehensible. It is also an unfair competitive advantage, as their competitors will not be surcharging or forcing people like me to bump their plans to a higher cost but Sparklight sure will. Sparklight needs to suspend to 6/30/20 and not to allow the expiration on 5/12/20.

Ticket: # 3958276 - False/Misleading news reporting

Date: 5/4/2020 10:04:04 AM

City/State/Zip: Netcong, New Jersey 07857

Description

This station has disseminated this administration's conspiracy theories, lies and "alternative facts" since day one, and now it's lies about corona-virus/Covid-19 have tangibly increased the death toll and economic impact on this country by spreading baseless claims, conspiracies and misinformation about the severity, scope and reach of this virus that has wreaked havoc on our country. These actions have caused damages to property, public health and are responsible for unnecessary deaths of Americans. The mass broadcasting of lies to the American public cannot be tolerated. Do your jobs and protect our way of life.

Ticket: # 3958282 - Metro T-Mobile

Date: 5/4/2020 10:06:03 AM

City/State/Zip: Hanover Township, Pennsylvania 18706

Company Complaining About: Metropcs

Description

Metro offered a discounted phone plan for 60 days to reduce price due to COVID-19 pandemic. Which was 15.00 per month for 60 days, with 2 GB included with the plan. i contacted them today to advise that my data was not working. The automated system advised that my plan did not include data. I asked to speak to the representative, they advise that I used all of my data. Since i reside in PA and there is currently stay at home order. I have been using the home WI-FI. My plan renewed on May 1. They are stating that i have no data left and its only May 4. I have used my phone outside of my WI-FI range.

Ticket: # 3958323 - Optimum is charging a Regional Sports Network Fee but no sports are being played

Date: 5/4/2020 10:28:53 AM

City/State/Zip: Rhinebeck, New York 12572

Company Complaining About: Optimum

Description

I pay \$10.47 per month to Optimum as a Regional Sports Network Fee. Even with that fee, I don't see all the games - which is unfair. However, now, due to Covid-19, all sports have been cancelled or suspended for at least a month - more than a month in some cases, I believe. However, Optimum continues to charge me the \$10.47 Regional Sports Network Fee - which is even more unfair. I'm paying \$10.47 a month to watch replays of games from 1996, 2001, etc.

I've called them twice. The first time I was told "it's a government fee that must be charged - whether there are any games being played or not". The second time I was told there was nothing to be done and it was their right to charge fees as they see fit.

My son's college issued pro-rated refunds of room and board fees when campuses were closed. My gym stopped charging monthly membership fees when New York State mandated that they be closed. I could go on and on with other companies doing the right thing.

Why should Optimum be allowed to charge fees for something that they are not providing?

I believe that Optimum should provide customers with retroactive refunds, to March, of their Regional Sports Network Fees. And discontinue the fee until sports are resumed.

Ticket: # 3958328 - Speed Issues

Date: 5/4/2020 10:31:35 AM

City/State/Zip: Tulsa, Oklahoma 74136

Company Complaining About: Cox

Description

I've contacted Cox and done their full troubleshooting (as well as my own). There is nothing wrong with my router, modem, line, Wi-Fi receiver or otherwise. Cox is throttling my speeds because of node saturation and heavy load on their networks due to COVID-19 stay at home orders. Either charge us for what speeds we are generally getting (10-30down), don't throttle us or upgrade the networks using the insane amount of profit you as a greedy monopoly-like ISP make.

Ticket: # 3958426 - Optimum Availability Complaint

Date: 5/4/2020 11:10:39 AM

City/State/Zip: Roosevelt, New York 11575

Company Complaining About: Optimum

Description

Good Morning,

I would like to inform you that optimum / altice is actively disconnecting customers internet and phone services due to inability to pay which is a complete contradiction of their pledge with the FCC. I live in nassau county new tom high has been severely impacted by the corona virus. Optimum has not only disconnected my service but several others in my community.

Thank you,

(b) (6)

Ticket: # 3958442 - Optimum Internet

Date: 5/4/2020 11:18:04 AM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: Optimum

Description

To Whom It May Concern:

I have had nothing but frustration with the internet services provided by Optimum for the last few months, even before the outbreak of COVID-19.

Aside from not meeting the speed set forth in the agreement, there has been blocks of multiple hours (10+) and blocks of days where we have been without internet. A review of complaints on social media (Twitter in particular) reveals that I am not alone with this issue, yet Optimum says service is running fine and that there are no issues. It is near impossible to get a hold of anyone at Optimum to address this issue. Customer service is next to nonexistent and Optimum has refused to offer credits for the periods where I am without service.

Given the ongoing work-from-home Order by New York State, having functioning internet is beyond essential.

I look forward to hearing from you.

Best,

(b) (6)

Ticket: # 3958448 - Request for Help

Date: 5/4/2020 11:19:43 AM

Description

I'm (b) (6). Muscogee Creek Indian I need help because of the coronavirus left me out of work stranded me and my family

Ticket: # 3958484 - Poor service and customer service

Date: 5/4/2020 11:37:23 AM

City/State/Zip: Cheektowaga, New York 14227

Company Complaining About: Spectrum

Description

Several issues. My internet is very slow and cuts out many times each day. Then customers who never had their internet now get it for free due to covid 19 and I'm stuck paying their high fees for non working internet. I should be compensated for those same months of free service and my internet should be fully repaired to the condition I pay for!

Ticket: # 3958540 - T-Mobile Billing

Date: 5/4/2020 11:56:23 AM

City/State/Zip: New York, New York 10016

Company Complaining About: T Mobile

Description

She received a T-Mobile bill. She tried calling customer service. The customer service will not help her without a pin number. She applied for the service prior to the pandemic and her bill was supposed to be \$55. Now shes received a bill stating that she owes over \$160. She has never used the phone and assumed that she had to call to port the number in order to activate the account.

Ticket: # 3958617 - Internet access suspended during pandemic

Date: 5/4/2020 12:27:42 PM

City/State/Zip: Cloquet, Minnesota 55720

Company Complaining About: Mediacom

Description

I woke up to take my college final and my daughter to do her schoolwork and the internet was not working. The cable wasn't either. We were without internet access for 12 hours even though Mediacom made an agreement with the fcc not to interrupt internet service

Ticket: # 3958695 - Spectrum Internet

Date: 5/4/2020 12:49:54 PM

City/State/Zip: New York, New York 10001

Company Complaining About: Spectrum

Description

I have been having very inconsistent WiFi speeds with spectrum for over a year. I have had 3 spectrum employees come to my apartment within a week and they all do the same thing and ask the same question but the problem never gets solved. Attached I have 2 photos showing the download speeds during this pandemic and before to show that it isn't just happening now due to everybody being at home using WiFi. I contact customer support monthly and their only solution is to have somebody come to the house to check the equipment but like I said I've done that so many times it fixed absolutely nothing. I just want my internet connection to be reliable for the price I am paying.

Ticket: # 3958739 - COVID 19- Unreliable Service**Date:** 5/4/2020 1:04:04 PM**City/State/Zip:** Springville, Alabama 35146**Company Complaining About:** Windstream Communications

Description

It is a pandemic and he does not have service at his home. He has been without phone service for 4 days. Every time it rains the service goes out and he is sent another modem. The issue is not with the modem or with his home, its normally an issue up the street. He is without service for at least 10 days a month. He had a business line with them but cancelled it because it never worked. The second line he had for years and the service with the phone line and the internet is unacceptable. The company will send a tech out and they will go up to the pole, make an adjustment and they'd have service up and running for a few days. He was supposed to have a tech come out on 5/3/2020 but nobody arrived and he is still out of service.

Ticket: # 3958744 - Spectrum TV payment

Date: 5/4/2020 1:04:48 PM

City/State/Zip: Bellflower, California 90706

Company Complaining About: Spectrum

Description

Spectrum TV turned off my cable during the Covid-19 pandemic while I have been unemployed. They've never sent me any correspondence on what steps I could take to avoid my cable being cut off during this pandemic

Ticket: # 3958751 - Straight Talk Phone Service

Date: 5/4/2020 1:09:18 PM

City/State/Zip: York, Pennsylvania 17402

Company Complaining About: Straight Talk

Description

My cell phone was turned off do to not being paid. My bank had frozen my bank card do to fraudulent bank activity. I did not know they did this, I texted my phone service provider and complained to them about turning it off with out notifying me. They told me there was nothing I could do unless I paid the bill. I told them that they were not aloud to do that at this time because of Covid 19. I was told that I had to pay my bill or they would not turn it back on. I am working from home and that is my only way I can communicate at this point. I had to run around and get a prepaid phone card to reactivate my phone service. I feel that they did not take into account the order that was given by President Trump that Utilities and phone service and internet providers could not turn these things off for non payment. Please help me to get this straightened out with them.[I would like a free month for the aggravation they caused me

Thank you

Ticket: # 3958832 - Causing Panic During Communist Chinese Corona Virus

Date: 5/4/2020 1:41:22 PM

City/State/Zip: Fort Worth, Texas 76120

Company Complaining About: AT&T

Description

I just watched a report on NBC in the Dallas/Ft Worth area. The article started out telling about the Tyson plants closing which could cause a shortage of beef, pork and chicken. This is something that has been in the news for a few days. As the story continued they began showing what meat cases either completely empty or with only a few items and stating over and over again that there IS a shortage of meat products. This to me is irresponsible. I just went to the store yesterday and there was NO shortage of meat. This is what caused people to panic to buy things like toilet paper in large quantities. The supplies may be low but most of that is caused by people watching Irresponsible News programs like this one. During this pandemic shouldn't sensationalized news programs like this be avoided and only the Real News be Reported.

Ticket: # 3958869 - Payment "Glitch"

Date: 5/4/2020 1:55:01 PM

City/State/Zip: Bronx, New York 10454

Company Complaining About: AT&T

Description

My bank account was authorized twice by AT&T's processor system because of a "technical glitch" I then was forced to call in and pay again; to resume service, as none of the charges before were able to be applied to my account. Because of COVID-19 I am not working and these two charges that were made took a total of \$165.72 out of my bank account. Because of this and then having to pay an additional \$71.97 on top of that to restore my service my bank account is now negative, and has resulted in fees totaling \$365 as of 04/22/2020.

The way that their customer service representative handled herself was completely disrespectful and completely ignorant of the current situation that we are experiencing. I live in New York and it was completely inappropriate of the representative to tell me to go into a store to handle my situation, and then to speak over me, to not let me speak and then hang up the call was deplorable.

I don't know how they are handling what is going on in the country, but I am struggling and relying on every penny. Because of this companies error I have negative funds to support myself, to purchase food and to pay my bills, and I do not know when or if I will be able to correct this with my banking institution. Your company made a mistake and you need to figure out a way to correct it. They are affecting peoples lives right now, because of errors. Errors that in other times might not be a big deal, but errors in this unprecedented time that literally mean the difference between being able to feed myself and my family. They need to compensate me for the fees that accrued due to their error, either in money or a credit for service.

Ticket: # 3958887 - Suspended Account

Date: 5/4/2020 2:00:13 PM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Frontier Communications

Description

Frontier Communications in Monroe NY has shut my account as of this morning, and I have hardships in paying due to the covid 19 crisis.

Ticket: # 3958895 - Unwanted calls

Date: 5/4/2020 2:02:42 PM

City/State/Zip: College Park, Maryland 20740-2848

Company Complaining About: Luminous Home Service

Description

At 1:50 PM on May 4, 2020 I received a phone call from someone identifying himself as "Max" at "Luminous Home Service." He claimed to be offering vent cleaning services. He had a thick Indian accent. I am certain this was a scammer trying to take advantage of Covid-19 fears. Please block the phone number given below to stop this scam.

Ticket: # 3958992 - TracFone Covid Non Compliance

Date: 5/4/2020 2:34:52 PM

City/State/Zip: Houston, Texas 77002

Company Complaining About: Tracfone

Description

TracFone is the parent company of Simple Mobile and Simple Mobile is denying me the 40 Gigabytes of data that they did give me in April but are giving me issues about it now on May 4th 2020 I called TracFone on May 4th @ 12:30pm Central Time to discuss the issue and they are doing nothing about it and I had problems with them they say to text Covid to 611611 and that function does not work so I have to contact the FCC unfortunately I say unfortunately because I don't like using this as a resolution

Ticket: # 3959107 - Did not get monthly free minutes for April and May.

Date: 5/4/2020 3:18:10 PM

City/State/Zip: Siler City, North Carolina 27344

Company Complaining About: Tracfone

Description

I was told by dialing 611 (Safe-Link), April minutes were added to my cell phone. However, I have yet to receive the minutes for April and May. After calling Safe-Link, I did not have capability to use my remaining minutes during this Pandemic (COVID-19). Then, I was told to purchase a new phone, when there was nothing wrong with my current phone (b) (6). My question to Safe-Link was; if, I received my minutes for March what has happened since then. They could not say. I can not make calls to family members during this world pandemic.

Ticket: # 3959264 - cable - optimum

Date: 5/4/2020 4:11:47 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

putting a hold on service because of the covid 19. we can not return on NJ right at this time and would like to put our cable service on hold. we have been trying to call optimum for several weeks now to no avail. i tried today to go onto their website, they do not even have a chat service, it just keeps buffering and buffering.

Ticket: # 3959308 - Internet termination

Date: 5/4/2020 4:22:01 PM

City/State/Zip: Stamford, Connecticut 06901

Company Complaining About: Optimum

Description

Consumer has an issue with the internet provider.

They have cut off her internet disregarding the COVID 19 VIRUS pledge.

Consumer signed up for service and paid an extra connection fee.

Consumer later learned they were offering internet without a connection fee.

Consumer has a student who needs to use the internet in order to keep up with her studies.

In addition to the above they were offering 60 days free based on the COVID 19 Pandemic.

They did not provide the consumer with the benefit of these free offers.

Consumer needs to have the internet connected so that the student can continue with the studies.

Consumer requests she be given the benefit of the items that were offered for free.

CTR412-phone

Ticket: # 3959426 - Fraud, Refusal to Respond to Billing Concerns; Dishonest About Applied Credits, Unprofessionalism, Etc.

Date: 5/4/2020 5:05:12 PM

City/State/Zip: Beaverton, Oregon 97005

Company Complaining About: Comcast

Description

I contacted Xfinity/Comcast in writing over a month ago (March 2020) advising that due to financial and other hardships related to Coronavirus including household loss of employment and being disabled (ADA status), and requested that my bill be reduced, but have not received a response. I have been what I thought was a loyal, valued customer for over five (5) years. Last week, I finally reached an agent (Renee K., Apr. 24) but did not answer her phone, so I emailed her where she exhibited unprofessional behavior and began using scare tactics, intimidation, then began citing one of the channels I've been paying for was going to be discontinued that I needed to lose services. I requested at that time to be contacted by a supervisor or director. She stated to me that there was no other level this complaint was going to, no one was going to handle it except her, that she was the only one who could handle my account. Since I knew she was behaving unlawfully, I asked that she refrain from any further contact to me. She continued to harass me by email, when I advised her I would be seeking assistance from hierarchy, i.e. I then contacted the corporate office once again by fax (215) 981-7790. This would make my 4th or 5th time contacting Xfinity Corporate but never receiving one response. On 05-02-2020 I attempted to contact them again using online chat. I was informed that I would receive credits due to service interruption issues that had persisted for over 3 months, the rep took my phone number stating a supervisor would contact me back, but while we were still chatting the rep abruptly disconnected me from chat. I contacted 3 to 4 more agents in chat, but each of them made promises that credits of \$80 for each month I had issues would be applied, but when I asked for confirmation, they each disconnected me from chat. I then was able to contact one additional agent, however she began to lie and backtrack from what the other agents confirmed. It was a circus, most negligent, unprofessional, fraudulent, etc., atmosphere. I became extremely frustrated and at that time terminated the chat. I then sent another fax to corporate but as of today, no response. I asked for and was offered credits as a resolution to defective service issues, have been plagued and disenfranchised by the Covid-19 situation, notified them early on before my bill became late, but have been treated with much fraud, negligence, not by policy or law, etc., by Xfinity. Now the company continues to send me late notices ignoring my request for arrangements being made on my bill. I have requested that at no fault of mine, services bills be discounted until the pandemic passes, but Xfinity behaves with greed and fraud rather than valuing my dilemma, thus they continue to grant me credits but then later state none was applied. I checked my account online but no credits as promised were applied. They have now continued sending me threats to disconnect my services. In my original faxes to them I also advised that I was experiencing issues with billing on my Xfinity Mobile services also. I have cable, tv, internet, mobile, etc., services with Xfinity.

Ticket: # 3959490 - Breaking a contract for Internet service

Date: 5/4/2020 5:31:18 PM

City/State/Zip: Hackensack, New Jersey 07601

Company Complaining About: Optimum

Description

On March 2, 2020 my residential bundled Internet bill from Optimum/cablevision became so high I thought I would call them to ask the cost of their televised Optimum 200 Business service. As a 70 year old senior I had been a customer for 30 years. The salesperson told me the cost would be \$214. per month. This was less than my residential bill of \$232. The salesperson scheduled a Tech to come to my home to install new equipment. That was March 10, 2020. The salesman said that because I was an existing customer there would be no installation charge. He also said that my phone number would not change. That day the Tech and myself watched on TV the first corona virus death in my town of Hackensack NJ 07601.

After the installation he asked me to sign for his visit. I did but forgot to ask for the "bill" . After the installation my phone number was changed by Optimum. It took a long time to fix that. The I found out that my bill was \$275. not \$214. I complained by phone at least 3 times and by email 3 times. My bill has not changed. And, they seem to not have recorded their salesperson's phone chat with me. Optimum handles my phone, Internet and TV. I am afraid they will cut off my services. I also believe that since they know my age 70yrs old. They are attempting to cheat a senior citizen. I do not know what I can do to help myself. Thank you, (b) (6)

[REDACTED]

Ticket: # 3959514 - Failure to Issue Refunds for Radio Station Event & Failure to Disclose Details Refund Details In On Air Ads, & Partially Disclose Through Social Media

Date: 5/4/2020 5:36:19 PM

City/State/Zip: Garner, North Carolina 27529

Company Complaining About: Radio One

Description

Radio One promoted an event called Women's Empowerment, scheduled for April 25th at the PNC Arena. Due to COVID-19 the show was postponed. This is understandable but concert goers have been demanding their money back. Radio One is not issuing refunds but they are supposed to be doing so. Their on air ads misleading. They do not tell you that you have the option to get a refund. On Facebook they were only posting bits and pieces of the refund policy, so people were still clueless and continue to vent on social media about wanting their money back. Certain places on the internet post about the refund, but it's at the very bottom of the article, while their requests for ticket holders to hold on to their tickets is at the very top. We have been demanding refunds but Radio One is blaming PNC Arena and saying that they are the ones not allowing them to issue refunds to concert goers. On 4/16 at 11:00, I spoke to the Marketing rep named Shariah Green. She advised me that PNC Arena is focused on scheduling hockey games for the year and has not provided Radio One with any details so that they can schedule a new event date or issue refunds. But, PNC Arena and Ticketmaster are both blaming Radio One for not issuing the refunds. After reaching out to PNC Arena and asking them if they were the reason why Radio One was unable to issue refunds, a rep from the arena responded by email with the following: "Tonya – Per our local Radio One office here in the Triangle, we are not authorized to provide refunds at this time." I have the email. Ticketmaster stated the same thing when I called them. And, Ticketmaster's site states the "If an event organizer is offering refunds for postponed or rescheduled events, a refund link will appear on your Ticketmaster account. Otherwise, you are encouraged to periodically check back online to see if the status of their event has changed." The Marketing rep who I'd spoken to by phone was kind enough to follow up with an email. She explained that she had forwarded my info to Jim Coleman who would assist me further with the refund inquiry. Days went by, and I never heard back. So, I emailed him. Nothing. I sent an email through the Chamber of Commerce and received a reply response from Gary Weiss at radio One on 4/22, asking for my contact number so he could assist. I never heard back from him either. On April 25, I posted my concerns on Facebook. The Marketing Director named Tracy immediately responded. She appears to be sincere in trying to help. She politely explained that ticket holders should be able to get refunds at this time and that this was the first she'd heard of this refund issues. That was on a Saturday. She took my information and stated she would follow up that coming Monday. I believe that she may be trying to get things moving. But, I just don't know why there is a hold up, if Radio One is under the impression that refunds are an option. I posted on Facebook again on 4/27. She replied and said that she is still working on this. Some of us paid \$293 for a single ticket. No matter how much was paid, ticket holders are getting the runaround. And, I dislike the fact that Radio One's social media posts and on air ads are so confusing, not disclosing the refund option, or only posting parts of the refund policy to ticket holders and listeners. It appears to be purposely misleading to me and others.

Ticket: # 3959561 - Disconnect Warnings

Date: 5/4/2020 6:05:53 PM

City/State/Zip: Chesapeake, Virginia 23322

Company Complaining About: Assurance Wireless

Description

Cox Communications never contacted their customers when rules regarding COVID-19 “no disconnections” changed. I have paid as much as I can after discovering cable TV is no longer apart of those temporary rules and now am being disconnected from my phone, TV & Internet due to a \$400 late bill and find it very hard pay them that much right now. I feel like I am exploited because I can’t work, solely relying on my husbands income with an autistic 5 year old that needs these things connected. Chesapeake , Virginia. Account (b) (6). Please help!

Ticket: # 3959574 - Throttling Upload speed - wow Way

Date: 5/4/2020 6:09:50 PM

City/State/Zip: St. Petersburg, Florida 33714

Company Complaining About: Wow

Description

While trying to use the upload speed that I have been paying for for the past 5 months. (these issues have been happening for 4+ months, before pandemic. They have sent out 3 technicians who have replaced cables, grounders, splitters and etc.

The issue is still occurring, when trying to stream to facebook, youtube, mixer or even Twitch the upload speed shoots up and then drops all the way down to 0 causing for an unwatchable experience. I have talked to others who livestream and they experience these same issues with WOW internet.

Ticket: # 3959603 - number portability, privacy

Date: 5/4/2020 6:21:39 PM

City/State/Zip: Canonsburg, Pennsylvania 15317

Company Complaining About: Net10

Description

I received a phone number from NET10 when I registered a phone plan with them for 30 days (1000 minutes) roughly eight months ago. Since then I have received too numerous to mention calls/texts(CCAC)(kids schools) in regards to "Samantha" "Anthony" and just now another person named "Jeffrey". Community College of Allegheny County (COVID19) (concerns me concerning MY COLLEGE RECORDS for Pell Grants and MY LOANS/CREDIT), gyms, social services,). NET10 says "use MINC" to change your number". All my business contacts have this phone number, my people have this phone number to call me on. Can the government do something about this seeing as I CAN'T EVEN FILE MY TAXES DUE TO THIS BECAUSE I TRIED THROUGH CREDIT KARMA. "another account holder has this number". WHAT?????

Ticket: # 3959632 - Substandard broad band

Date: 5/4/2020 6:46:22 PM

City/State/Zip: Jones, Oklahoma 73049

Company Complaining About: AT&T

Description

We have WISP based internet in our area. Our maximum available package provides performance around 8mb down and 6mb up. No volume caps. Cost is about \$80 per month. Cox Communications and AT&T are both within just a couple of miles of us with AT&T having a new neighborhood across the street where they are installing fiber. We have been told neither of them will come to our neighborhood because we don't have the home density they require. Our neighborhood is an older neighborhood in an area that was considered "rural" a few years ago. As the OKC area has grown, we are a hot new area for homes being built. However, these the two major ISPs won't bring broadband to us since as an older neighborhood, we don't bring them the profit they are used to. Our current ISP does a good job for a wireless ISP, but it is not sufficient to consistently remote work during COVID-19. This is a problem.

Ticket: # 3959644 - Over 100 unwanted robocalls

Date: 5/4/2020 7:02:38 PM

City/State/Zip: Mayport, Pennsylvania 16240

Company Complaining About: Altanta Ga

Description

Today's of 6:44pm we have had over 100 unwanted robocalls on our home phone. When answered, there is only a light beeping. They are from all over the country, many different numbers. It started at 11:30 am. They ceased from 2:30 until approximately 4:30, coincidentally during that time span, I was not home. After I returned back home, they started up again. We have had to turn off all of our ringers. I called our phone company and the FCC toll free line. I was told not to answer my phone. With COVID-19, I am working from home. We have no idea what to do. We do not have strong cell service and need our home phone.

Ticket: # 3959660 - Service call

Date: 5/4/2020 7:09:24 PM

City/State/Zip: Wall Twp, New Jersey 07719

Company Complaining About: Optimum

Description

Due to Optimum telephone cust service representative who did a hard boot of my wifi without my permission, caused wifi address i was familiar with to disappear. When she cld resolve recommended service rep to come out -I asked how much? No response from service rep. If rep had understood & explained hardboot wld revert wifi address to generic name it would have saved me not only a service call but also having to upgrade my cell service as i now need to use cell as hotspot in order to be able to work (working remotely due to pandemic). I will not pay that \$80 service charge when 1. the rep serious mishandled the situation or at very least did not understand the consequences of what she did when she did the hard boot and 2. I specifically asked how much it wld cost if a service person came out & got not response. Incompetent and dishonest

Ticket: # 3959661 - Complaint Against Verizon Wireless/ Verizon Communications**Date:** 5/4/2020 7:09:30 PM**City/State/Zip:** Conway, Arkansas 72034**Company Complaining About:** Verizon Wireless

Description

My spouse and I upgraded to the iPhone 11 Pro Max on March 6th and 7th of 2020. All early upgrade fees and taxes had been paid up front upon upgrade. Due to Covid 19, Verizon Wireless/ Verizon Communications closed all In-Store Locations, making it very difficult for us to return my older device within a timely manner. My spouse and I have been in contact with Verizon Wireless about additional early upgrade charges to April's bill that were not communicated to us. We paid almost a 400 dollar phone bill for April 2020. As of today, May 4th, 2020, Verizon Wireless/ Verizon Communications is charging us almost 700 dollar on our current May 2020 bill. 405 dollars of this bill is for the remaining balance of my older device I have been trying to return for weeks. Our family moved from Missouri back to Arkansas during this Covid 19 Pandemic and we needed a new shipping label. Upon first and second contact to request a shipping label for said device, I was advised by a Verizon Wireless Representative, I would not be held at fault for a late return due the Covid 19 Pandemic affecting everyone right now. I since have followed up with Verizon Wireless at least 6 more times about said shipping label. They are refusing to send it. Instead, they have sent an incomplete return kit to our address, links to non-related solutions and are now hanging up on me. It is now my belief due to Covid 19, they simply want the money and have no intention to resolve the issue or adjust our May bill. My spouse and I have done all we can to get this resolved with Verizon Wireless directly but now need your help in reaching a resolution. I just want a shipping label, so I can return my older device. I want the 405 dollars taken off our current May bill, so we can move forward with no further issues. We do not feel like valued customers and Verizon Wireless is forcing our hands into cancelling our service with them. What can be done about this? Thank you.

Ticket: # 3959664 - Frontier communications

Date: 5/4/2020 7:11:53 PM

City/State/Zip: Long Beach, California 90802

Company Complaining About: Frontier Communications

Description

I ordered the highest internet speed available from frontier communications end of March 2020. Frontier scheduled an installation appointment for April 3rd from 8am 5pm no one from frontier came out to install instead I received a voicemail stating internet installation would be rescheduled and a tech would come out April 7th between the hours of 8am and 5pm. Tuesday April 7th a tech showed up the tech advised that due to Covid 19 he would not set foot inside my home and I would be set up with a slower internet due to new protocol I explained that was not what I ordered or agreed to he advised me to take it up with frontier customer service. I contacted frontier customer service on April 8th and asked install be waived since they werent able to install the internet i initially ordered i was advised a supervisor would contact me no one ever contacted me called on April 16th spoke with Miranda I requested service be canceled also requested that I not be billed for installation fees since frontier was unable to come inside the home and properly install the internet Miranda the customer service agent advised services were cancelled I received a bill showing negative \$6. on 5/1 I was billed \$126.00 when i called customer service on 5/3 i was advised I was billed for the full month despite being told previously account was canceled and I would not be billed. I have attached the cancellation summary.

Ticket: # 3959698 - Who can AT&T be reported too for scamming the elderly?

Date: 5/4/2020 7:34:38 PM

City/State/Zip: Oroville, California 95965

Company Complaining About: AT&T

Description

My Mother tried getting internet, yet was forced into a TV package which she didn't want, but was told is the only option for her to have internet, refusing to even help her understand how to use the remote to access it. It was only supposed to be over \$80 per month, yet charged twice for the first month 106.60 + 138.03 then 229.88 for the the 2nd month because she wasn't informed of having to pay twice for the first month and received additional late fee for not paying one of the bills. Then during the Covid Pandemic without notice or warning, hiked the price 130.66 and refused to help her, giving constant run-around causing her heart to have issues. Now they have her charged with 187.84 for this month, therefore I spent the entire day on the phone, passed around like a joint speaking to many clueless stoners, who also wouldn't help. She asked if they would speak with me which they claimed they would, yet refused, so that even more time can pass and more bills charged to her while the issue remains unresolved. Now claiming that she is not required to have TV Service for internet, but trying to hold her to what plan they forced her to take in order for her to have internet. Lied to her about their satellite connection being faster than Comcast when in reality, dial-up would be much faster, especially on cloudy days when any connection you do get is at a stand-still. Had her email account under the AT&T address so that she could not access her account online, any request for a password went to the address on their website which she had no access too, which was the only issue resolved today. When Big Corporations run these scams, it runs your credit while costing them nothing, they simply sell your bill to collection telemarketers. I think it is time for them to be held accountable for their scams to rob the disabled elderly and other customers who have no voice. When the Big Corporations cause the payment issues, it should be their credit affected, and not the customers whom they are trying to rob.

Ticket: # 3959714 - Direct TV

Date: 5/4/2020 7:44:36 PM

City/State/Zip: Philadelphia, Pennsylvania 19149

Company Complaining About: Directv

Description

I have been getting overcharged for my service m, with no communication or options for a payment plan. As the days turn into weeks. The covid-19 pandemic continues to devastate my income and ability to support my family. Direct Tv have seemingly continued to over charge me while dodging my attempts to contact them so that we may come to a payment agreement. Three weeks ago I tried to make a payment arrangement, a employee agreed to a payment arrangement with me, but the next day they disconnected my TV and overcharged me once again

Ticket: # 3959725 - Returning equipment

Date: 5/4/2020 7:55:33 PM

City/State/Zip: Katy, Texas 77493-2393

Company Complaining About: Comcast

Description

Box on one of my TVs is not working and in order to have a new box sent to me, I had to agree to have a box charge added to my account. They issued credit but only until May 30. Due to Covid they will not come into my house but expect me to return the box to a UPS store. I have cancer and do not want to go out in public. If the box is not returned I will be charged twice for the same service. I have tried to call about making other arrangements to return the box with no success.

Xfinity wants to protect their employees but do not seem to be concerned about my health. It seems like they could provide me with a return envelope and phone number so someone can pick up the equipment.

Ticket: # 3959747 - Charged for unused services

Date: 5/4/2020 8:09:20 PM

City/State/Zip: Westville, Florida 32464

Company Complaining About: Hughes Net

Description

I tried to called two different times to cancel my internet service with HughesNet and was hung up on both times and also waited two hours (which I took pictures of) in a chat room, which no one ever came to and sent an email about canceling my service. I unplugged my modem and have zero data usage for last month and will have none for the upcoming month yet they still want to charge me \$138. I tried to explain that I am an essential employee, have been working 6 days a week during this pandemic and I felt like I did my part to try and cancel it. I have not used it at all since I tried calling to cancel but they still want to charge me. I feel like, considering the circumstances, I should not have a bill at all with HughesNet.

Ticket: # 3959895 - Shutting Off Service the Day after I activated it

Date: 5/5/2020 12:14:42 AM

City/State/Zip: Harrisville, New York 13648

Company Complaining About: Total Wireless

Description

I paid and activated service with Total Wireless 05/03/2020 and it worked for less than 24 hours. Randomly, while waiting for a call from my doctor, I realize they took my money and shut off service. I chatted in and spent hours with customer service, but they ultimately didn't turn it back on. It's a pandemic, and I have no other phone!

Ticket: # 3959914 - Comcast/Xfinity Data Caps**Date:** 5/5/2020 1:26:43 AM**City/State/Zip:** Des Plaines, Illinois 60016**Company Complaining About:** Comcast

Description

The Comcast data cap has been implemented for too long. It should not have been implemented in the first place, but aside from this, it has not increased over the years. The fact that this cap was temporarily lifted during the coronavirus pandemic, a time where more people are working from and not leaving their homes, shows this is entirely a way to charge customers more money. This is not about decreasing "strain on their infrastructure." And this is many years after ISPs received a tax breaks (to the tune of \$200 billion) to upgrade existing infrastructure.

The cap should be lifted entirely, or at the very least increased. As more people switch to streaming services and the internet becomes more ingrained in everyday life, 1TB per month is an astonishingly low number.

Ticket: # 3959950 - Windstream - Poor Internet Service**Date:** 5/5/2020 7:55:32 AM**City/State/Zip:** Clarkesville, Georgia 30523**Company Complaining About:** Windstream Communications

Description

Windstream provides poor internet service. This is the 2nd time in a week I have been without internet. Since I have been working from home as a result of COVID-19, my internet has been incredibly slow and completely unreliable (more so than usual). This is not the first time I have had issues with reliable internet through Windstream. About 6 months prior to this, I called Windstream requesting technical support for about a year because my internet speeds were so slow it would completely drop out. I have only been a Windstream customer for about 3 years and have had issues for the majority of that time. Any time I have questions regarding my service, they are unable to answer them due to their brilliant company structure. The call center employees are never able to answer simple questions (such as "when is the outage estimated to be restored" or "when will I receive a call back"). I am tired of paying an internet company for a service they fail to provide reliably. Unfortunately, options are very limited where I live and I am forced to use Windstream.

Ticket: # 3959972 - Internet Content Availability Complaint

Date: 5/5/2020 8:46:55 AM

City/State/Zip: El Segundo, California 90245

Description

I am writing to ask why YouTube/Google are allowed to remove videos of Scientific enquiry in the name of 'Harmful Information'.

Removing a TV Documentary on Covid 19 in California because they did not agree with the results - and then unilaterally without substantiation claiming it contradicted the WHO is CENSORSHIP - it is what Communist governments do to suppress inquiry, questioning and accountability to the people. Please call them to account on this!

Regards,

(b) (6)

A series of seven black rectangular redaction boxes of varying lengths, covering the signature and any accompanying text. The first box is short, followed by a slightly longer one, then a medium-length one, and finally three longer boxes of similar length at the bottom.

Ticket: # 3959980 - Internet home provider Optimum charged me \$10 late fee

Date: 5/5/2020 8:56:51 AM

City/State/Zip: Brooklyn, New York 11204

Company Complaining About: Optimum

Description

Optimum charged me \$10 late fee. Please audit and investigate the late fee policy and procedure that optimum is charging consumers. with a promotion, the internet costs \$49 and the late fee is \$10 . that is 20% late fee during a coronavirus pandemic. I would have loved to return the modem last month to them. But, cant cancel the services. Called customer service and was on hold for over 2 hours and couldn't reach a representative. and another time an hour on hold and didn't reach no representative. Please audit and see for yourself how customers cant reach a representative. Audit them by calling as a customer. I have a screen shot of the time on hold with them on my cell phone pictures. Also, they raised the prices to \$103.49 a month for internet. (service and modem and fees) how can a consumer on poverty level and seniors of \$12,000 a year income afford it? they spend 10% on their income on internet (but, my complaint was about the \$10 late fee that I think I should not have been charged) if you see my pattern of paying the bill. I sometimes pay advance 2 months.

Ticket: # 3960000 - Rural Broadband Internet Availability Complaint

Date: 5/5/2020 9:15:30 AM

City/State/Zip: Campbell, New York 14821

Company Complaining About: Armstrong

Description

I recently have read an article that was posted on CNN and I'm encouraged that someone at the FCC leadership understands the struggles and the failures of previous funding of expansion of broadband.

I have been trying for 11 years to get broadband expanded in my area. As you may know Spectrum (Charter), recently merged with former Time Warner. Specifically, they were required to expand services to 145,000 residents and business within New York State by 2020. The intent of the deal to allow them to merge, was to expand broadband into rural areas. Unfortunately, Charter had no intentions to expand to the last mile areas with less than 35 residents/business per mile. New York State Department of Public Services conducted a review of the situation and ultimately allowed them continue to operate within New York State and extended the deadline to have all 145,000 residence/business serviced by the end of 2021. I recently called Charter to see if they had any construction scheduled for my area. They said, not within at least the next couple of years and most likely never unless funding is provided. My neighbor and I are currently seven poles (already installed poles with space for them to run the cable), less than a 1/4 of a mile from there services and they will not expand. I have even gone beyond my neighbor and I further down the road and obtained signatures from multiple neighbors that would be a customer if the services were there to connect. Again, they refused.

Verizon is the current phone provider within our town. They only offer phone services and after several discussion with them, they have no plans to upgrade there current phone lines and equipment to be able to offer DSL or fiber.

In addition, there is no cell coverage in this area. If broadband were provided, there are devices (femtocells) that could be connected to broadband to deliver a cell signal within a home or business. This would essentially solve two problems if broadband were offered.

Due to the limitations of services, the only option is satellite internet (HughesNet/ViaSat) This as you know is not broadband nor is it reliable. The latency alone is problematic when operating on a VPN (virtual private network), cloud access, and video conferencing due to delays. When it rains services goes out. The data caps are very restrictive. For the monthly cost of satellite, there shouldn't be a data cap on the services. When you run out of data, you are slowed to dial up speed.

Due to recent stay at home orders, our house is operating with two adults working from home and two children schooling from home. There are resources that our school district is offering online but unfortunately, due to the data and latency limitations on our satellite connection we can not stream and video conference well. ViaSat and Hughesnet are the only two companies operating in the United States that refuse to remove the data caps during this time even though they signed the pledge. There response is we don't have data caps. We are unlimited .That's half true as nothing will work on dial up speeds in todays world. Please see there social media (Facebook) for upset customers feedback.

I don't believe that satellite is the solution going forward into the future and we need to stop funding these companies and focus on the wireline connections. The subsidizing of phone lines needs to stop and be only offered if broadband is provided. Why is Verizon receiving subsidies for phone line only services and refuses to upgrade to offer broadband? This was an issue with electric rural areas up until 1936 when the rural electrification act was passed. I believe something needs to be done similar to that with broadband. These companies have been getting funding for years and refuse to finish filling in the gaps. As you mentioned in the article, I am one of the people within a census block where services are shown to be provided by Charter, but do not exist everywhere within that census block. Due to this, no other provider can expand and receive funding to service the remaining residences that currently lack broadband within this block.

Armstrong is the next nearest broadband provider in the area but has stated, that they can not expand to me due to not qualifying for funding (within a census block showing service), and not being the designated phone provider to receive subsidization.

I'm truly within a technology black hole and have done everything I can think of for the last 11 years but the recent stay at home orders has driven this to a whole new level. The time to expand broadband everywhere is now. Especially, when we don't know how long this will last or if there will be a second wave in the fall or how long a vaccine will take to achieve. I've reached out to Rep. Tom Reed who represents my district and explained the same issues. He had indicated recently on a Facebook live that potentially in the Phase 4 stimulus of COVID that there would be infrastructure focus on broadband but was interested on how to solve the last mile issue. I believe you understand that fully after reading the article. Please continue the fight to fill in the gaps and educate congress and the other commissioners of the FCC on the issues so hopefully in this last round of funding, it will truly fill the remaining gaps. If you can help in anyway with my situation or provide any helpful information, it would be greatly appreciated.

Respectfully,

(b) (6)

[REDACTED]

Ticket: # 3960016 - Completely inaccurate information in headline and article

Date: 5/5/2020 9:20:03 AM

City/State/Zip: Bloomer, Wisconsin 54724

Description

Headline states On May 4 that Wisconsin conducts More than 11,000 COVID-19 test per day. That is completely inaccurate information and information is could have Been easily obtained before the post was made. This is an ongoing issue about providing accurate information and even having the source easily available to do so.

Ticket: # 3960081 - Mediacom Inconsistent speeds with internet

Date: 5/5/2020 9:59:19 AM

City/State/Zip: Wiggins, Mississippi 39577

Company Complaining About: Mediacom

Description

Our 1Gig service is constantly fluctuating from 95Mbps to 965Mbps and continuously drops. We pay for the 1 Gig service. We have exchanged modems and have had remote service calls and technicians to our residence. This all began before Coronavirus-19. Fixing the inconsistencies is what would solve the problem.

Ticket: # 3960091 - Comcast Internet in zip code 33306

Date: 5/5/2020 10:04:20 AM

City/State/Zip: Fort Lauderdale, Florida 33306

Company Complaining About: Comcast

Description

I have a 2 year internet subscription with Comcast at my home in Fort Lauderdale, Florida, zip code 33306. Every day at 9am, I lose internet for several hours. This happens EVERY SINGLE WEEKDAY and has gone on for months. I have bitterly complained to Comcast by telephone and through twitter @comcastcares and I get the same run-around. They tell me it's a scheduled outage, they are working to repair and it will come back on-line in 3 to 4 hours. They provide a time estimate for when it will come back on, but in this world of covid, where I am locked at home, I have no other option for a service provider because Comcast has a monopoly. I need help in making them fix the issue

Ticket: # 3960115 - Internet running slow and not working

Date: 5/5/2020 10:15:40 AM

City/State/Zip: Sylvania, Ohio 43560

Company Complaining About: Buckeye Broadband

Description

My husband works from home due to COVID and we have 2 teenagers home doing school work all affected by the internet being either slow or not available on multiple occasions. We pay a lot of money for internet and TV for years and this seems to be an issue that is getting worse not better.

Ticket: # 3960135 - RTC turned off service during COVID-19

Date: 5/5/2020 10:19:12 AM

City/State/Zip: Colorado City, Colorado 81019

Company Complaining About: Rtc Communications

Description

Consumer has a bundle with RTC.

They agreed to the Keep Americans Connected Pledge.

All services were turned off on 4/30/20.

Consumer called about the service being disconnected and they told him to pay the bill or have no service.

Consumer would like the service to be restored as soon as possible.

CTR404-phone

Ticket: # 3960163 - Frontier Internet Speed Complaint

Date: 5/5/2020 10:29:49 AM

City/State/Zip: Menifee, California 92584

Company Complaining About: Frontier Communications

Description

Good Morning,

I am reading the Keep Americans Connected Pledge announcement and am having trouble accessing good internet connection with Frontier. My three children have to be online to complete homework and with the pandemic I am loosing work hours. I have called Frontier Customer Service and the only thing they can do is charge me more to upgrade. I feel at a loss and am seeking support on how I can have my children connected to appropriate internet speed. I appreciate your support!

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As novel coronavirus (COVID-19) concerns continue to spread throughout California, Hemet Unified School District is closing from March 16 through June 19, 2020 to limit the risk of exposure to our students and staff. However, during the closure, I will still be checking emails intermittently and during offie hours 9am-10am, Monday- Friday.

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3960168 - Xfinity Internet

Date: 5/5/2020 10:31:07 AM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: Comcast

Description

Since August 2019 I have been having continuous internet issues. It is always going in and out. Downloads and uploads speeds are extremely low. I have reached out to technical support numerous times for the past months. Multiple service technicians have come out but nothing has been resolved. I have four kids who are doing home schooling at the moment due to the pandemic and they have not been able to complete their assignments on a timely manner due to internet connection loss. I continue to pay this outrageous amount for internet services monthly and it doesn't function properly and Xfinity seems to not care or have a solution for me. If I had the option to cancel services and choose another provider, I would have done it already. Unfortunately, my area doesn't have that option. I am at my wits with this!

Ticket: # 3960193 - Internet Billing

Date: 5/5/2020 10:39:13 AM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Optimum

Description

I discontinued my previous optimum service in February as I've moved to another apartment complex. I spoke to the representative and was assured that this was done and would be sent a return label as I do not live near a store. I am currently keeping up with payments with my new optimum account and was continued being charged for the previous one that was no longer used. The return label was never sent and when I tried to call and resolve the issue several times there was no representative available (I am assuming because of COVID). When I left a number to be called back no one has done so. I finally got in touch with them recently and was told I would be called back to resolve this billing issue by a supervisor and is still not been resolved or done.

Ticket: # 3960205 - Service/ Covid-19

Date: 5/5/2020 10:41:47 AM

City/State/Zip: Monroe, Louisiana 71202

Company Complaining About: Comcast

Description

Consumer is stating that she is having the same problems as she had before with Comcast. Consumer states that she has an internet line that her mother depends on her for her doctors to be in constant monitoring. The line is not working constantly and her mother is on a list to an organ transplant. Also consumer states that there is constantly outrages and that when you call consumer service they won't help you. Consumer is also experiencing a lot of billing issues and when you call the consumer service there is always a long time period to way for. employees are constantly hanging up the phone. Consumer has place a complaint before about this and their practices still have not change. Consumer has a \$700.00 that she has trying to dispute but she has been unable to contact consumer service. Her bill was supposed to be around \$150. Consumer states also that they won't give you any service unless you pay and they do not work things out with you. The supervisor keeps telling her that they will call her back and fix her problems but this never happen. Consumer is tired about this situation and she wants someone to fix her billing. The internet line is very important to be active at all the time. Consumer wants someone to fix her service and billing IMMEDIATELY and permanently.

ctr408-phone

Ticket: # 3960250 - T-Mobile Availability Complaint**Date:** 5/5/2020 10:54:25 AM**City/State/Zip:** Seattle, Washington 98126**Company Complaining About:** T Mobile

Description

Today my cell phone service was shut off due to possible non payment, but I set up arrangements with customer care to make an installment plan, my first installment was paid On 4/14/2020 and the second was scheduled for 4/27/2020. TMobile did not notify me of any sort of insufficient funds or even made an attempt to withdrawal the remaining balance because I didn't receive any noticing or declining from TMobile or my bank. I have 6 lines in my account which is a \$20 restore fee per line on top of what was due. Now considering this pandemic we are all going through I have the letter from Chairman Pai about keeping us all connected but yet my services were shut off and just as I was trying to make a call to husband who was out stuck on the highway because the car battery has been a nightmare for us I couldn't make a call back to him to find out his status or if he was safe or anything. I couldn't believe this timing couldn't have been more any more worse today. I've paid what's due to restore our services but now I won't have money for a tow truck or the repairs our car might need because I had to pay our phone bills. I just wanted to let someone know that whoever was responsible for taking the pledge for TMobile customers(unless it was just me) didn't comply with the chairman's wishes.

I am not happy and very disappointed with TMobile services right now, I don't know how I feel going forward with keeping them as my cellphone provider.

Sincerely,

(b) (6)

Ticket: # 3960292 - Service COVID-19

Date: 5/5/2020 11:08:31 AM

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: Comcast

Description

Consumer states that on Sunday there was a storm in Nashville, and it messed up their services. She has try to contact consumer service but they never answer the phone. Consumer is working from home due to the COVID-19 she is supposed to be taking training and she is unable to do that because she does not have her service. She has try to call consumer service many times but they do not answer. Consumer wants her service restore immediately. Consumer also wants a credit in her account do that she is losing money for this and the inconvenience of been unable to contact consumer service .

Ticket: # 3960311 - phone number recovery/MInt Mobile

Date: 5/5/2020 11:13:44 AM

City/State/Zip: Flushing, New York 11354

Company Complaining About: Mint Mobile

Description

Dear FCC,

A few onths ago I ported my phone number, (b) (6), to Mint Mobile, I was unable to pay my bill the last few months=Covid-19, and Mint MObile first suspended my account then, cancelled my account after 60 days, I WAS NEVER INFORMED by mint that they were going to cancel my account and dispose of my number, it was my number before mint, that I PORTED TO THEM, I would like to recover that number.

If for any reason you are unable to recover that number for me, please assign me this number, [REDACTED]

(b) (6)

Thank You FCC, in advance, for your favourable consideration.

(b) (6)

hugely frustrated Consumer

(b) (6)

please use my VOiP number to contact me: (b) (6)

[REDACTED]

Ticket: # 3960333 - TCPA - solicited text

Date: 5/5/2020 11:18:48 AM

City/State/Zip: Monroe Township, New Jersey 08831

Company Complaining About: Coastal Urgent Care

Description

Coastal Urgent Care is now offering COVID19 Antibody Testing to determine possible immunity. We're open 7 days a week, No Appointment Necessary.

This agency is sending unsolicited text messages to my number without consent. My number will be provided to your follow up email or request.

Ticket: # 3960340 - Verizon Deleted My Cellular Account on 5/4/20

Date: 5/5/2020 11:22:30 AM

City/State/Zip: Stewartsville, New Jersey 08886

Company Complaining About: Verizon Wireless

Description

Im a long time Verizon customer in good standing, with my bill paid through 5/17/20 and autopay set up to automatically make the monthly payment. Yesterday 5/4/20 early afternoon, I found myself without cellular service. I call my 87 year old wheelchair bound mom throughout the day to check on her, and I work from home and need my phone for work. Only a few Verizon stores remain open and they'd like you to schedule an appoint before you visit. With no phone service I was not able to do that. I then tried to register online so I could chat with an agent but when I entered my phone number in the registration form it said I did not have an account and so I could not register. I try to adhere to Shelter in Place guidelines but finally I went to a neighbor's to use her phone to call Verizon and it was a long time with the transfer and hold time. The agent told me my account had been deleted. She did not know why. She required that I make a payment in full before she would restore my service even though I read her the Verizon text message on my phone that said I was paid through 5/17/20. In this time of Covid-19 and with my account paid til mid May, Verizon deleted my account for no reason they could explain, and Verizon was holding me hostage to make a monthly payment before my service could be restored. I said I was at a neighbor's house and did not have my credit card with me. Finally the agent said she checked with her supervisor and they made a payment to my account and restored my service, telling me to call the automated system and reenter my credit card information to restore autopay. In addition, a few months ago I contacted Verizon about the 55+ data plan which some of my NJ friends have, and I was told by Verizon you have to be a Florida resident to have that plan. My friends have only a NJ address and they have the 55+ unlimited plan. I want to know why my account was deleted from Verizon when I was paid through 5/17/20 and why Verizon told me to make a payment to restore my service, and why they would do this in the time of Covid-19. Did Verizon violate state and/or federal mandates for Covid-19? In addition, I want to know why I was denied Verizon's 55+ Unlimited call plan when others with only a NJ residence have the plan. Thank you. (b) (6)

Ticket: # 3960409 - Suddenlink Increased Bill during COVID19

Date: 5/5/2020 11:40:35 AM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: Sudden Link

Description

Suddenlink just went up \$14 on everyone's cable bill. He is elderly, on a fixed income and relies on the service during the pandemic. The company does not offer any assistance for persons with disabilities and he thinks it is unfair to take advantage of people during this time.s

Ticket: # 3960580 - No Captions Created

Date: 5/5/2020 12:21:58 PM

City/State/Zip: Syracuse, New York 13204

Company Complaining About: Wcny Public Television

Description

WCNY, as an irresponsible, lazy and inept PBS affiliate - has failed to create captions for any of their 'Education Learn-at-Home' programming they have created during COVID-19. Did you allow this bypass of the captioning rules? Please ensure that WCNY provides captions on ALL of their broadcast and online productions. Very shameful if you gave them a pass on this during this important time where the deaf community needs the 'resources' for whatever they're worth - just as much as the rest of the viewers. Another example of WCNY wanting a PR opportunity without providing any substance.

Ticket: # 3960584 - unable to change service without info I was never provided.

Date: 5/5/2020 12:22:36 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Spectrum

Description

I have combo tv/phone/internet service in Campton NH with Spectrum. I have been on phone and chat with them multiple times since late March attempting to disconnect or do seasonal pause for service not needed due to rental restrictions from COVID 19. The company has failed to perform any of the requested actions, including sending me the 4 digit code they require for me to change anything on my account which they were supposed to mail. I switched to online billing, but cannot open the bill without the code WHICH IS ON THE BILL I CANT OPEN. One representative changed my code to a personal code WHICH DOESNT WORK except for a representative to look up the account. I stopped autopay as even the credit card company had no way to contact the company. Every time I try to contact the company I am on hold for nearly an hour and nothing is ever corrected. PLEASE NOTE SERVICE ADDRESS IS NOT BILLING ADDRESS.

I have never recieved a bill. I believe their system is attempting to send to service address which is not a recognized mailing address even after speaking to them to send to my mailing address.

Ticket: # 3960587 - Comcast Cable

Date: 5/5/2020 12:23:42 PM

City/State/Zip: New Middletown, Ohio 44442

Company Complaining About: Comcast

Description

Comcast cable has raised our cable prices twice in the last 2 months. I think this should be examined since there is a pandemic going on and many people are not working. I think it is unfair and not acceptable. I tried calling to discuss this, but they aren't answering phone calls. I also tried to set an account up online but it won't let me do it and there is no help. Prompts me to sign in and I can't.

I am retired and watch a lot of TV because I can't go out. Now everytime I turn around, they raise the rates.

Thank You

Ticket: # 3960592 - Comcast

Date: 5/5/2020 12:24:50 PM

City/State/Zip: Atl, Georgia 30311

Company Complaining About: Comcast

Description

On Wednesday, May 5, 2020, I received an automated call from Comcast threatening to disconnect my tv and internet services if I don't pay the 159.00 bill by May 12th. Extremely upset, I called a Comcast agent to ask why the urgency since I had just made April's payment on 4/17/2020. The bill is current and isn't due until May 12th.

As a Ga. Pre-K teacher who has been off work since schools closed in March, I was appalled that Comcast who has a contract to service underprivileged students at a minimal price would threaten consumers with service interruption. They have no idea if I have a child in my household who needs the service to complete the school year or not. This is undue pressure in a time of crisis. I must complete mandatory paperwork online, as well. Our health and rent along with my 7 yr. old granddaughter completing her schoolwork is paramount. I have nearly depleted all of my savings up to this point and my organization has yet to receive unemployment. For Comcast to bully and frighten me into payment is totally unacceptable. After paying last month, they WOULD NOT permit me to downgrade my services. If they did it to me I am sure they are doing it to other families who are experiencing virtual learning on all levels of education. I think this is disgusting! Comcast should extend free services for the anguish they have caused me and other families. They are more threatening than COVID-19. I can not believe at a time where nearly 70,000 Americans have died and over 3.6 million others are infected with Coronavirus, that Comcast would bully us!

Ticket: # 3960606 - Horric service at a horrific price

Date: 5/5/2020 12:28:35 PM

City/State/Zip: Parsippany, New Jersey 07054

Company Complaining About: Optimum

Description

I would like to lodge my complaint with the commission about my ISP, Altice USA d.b.a Optimum. Altice USA provides a service which would only be considered acceptable in a third world country. They provide service which frequently drops. They provide access to their network which is improperly configured and interferes with public DNS provider cloud flare because somewhere on their network they couldn't be bothered to follow standards and used 1.1.1.1 for some piece of equipment which interferes with my ability to access the internet, a service which I pay them almost \$100 a month for their asinine service. Not that you'd ever get them to admit that, because when you call customer support to have them fix an issue with their network, if you even get a live person after navigating their tedious and cumbersome IVR, you'll get someone who is located in another country and who's entire vocabulary consists of "Have you tried unplugging the modem and re-plugging it?". These support agents do not know any more then what their scripts tell them, and I cannot blame them. With the cost cutting measures the new French owner Altice is taking, they are not making enough to care.

But beyond my DNS woes, beyond their abhorrent customer service, beyond them raising prices on internet service to compensate for their own poor business model and increasing losses of Pay TV subscribers, my complaint with Optimum lies in the quality of their service. I work in IT; I understand the need for scheduled maintenance windows. The thing is, when I do scheduled maintenance, I must go through change management, send out notices to all clients affected and tell them when their service is going to be out so that they can prepare. Send them an e-mail, mail them a letter, I cannot simply go pull all the LAN cables out of the switch any time that I want and expect to still have a job. Without fail once or twice a month, my internet service will go down between the hours of 1-3AM and when I go to their service status page on their website, I get a message that says that Optimum is performing maintenance in my area that may impact my access to my service. I receive no e-mail, not notice other than not being able to connect to the internet. When it is not scheduled maintenance, it is their regular service outages. Random disconnects that last a minute or so. When the Coronavirus crisis began in March, consistently around 4PM each day the internet speed would decrease to single mbps before going down completely for up to 10 minutes. I pay for 200 mbps service. I have tried to raise this issue with Altice, but I am tired of waiting on hold for almost 2 hours with their IVR only to be hung up on, or to be transferred to the department only to be told it is closed. Or to not be able to get a live chat representative to convey this information to. Maybe they will listen now that the federal government is involved.

I pay Optimum to provide to me a service, a service which they have demonstrated that they are wholly incapable of providing reliably. I am sure in their response to this complaint, whatever compliance office who has no understanding of networking technologies whatsoever who will respond will try to shift blame. They will say it is the modem I own, and to give them an additional \$10 a month to ensure that I get the best service. That \$10 modem fee was added when the awful company that is Altice purchased, charging for something that was previously included in our optimum bill. I would expect nothing less from Altice, a company which established its American subsidiary only after failing to increase profits of their French wireline businesses. This a predatory company from its

inception. I urge this commission to do everything in their power to hold this company accountable. For their poor network, for their high prices and exploitation of monopolistic standing as well as their billing practices. This is my third complaint with the commission about Altice, this is not a company which learns from its mistakes. This is a company which makes these very mistakes on purpose to screw over their customer and hopes that they don't get caught by regulators.

Ticket: # 3960611 - AT&T No Availability

Date: 5/5/2020 12:30:05 PM

City/State/Zip: Allen, Texas 75002

Company Complaining About: AT&T

Description

The consumer wants to file a complaint against AT&T whom she has Internet and cable services with. The consumer states that they disconnected her service on accident and they told her that she must sign a contract for 12 months in order to restore her service.

The consumer called 2 weeks ago to cancel services because she thought she would be moving.

The consumer called back telling them that she wouldn't be moving and they said that they would write it down and notify them that she would continue service with them.

The consumer states that now she doesn't have any cable service but yet her Internet is still working so she's not sure what they did.

She has called and been on the phone for about 2 hours and they told her that they can't do anything unless she signs the contract with them.

The consumer is going to have to move in less than the 12 months and that is the reason why she does not want to sign the contract.

The consumer also states that even if she didn't have to move she shouldn't be forced to sign a contract for something that she didn't cause.

The consumer would like for AT&T to restore her services without having her sign any contract.

The consumer would like an apology for being thrown from one representative to another and spending 2 hours on the phone with them.

The consumer would like a credit for the time she will be going without cable services during this pandemic.

CTR-415

Ticket: # 3960676 - Suddenlink

Date: 5/5/2020 12:51:20 PM

City/State/Zip: Willis, Texas 77378

Company Complaining About: Sudden Link

Description

Was given 15 day extension for payment due to Covid19 and stay home order!! All services were then disconnected TV Internet Telephone this happened after I explained that I am living on disability!!! And am a CONGESTIVE HEART Patient with a heart monitor!! Had to write a check for \$\$\$ I did not have!!! What a way to do business during this time of pandemic in our Country!! Please HELP!!!!!!

Ticket: # 3960715 - Charter Communications (Spectrum) Lying to FCC About Availability

Date: 5/5/2020 1:05:28 PM

City/State/Zip: Ironton, Ohio 45638

Company Complaining About: Spectrum

Description

To whom it may concern, I am moving to a new residence in the coming months. When entering the new address on the FCC broadband coverage map, it lists Charter Communications (Spectrum) as an available option. When contacting Spectrum, they say service is not available at that address. I am unsure why this would be listed as an option on the FCC site when Spectrum does not offer service there. The address is on a road between a US highway and state route. The lack of access to high-speed (non-satellite) internet in that region sets many at a disadvantage, especially in the midst of COVID-19 when students are having to do school work and connect with their teachers from home, and many working adults are trying to perform their job duties from home. Something needs to be done about this to provide everyone a level playing field and opportunities to be successful in modern society!

Ticket: # 3960728 - DirecTV Covid19

Date: 5/5/2020 1:09:59 PM

City/State/Zip: Pittsburgh, Pennsylvania 15208

Company Complaining About: Directv

Description

When she paid her bill last month they told her that her package deal expired and she owed \$161.25. She asked how much the bill would be for the next month, and the rep confirmed that the bill would be \$161.25, She called on 5/2 and was told the bill would be over \$218.43. She tried to speak to a supervisor and work out the issue with the billing but she was treated poorly and rude.

Ticket: # 3960736 - Number being used without my permission

Date: 5/5/2020 1:11:31 PM

City/State/Zip: West Bloomfield, Michigan 48324

Description

My phone number is (b) (6) I get 20 or more text a day of people responding to a message I did not send anything to and from numbers I do not know. This is the message they are sending out 7 days a week at all hours of the day and night :

Congratulations! You are Qualified for a Personal Loan. Fast loans from Lending Capital can provide quick cash for emergencies like coronavirus. Decision in 2 minutes. NO UPFRONT FEE . Credit-Less Emergency Loan. Apply Now: <https://lendingcapital.loan/online-payday-loan.php> To know more about us, feel free to reach us at: 1(903)900-5149 or 1(800)448-1838 (Toll-free).

Ticket: # 3960753 - Service / COVID-19

Date: 5/5/2020 1:15:31 PM

City/State/Zip: Akron, Ohio 44311

Company Complaining About: Safelink Wireless

Description

Consumer is placing a complaint against Safelink wireless. Consumer is stating that safelink is messing up his service for retaliation. Consumer place a complaint before for his voicemail not functioning properly, now consumer states that he is having problems with his minutes, consumer is also unable to make calls. Consumer states that when he calls consumer service all they do is to give him a run around and that they do not want to help him. Consumer is been ask to give out a number in his sim card while consumer has told them many times that he is unable to see those numbers. Consumer should not have to go through this during this pandemic. Consumer is a senior citizen that needs to be on communication.

ctr408-phone

[Ticket: # 3960820 - Unauthorized porting of landline](#)

Date: 5/5/2020 1:36:07 PM

City/State/Zip: Juno Beach, Florida 33408

Company Complaining About: Boost Mobile

Description

My 90 mother's AT&T landline was ported to Boost Mobile without authorization. She is in seclusion due to Covid19 and medically fragile. She MUST have a landline. I tried calling Boost and they heard my complaint and put me on hold to escalate. I stayed on hold over an hour and no one picked up.

Ticket: # 3960840 - DSL Extreme Billing

Date: 5/5/2020 1:42:57 PM

City/State/Zip: Cleveland, Ohio 44135

Company Complaining About: Dsl Extreme

Description

The consumer states that she move March 30th and transferred her services to her new location and everything seemed great.

The consumer had to start working from home trying to do as much as she could.

The consumer got a lung infection and wasn't able to get tested for COVID-19 because she didn't meet all the symptoms.

Since April 8th she has been quarantining.

The consumer states that her internet hasn't been working.

The consumer states that they did a telephone diagnosis and was not effective because it didn't turn the internet on.

The consumer states that on Saturday they sent out a technician and was told her outside lines were okay and working.

The consumer states that she can't have anyone in and out of her house because she isn't sure if she does have COVID-19 and she has doctor's orders documents on a letter from them if they would like proof.

The consumer states that her service provider called and was transferred to the billing department and they were very rude and mean and said that hey will continue to bill her for the services since she isn't allowing anyone to go inside her home.

The consumer just got fired on Friday and the service provider is continuing to charge her.

The consumer states that shes been with this company for a long time and the fact that they spoke to her like that is rude and unprofessional.

The consumer will not continue to get charged for service she is not receiving.

The consumer would not mind to stay with them and have them fix her issues inside her home once the COVID-19 is gone.

If not the consumer would like to leave and cancel services with them.

If the consumer cancels service with them she expects not to be receiving any additional unexpected charged or termination fees since this is out of her control.

CTR-415

Ticket: # 3960911 - Service COVID-19

Date: 5/5/2020 2:04:42 PM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Optimum

Description

Consumer states that his TV and Internet service are not working properly. Consumer is stating that his internet keeps going off. Consumer has call Optimun many times but they do not answers he has leave voice mails bu nobody call him back everything started since the COVID-19 outbreak.

Consumer is tired to be dealing with services of poor quality and to be force to pay the whole amount without any compensations. Consumer wants his internet service and tv to go back to normal and also wants a credit apply into his account because of all this problems and interruptions.

***ctr408-phone**

Ticket: # 3960942 - Equipment

Date: 5/5/2020 2:11:33 PM

City/State/Zip: Pico Rivera, California 90660

Company Complaining About: Spectrum

Description

Spectrum offered me a Galaxy cell phone & 14.00 monthly for service. I accepted. When the phone arrived, excitingly I opened the package, only to find it WAS NOT A Galaxy but an LG. I immediately called Spectrum ticket# (b) (6). I was told a 50.00 restock fee, I refused because it was not my error. I filed a grievance. MARCH , APRIL went by with no solution. I called again. I was told my grievance was void because of lapse time. I noticed I was being billed 19.99 auto withdraw from my BOA acct. So I called again with no solution. Feeling I had no option I activate the cell on May 2nd, only to find that I was limited to 1gig !! I was NEVER told the 14.00 monthly was for 1 gig. Today i walked into Spectrum store, they refused to exchange the lg phone although I was willing to pay the 50.00. I did not go in sooner because of the covid19 issue. I spoke to a manager explaining all of the above and was told to pay 6 months on the LG and refi a new phone. Please help me with this scenario.

Thank you, God bless

(b) (6)

Ticket: # 3960959 - No Closed Captioning on Live Newscast that the governor of Nevada is giving on Covid-19

Date: 5/5/2020 2:16:19 PM

City/State/Zip: Las Vegas, Nevada 89108

Company Complaining About: Cox

Description

The Governor of Nevada is not captioning the Covid-19 live newscast on the links that he is tweeting. I have emails from the governors office stating that they are aware of the issues but no one is doing anything about it. The hard of Hearing and Deaf community is struggling to understand what is going on with the live covid-19 newscast and we are going on week 8 of this pandemic and it is getting ridiculous. Please enforce the rules and regulations of closed captioning.

Ticket: # 3960978 - Optimum TV issues

Date: 5/5/2020 2:19:49 PM

City/State/Zip: Brooklyn, New York 11234

Company Complaining About: Optimum

Description

Consumer is an ICU nurse in the COVID-19 unit at Bellview.

Consumer has emphysema and a bad ankle.

Consumer has Optimum.

She is having service issues.

Her TV is pixelating on channel 2.

The tech people are not able to find anything wrong.

Consumer requested a new box.

The CSR said no and would not tell them the parent company of Optimum and their phone number.

The CSR refused to provide that information.

Consumer cannot sit on the phone for 3 hours on hold trying to get assistance.

Consumer has been off for the past two days and spent hours on the phone regarding her TV service issues.

Consumer just wants a new box to try and resolve the issues.

CTR404-phone

Ticket: # 3960982 - Verizon Equipment

Date: 5/5/2020 2:21:10 PM

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

Company Complaining About: Verizon

Description

Verizon customer for 15 + years. She had to call them last week due to no Wifi service. They sent someone out and he would not come due to the COVID 19. He had her running back and forth for over an hour. She still had no service. Thursday she called home office.

He had her plug the router into the house phone jack.

The Router would not work. They were suppose to put order in for Router and it was to be there by Fri or Sat.

Verizon put a stop on a new router. Now they are sending her a refurbished router; not a New Router.

Caller pays \$90 every month and never get a new router. Resolution the caller seeks is to receive a New Router instead of the refurbished router; she also does not feel she should have to pay for this new router. ***CTR386-phone***

Ticket: # 3961061 - Optimum -Billing and charges

Date: 5/5/2020 2:46:59 PM

City/State/Zip: Brooklyn, New York 11214

Description

I have been unable to get someone to take care of Billing issues, overcharges, late payment fees, horrible slow internet, failed equipment, horrible customer service reps who have no idea what the are doing. Every time I call, the message is they are trying to take care of those affected by the Covid-19 pandemic; we all are. I have so many issues with Optimum, i have no idea what else to do besides filing a complaint with the FCC which may take a long time to resolve. or just hire a lawyer and file a lawsuit. (b) (6)

[REDACTED]

Ticket: # 3961160 - Bill surcharge

Date: 5/5/2020 3:15:33 PM

City/State/Zip: New Port Richey, Florida 34652

Company Complaining About: Metropcs

Description

I couldn't pay my Metro cell phone bill on my phone like I normally do. Metro salesperson tells me that Coronavirus is causing problems in payment issues on phone. I paid my bill at the Metro store and was charged \$3 extra on my bill for paying at store. Is this true about the Covid 19 causing payment problems with ANY (ATT, Verizon, Boost, Cricket, etc.)cell phone bills being paid over WiFi on their phones???

Ticket: # 3961283 - Phone Support

Date: 5/5/2020 3:57:29 PM

City/State/Zip: San Tan Valley, Arizona 85143-3884

Description

I have been with AT&T for some 30 years and their service is lessening daily, not necessarily due to the Covid-19 virus. my story is too long to explain it all but in a nutshell, AT&T is no longer interested in their customers. I understand Capitalism and all but in years past, when they didn't own all the competition, a customer could actually talk to a human and make progress. Today, I finally reached a human and she hung up on me within less than a second. I was trying to find out what kind of a deal I could get on a replacement smartphone. The difficulty, today, is that AT&T now owns an insurance company (another profit center) that wants to charge me \$200 to replace my phone. Being offered no other options, I think AT&T is too big after buying up all of its competition. Perhaps it's time for the FCC to investigate AT&T's lack of services.

Ticket: # 3961328 - Internet Hacked

Date: 5/5/2020 4:10:00 PM

City/State/Zip: Lake Charles, Louisiana 70601

Company Complaining About: Sudden Link

Description

I have services with Suddenlink that have been infiltrated by someone. I have had my PC and other devices checked for spyware or any type of malware and it's not on the devices. The problem is coming from my internet services. It has allowed this person to destruct any work I need done. This causing me not to function during the COVID19.

Ticket: # 3961407 - ATT Number has been compromised on Facebook, unwanted charges on monthly bill

Date: 5/5/2020 4:32:06 PM

City/State/Zip: Washington, District Of Columbia 20015

Company Complaining About: AT&T

Description

1. (b) (6) was provided along with a new device by an ATT employee at the 5301 Wisconsin Avenue, DC 20015 location on 2/8/20.

2. On 4/1/20, while on Facebook, I saw that another person was also accessing the account in DC. I attempted to change the password and when I typed in my phone number, this other person Dreadhead Lee came up. Whatever I did after that, I was unable to log into my account, unable to get any assistance from Facebook, ATT. As this person seems to be a criminal and has also accessed my messenger and other social media platforms, I have reported the matter to Metropolitan Police Department. The matter has been attended to even after it being a Covid -19, hate crime issue which is ongoing per the issues with ATT as of 2018.

Having opened two arbitration demands on the same issue with ATT in 2019 - sale of faulty devices and when the matter was taken up by an American Arbitration Association arbitrator Jeffery Cohen, his skills and technical abilities have created more issues rather than solving the consumer's pain point - ATT is selling below quality devices at a price that is called 'throwaway' in other parts of the world - here the consumer is having to protect herself from retaliation which is what ATT has attempted with the botched arbitration proceedings conducted by Cohen.

Because of the inability of AAA to protect the consumer, ATT has continued to provide faulty devices including this new phone and number. It has been hacked into and at the moment I do not expect AAA to provide any assistance when on 5/3/20, they were unable to prevent ATT from bullying, harassment and theft from this consumer along with a \$1,900 payment for the arbitration fees and \$1,500 for ATT's portion of payment paid within 30 days - 4/3/20. As be it, within 3 weeks - ATT provides this number to another person in DC who has used it to hack into all my accounts. I'm requesting the American Arbitration Association be investigated for having wasted time and money making things extremely confusing for the consumer whose not from the US and having bought 5 ATT devices in 2 years, as my rights have taken this latest attempt by ATT to discriminate and harass the consumer as grounds for requesting any feedback from the Metropolitan Police Department.

Ticket: # 3961445 - Parishioners charged for toll free teleconference calls

Date: 5/5/2020 4:43:42 PM

City/State/Zip: Worthington, Minnesota 56187

Company Complaining About: Centurylink

Description

I have been using FreeConference Call.com--I have been using a free teleconferencing phone service for parishioners who don't have Facebook, so they can participate in Sunday Worship Services and Scripture and Prayer Services during this time of pandemic. Two of the people have CenturyLink and have been charged for the "free" telephone conference number, having to pay about \$30 more than usual in March. They can no longer participate and so are missing out on this spiritual nurture and care. Please contact CenturyLink and ask them not to charge for toll free calls. Thank you.

Ticket: # 3961507 - windstream shut off

Date: 5/5/2020 5:03:31 PM

City/State/Zip: Lansford, Pennsylvania 18232

Company Complaining About: Windstream Communications

Description

we have wifi through Windstream. They shut off our wifi twice during this pandemic, and i saw online that they were in the list of places not supposed to do so? We called and told them we were aware of this, and they said sorry there is nothing they could do, that they had no way of reaching a manager? We have since paid, but the problem is they shut us off illegally two times, i have a 7 year old son im trying to school, and they wouldn't turn it back on or help us at all.

Ticket: # 3961563 - Optimum Disconnected Services for 81 Year Old Consumer During Covid-19 - She Also Requested Original Phone Number Back

Date: 5/5/2020 5:25:32 PM

City/State/Zip: Long Beach, New York 11561

Company Complaining About: Optimum

Description

Please note: The long time, original phone number, assigned to this consumer is an old Verizon number and the consumer wants this number back. Therefore, it is requested that Optimum retrieve this number because it was in place prior to this unwarranted disconnection of services. (b) (6) (The number was already in use on Optimum's service when it was disconnected. She also stated that she had been a long time customer - the Optimum rep stated that she had been with them for 39 years) Originally the account was under her deceased husband's name : (b) (6)

This consumer is an 81 year old customer. Her husband passed away in 2018. She had left her account in (b) (6) name. However, all accounts/properties....were in both names.

On the night of April 30, 2020; her TV service went out. Therefore, she simply retired for the evening. The next morning, her daughter-in-law and her daughter had both tried to call her. However, when they could not reach her, they tried her cell phone. Her daughter then advised her that her home phone had been turned off. She told her that this would be very odd because she had just paid one bill and there was nothing overdue. (Her daughter-in-law normally pays her bills, while she is away during the winter season). When she returned home, and received all her mail, she saw a bill from Optimum and she simply paid it. Therefore, she knew that she had been current.

They decided that it must have been a neighborhood outage.

However, after her daughter-in-law had called Optimum. At first Optimum had stated that services had been interrupted due to non-payment. She advised that this is not possible. Optimum reviewed the records and found that she had paid these bills. They provided her with a confirmation number. Because her daughter-in-law could not stay on the phone any longer, she advised that she would have her mother-in-law call back in about the latest payment.

(b) (6) then called Optimum. Again, the non-payment issue was raised. She then provided the confirmation number. She also mentioned that when she returned, from the south, she had made a payment that was now due but it had already been paid. The rep stated that it was NOT turned off due to the payment because they can see that the account was all paid. During the conversation, the Optimum rep stated that the consumer had given the wrong address and this was for the "Bixby" account. (b) (6) assured the rep that she had lived in the house since 1974 and the address provided was the correct address. The rep then stated, "Oh, maybe this is the reason it is turned off - the Optimum tech may have had the wrong address"!

Apparently, there was confusion between her address and two homes that have been recently sold. One is next door and says sale pending and the other one is across the street and recently had

services installed, because the tech appeared at her door about two days before her services were interrupted!

The Optimum rep then advised her that the tech would come back out to turn the services back on. She also stated that there would be a re-connection fee! The consumer asked why she should have to pay to have services turned back on and the rep stated, "Trust me, you need to pay for the visit. You can pay and try to get the credit back, later"! The consumer provided her credit card number because she wanted her services turned back on. The consumer advised the rep that the phone was still in her deceased husband's name and asked for her to switch it over to her name so - if anything like this happened again, she could simply call and take care of everything or her Son and Daughter-in-law have the correct POA in place.

The Optimum rep then stated, "Oh, By the Way, Your NEW telephone number is: (b) (6)". The consumer was very upset and advised the representative asked why she could not have her own and original telephone number back? The Optimum rep stated, "no, this is impossible - you have a new number"! The consumer is 81 years old and MUST have the old original number back - she has had this number since 1974! This is the number that she remembers and ALL of her friends have on file for her.

Please provide her with her own phone number back when Optimum fixes the mistake that occurred when her services were interrupted! The number that this consumer has had since 1974 IS:

(b) (6)

After explaining this information to this CAMS, she wanted to know if there was anything in place due to the Covid-19 pandemic because she thought it would be very odd that people would simply be cut off services without any consideration or an extension to pay. The "Keep Americans Connected" Pledge was then discussed.

The consumer was further advised that she will most likely be receiving new equipment due to the fact that she put services in her name. She was told that she must pay the installation fee. The consumer stated that she pays a total of about \$243.00 per month. She does not expect her services to be increased due to this calamity of errors caused by Optimum.

Due to her advanced age, her family would NOT allow her to remain in the home without having working services. Therefore, she is staying with her son.

She also requested that Optimum refund her the installation costs. The consumer also requested a courtesy credit for all of the trouble that has been caused due to the erroneous disconnection of her services and the fact that the services have been off for almost a week. (Services will be turned back on, this Wednesday and were disconnected on last Thursday). Not to mention that she has had to use her prepaid minutes on her cell phone which is normally used for emergency purposes, only.

Ticket: # 3961661 - Internet

Date: 5/5/2020 6:14:56 PM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: Cox

Description

I pay for the most expensive internet cox provides as well as a very expensive router and modem. I get disconnected daily from my internet not being able to use it. Also going thru this pandemic they have done nothing to help me out.

Ticket: # 3961670 - Re: Request received: Illegal sniffer device tracking and stilling personal information

Date: 5/5/2020 6:17:26 PM

City/State/Zip: Macon, Georgia 31206

Company Complaining About: Black Market

Description

This is a follow-up to your previous request (b) (6) "Illegal sniffer device track..."

Additional information: The organization who controls this sniffer device Macon are using the device against me. My computer files, phone, and bank accounts. Are compromised I feel with an attempt to black mail me or use my personal information for criminal activity. The individuals seem to be operating at (b) (6). The sniffer device sprays meth juice all over my body as a drug that allows the device to track me 24 hours a day. These people are trying to make my house into a radioactive house to make meth. They also release toxic fumes into my house making it difficult to breathe. These sniffers seem to be operating all over Macon especially between 12 to 6 o'clock at night the sniffers seem to be controlled by a phone and connected to a drone satellite. The Covid 19 is created by meth. Which is now micro wave with cocaine and heroin and release into the air, land and water.

Sent from Yahoo Mail on Android

Ticket: # 3961756 - Internet Access data during COVID19 and overcharging on the bill

Date: 5/5/2020 7:23:23 PM

City/State/Zip: Sacramento, California 95815

Company Complaining About: Verizon

Description

1. On April 28, 2020 Mr. Ronan Dunne, Group CEO - Verizon Consumer sent an email notifying us VZ will give us an extra 15GB of data on our devices for "school, work etc." We have a service whereas we receive 15GB of high speed internet per month, and unlimited internet at 600 dtp, very slow, until our data resets on the 23-24th of each month.

On May 5, 2020, not even one week since this offer, VZ notified me that one of our devices has only 10% of high speed data left, of the 15GB. I wanted to look online at our data usage but was given message that I could not access it. After waiting on the phone to speak with a VZ rep one hour, the VZ rep told me the 15 GB is for all devices. Probably VZ can manipulate data usage, can make it to consume the data faster etc., which I believe it's illegal.

I asked then if this was true how comes that two of our devices as the rep said, have already consumed 27 and 23 GB, respectively, 20GB extra total?? And my device had only 7 GB after consuming 7.65GB?

I believe VZ rep lied as did the April 28, 2020 email, which I believe is deceptive advertising practices.

2. VZ overcharged us on our bill since last year, in that initially said will give us a \$5 discount per device if we go paperless, which we did since approximately August 2019. In April 2020 we find out that to get the discount not only have to pay automatic payment but also to go without a bill. However, VZ did not send us a bill since last year in June-July. Now VZ put another setup on the account to go "paperless". We went paperless and on automatic payment since last year in August, and we should have gotten that discount. This amount might not be of importance but I feel VZ is misleading and deceiving us to extract more money for their service with much slower internet service. We have a university student in our household and a fourth grader that these days study over the internet. We cannot afford them to take 5 min to open a page, especially during midterms and finals.

Therefore, we complain for VZ deceptive and misleading business practices.

Ticket: # 3961796 - Issues with Xfinity**Date:** 5/5/2020 7:44:01 PM**City/State/Zip:** Oliver Springs, Tennessee 37840**Company Complaining About:** Comcast

Description

I have been a long time customer of Xfinity/Comcast and have continued to have issues with our internet service. I have asked for them to upgrade the lines outside of my house. We have had technicians tell us that the issue is outside not inside. We have done everything we can to try to correct the issues that we are having with speed. The company is charging me for speeds I cannot even come close to getting and the customer service they provide is horrible. I understand that we are in a pandemic right now but the service issues with them started way before now. Unfortunately, where I live they are the only service provider that I can have for WiFi and without WiFi I have no phones because my cell phone does not have a signal with using WiFi calling. This of course makes it very difficult to do anything when you call them and there only option is to consistently reset your device that has already been reset 100 times by other people as I get passed between representatives. I have requested multiple times to speak with someone in Management and have even went to the level of requesting to speak with someone in the Exec. office. I understand that I am not in a situation where I am without internet but working from home I need to know I have quality internet connections for meetings that I am conducting! I watch them go out and install new service in homes while they tell me that they have no way to send out a technician to check the service outside of my home. All I have asked for is to have someone come out to check the lines outside my house and to refund me the charges for speed that I am not receiving! I have communicated with at least 8 different people over a three week time frame with promises of returned calls and nothing happens. My current communication has had to occur through Facebook Messenger and even in that chain I have had at least 4 different people respond. It is very frustrating when a company knows that they have a monopoly in a specific area because they can choose to charge you whatever they want and treat you however they want because they know I have no other internet providers to choose. Something should be done about the monopoly that Xfinity has in this area. I should not have to resort to filing this complaint in order to get these issues resolved. All I have asked for is to have something scheduled so that I know they are planning to correct the issue and to credit my bill in the mean time since I have sent them pictures of multiple speed test proving that it isn't giving the applicable speeds that I currently pay for!

Ticket: # 3961849 - Internet slow

Date: 5/5/2020 8:13:48 PM

City/State/Zip: Redford, Michigan 48239

Company Complaining About: AT&T

Description

Slow internet over priced plan. I dropped my cable in September 2019. By not having cable, I lost my bundle discount thus causing my internet to go from \$50 to \$60. My internet speed is extremely slow as I work from home now since the pandemic and I'm always getting kicked off of the network at least 10 times per day. Also, movies load really slow. I received a letter in January for a free upgrade to a faster internet speed but when I never received an appointment due to the pandemic. The internet is so slow and disconnects so often I feel like I have dial up. Comcast is not in my area which is my favorite company, so the only option I have

Ticket: # 3961921 - Financial Calls

Date: 5/5/2020 9:53:21 PM

City/State/Zip: Oklahoma City, Oklahoma 73162-2005

Description

Got an email about COVID loans. Responded and a debt negotiation firm is hounding my phone. NOT a legitimate loan screen but a paid debt bandit. I have asked and texted to be removed. Please help stop. Calling multiple times a day.

Ticket: # 3961986 - Still no reply

Date: 5/5/2020 11:26:18 PM

City/State/Zip: Saint Johns, Michigan 48879

Company Complaining About: Frontier Communications

Description

Because of COVID-19, we are quite literally having to try and work from home and teach have our children school from home using 3mbs down. All because Frontier wouldn't hook us up to the neighboring network of 25mbs down. FIX THIS

Ticket: # 3962004 - Billing issue

Date: 5/5/2020 11:40:27 PM

City/State/Zip: Belfair, Washington 98528

Company Complaining About: Centurylink

Description

Hello

I have Been Trying to add a new line of internet service to my house. I live in a rural community the internet service is not that great so this best option. I stated at 9:30am this morning call into customer service about the billing for the 2nd line of internet service. The agent that I spoke to give me misleading information that did not match your website so asked her if I can be transfer to your sales department she said that she could not because I would have to place the order and they would not answer questions then I asked her to transfer me to her supervisor and after an hour and thirty min hold I was contacted to tech support. They could not help me. So tech contacted me to your retention department. Well my experience when from bad to worse. I spoke with Alex agent id- AC46328. He was nice and said that I can get the activation fee waved because the new line will have to be installed by a tech. Here is where it got worse he said that I can get the at ease program for 15.99 for free. because I asked him if a discount can be applied to the 2nd line for the inconvenience now being on hold for 4 hours giving misleading information be transfer to the wrong department he said yes that can happen. I said OK lets place the order well the system was down and he could not please the order and I had to call back in a few hours. I called in again 3:02pm got contacted back up to your retention department was on hold for 2 and 1/2 hours and talked to a really nice lady told her about the offer that Alex offered and told her to look at the notes she did but the issue came about the 15.99 at ease fee Alex gave the wrong information and this fee could not be wave the program that he was talking about could not be offered any more because the code was discounted she was in the process of helping me and we got discounted. I called back again at 5:39pm got transferred to a rude customer service agent explained the situation again he was unpleasant to work with asked him for clearly on the billing he became rude so asked to transfer to a sup was told that he was off shift and the order had to be canceled because I requested to be transfer to a sup to work with me. I said well then can we process the order then because I could not be contacted to a sup and I just wanted to get the order process and get a tech agent out. then he said no because the order had to be cancelled for the transfer to the sup and he was off and didn't want to process with me. Ok so my issue is that the agent should have told me that the staff was off so I can make a choice to have the order process or just call back tomorrow he made that choice for me by not helping me at the end I have to call back tomorrow to get the line set up again I understand the covid-19 has limited staffing but this is no excuse to lie about fees and treat customers this way. So what I would like is a discount on my bill and a phone call please thank you

Ticket: # 3962035 - Illegal Test Message from Online Travel Agency to Mobile Phone

Date: 5/6/2020 12:17:19 AM

City/State/Zip: Falls Church, Virginia 22041

Company Complaining About: Ovago (aka The Travel Outlet Of Virginia, A Texas Llc)

Description

I have been in contact with Ovago (The Travel Outlet of Virginia, A Texas LLC) to request a refund for a trip that was cancelled as a result of COVID. The agent of the phone requested that send them information via email. After we hung up, this same agent send me a text message to my mobile phone. I have never consented to receive text messages and within the body of the non-marketing message there was no opt-out feature. Separately, the telephone number that the text message came from was from an automated dialer (ADTS).

Ticket: # 3962040 - Emergency Life Line Suspension

Date: 5/6/2020 12:44:28 AM

City/State/Zip: Lake Balboa, California 91406

Company Complaining About: Sprint

Description

Hey,

Im an Air Quality Specialist at Los Angeles and San Jose areas for the past 10 years.

i have many customers that their well being is depend on me and my services.

Especially at COVID-19 Times. they are customers with severe Lung Diseases Such as C.O.P.D. Mesothelioma, Asbestosis, Hyphixa , Bronchitis, Pneumonia, Etc.

Line as mine that being Disconnected after 7 years of being loyal consumer.(they can indicate record) will have legal impact and some of my customers may get very sick nor die because i am out of reach

I am a FEMA IC in training for the past 7 years. Region 9 Both CA and AZ

SID Badge (b) (6)

Locksmith with LAPD for the past 11 Years

Tactical Security Assessment

LOC-6882

Bureau of Security and Investigative Services.

Cell (b) (6) Sprint is my Carrier and on top of all, i did not asked nor wish to be part of T-Mobile

I am a needed Personal and for a Ridiculous reason At COVID -19 Times to play hard ball and being careless of others!

Please Advise.

Best Regards,

(b) (6)

Ticket: # 3962047 - Spectrum will not work with me.

Date: 5/6/2020 1:31:28 AM

City/State/Zip: Monrovia, California 91016

Company Complaining About: Time Warner

Description

I decreased services due to COVID-19 mandates. I asked to pay the entire \$75.00 internet fee (b/c I am keeping that service) and a pro-rated amount for the TV/cable service I discontinued. They refused, demanding I pay the full amount for dates 4/22-5/22/20.

Ticket: # 3962058 - Phone number ported after we cancelled porting permission with carriers

Date: 5/6/2020 2:07:50 AM

City/State/Zip: Geneva, Illinois 60134

Company Complaining About: AT&T

Description

We had looked to switch wired phone service and internet service from AT&T to Comcast. When the tech came learned we didn't have the internal wiring the tech needed to hook up equipment. With Covid19 tech couldn't come in. We cancelled the transfer. Spoke with numerous representatives from Comcast and AT&T to assured number wouldn't be ported and would remain with AT&T. Almost 2 weeks later the number was ported from AT&T. I'm trying to get my phone number back since I had it for 19 years and did everything we could to have the service not changed. AT&T made me get a new number to have service, paid \$35 and told they would get our original number back. I've tried to get the number back, keep calling people spending hours on the phone getting moved from person to person and dropped when I'm supposed to being sent to the correct group. I want my number back and someone that can actually help me.

Ticket: # 3962081 - Not Reporting Facts About President

Date: 5/6/2020 7:00:11 AM

City/State/Zip: Plano, Texas 75024

Description

CNN has reported inaccurate information about the president and is causing a hysteria amongst the general public around the coronavirus. CNN does not cover the President truthfully and only posts click bait on-air news articles. I would like to see unbiased news coverage.

Ticket: # 3962082 - Amazon COVID-19 PPE Fraud Sales Complaint

Date: 5/6/2020 7:00:16 AM

Company Complaining About: Amazon

Description

Attached you will find the consumer's complaint complaint and additional complaint information.

Ticket: # 3962089 - AT&T Service Disconnected

Date: 5/6/2020 7:36:41 AM

City/State/Zip: Round Lake, Illinois 60073

Company Complaining About: AT&T

Description

My service at (b) (6) was disconnected the morning of 5/6/2020 even though I have paid my bill in FULL via Chase.com and was informed AT&T would not disconnect service via an agreement with the FCC during the Corona Virus outbreak. My payment was made on 5/1 in the amount of \$275 and due to be received at AT&T on 5/8.

Ticket: # 3962123 - internet service during covid19

Date: 5/6/2020 8:47:24 AM

City/State/Zip: Drexel Hill, Pennsylvania 19026

Company Complaining About: Mediacom

Description

MediaCom has a seasonal rate for seasonal customers in 19930 Delaware; at present the governor of DE has declared area off-limits to out of state property owners in DE and Media Com refuses to extend seasonal lowered rate for customers who cannot access the service due to covid19 Delaware state rulings. I believe MediaCom should extend the seasonal rate for May to customers who are prohibited from entering area.

Ticket: # 3962127 - Phone

Date: 5/6/2020 8:58:21 AM

City/State/Zip: Ayden, North Carolina 28513

Company Complaining About: Us Cellular

Description

Do to the coronavirus I have been out of work for a while. The US Cellular website says my service will not be cut off due to that, but they company still is cut it off.

Ticket: # 3962140 - unable to transfer my phone back to AT&T

Date: 5/6/2020 9:13:43 AM

City/State/Zip: Ofallon, Missouri 63368

Company Complaining About: Google

Description

I transferred my phone to google fi and unfortunately they said that it cannot be activated because I am currently not in the US, so I wanted to cancel the service with google fi and move my number back to AT&T. AT&T is asking me for my account number and pin which google fi provides after I cancel service. They do not want to cancel my service because I am temporarily out of the US, so I cannot have my phone transferred. So, right now I am stuck in this pandemic, in a 3rd world country without a phone because google fi refuses to activate my sim and also refuses to cancel the service and let me transfer my phone to AT&T. The most recent ridiculous chat with their support rep is attached. Please help. Thanks.

Ticket: # 3962148 - Spectrum - misleading billing and incorrect price increases

Date: 5/6/2020 9:21:12 AM

City/State/Zip: Independence, Kentucky 41051

Company Complaining About: Spectrum

Description

Spectrum stated on our March bill that our promotional price of \$54.99 was ending and the next month it would be \$10 more. We get the April bill and it went up to \$74.99...a \$20 increase. I tried numerous times to resolve through Twitter, email, and phone, without success. When I finally was able to speak to someone, they said they would not be able to adjust the pricing (though they admitted mistake in stating it would be a \$10 increase only to go up \$20), and a supervisor was supposed to call me back within 48 hours. That was two weeks ago. I complained to their AskSpectrum Twitter forum and was told they would review everything and get back to me. All they would say is "promotional pricing went up." I have yet to hear back from anyone. I have other friends/family members who have had similar experiences. Not sure why a company like Spectrum would pull this shady behavior, especially at a time like this with COVID-19 wreaking havoc on consumers all over the country. Thank you for your time.

Ticket: # 3962150 - Xfinity/Comcast Outages

Date: 5/6/2020 9:23:20 AM

City/State/Zip: Tyrone, Georgia 30290

Company Complaining About: Comcast

Description

This company had regular unannounced outages affecting the ability for Americans working from home during this pandemic and prior to it. Any help is offshore and nearly impossible to reach and there are no domestic resources for resolution. This is begging FCC action as well as class action lawsuits. Services paid for, handsomely, are not delivered.

Ticket: # 3962205 - CBS News staged a fake news event to create panic - broadcasted to over 3 million Americans on CBS This Morning

Date: 5/6/2020 10:09:12 AM

City/State/Zip: Cape Coral, Florida 33993

Description

People who want to get tested for COVID-19 for genuine symptoms are being delayed or even discouraged from doing so when CBS News shows a long line of fake patients on their national news broadcast. This is an immediate public health risk. <https://www.projectveritas.com/news/cbs-news-this-morning-aired-faked-covid-19-drive-through-testing-site-line/>

Ticket: # 3962246 - Bill Spadea spewing misinformation about Covid

Date: 5/6/2020 10:26:54 AM

City/State/Zip: Whitehouse Station, New Jersey 08889

Description

During his morning show Bill Spadea continue spewing political misinformation which puts NJ citizens in danger. Tells people to not wear mask that virus is just a flu and Governor is punishing healthy people by making them stay home.

Ticket: # 3962270 - Unauthorized Transfer of Phone number from one carrier to another

Date: 5/6/2020 10:39:05 AM

City/State/Zip: Geneva, Illinois 60134

Company Complaining About: Ultra Mobile

Description

THIS ISSUE HAS BEEN GOING ON FOR 1 MONTH NOW WITH NO RESOLUTION AND IT NEEDS TO BE FIXED IMMEDIATELY . I HAVE SPENT HUNDREDS OF DOLLARS AND HUNDREDS OF HOURS OF MY TIME AS A NURSE WORKING THROUGH THIS PANDEMIC TRYING TO GET THIS ISSUE RESOLVED TO NO AVAIL . MY SONS PHONE NUMBER WAS FRAUDULENTLY PORTED OUT WITHOUT AUTHORIZATION FROM OUR CARRIER WALMART FAMILY MOBILE . FIRST TO ULTRA MOBILE , THEN TO T-MOBILE (FROM THE INFORMATION I HAVE GATHERED) . I HAVE NO CLUE WHERE THE NUMBER IS NOW BUT IT NEEDS TO BE SNAPPED BACK IMMEDIATELY TO WALMART FAMILY MOBILE AND BACK ON MY SONS PHONE WHERE IT BELONGS SO WE CAN MOVE FORWARD WITH OUR LIVES .

Ticket: # 3962272 - Unauthorized Transfer of Phone number from one carrier to another

Date: 5/6/2020 10:40:26 AM

City/State/Zip: Geneva, Illinois 60134

Company Complaining About: Walmart Family Mobile

Description

THIS ISSUE HAS BEEN GOING ON FOR 1 MONTH NOW WITH NO RESOLUTION AND IT NEEDS TO BE FIXED IMMEDIATELY . I HAVE SPENT HUNDREDS OF DOLLARS AND HUNDREDS OF HOURS OF MY TIME AS A NURSE WORKING THROUGH THIS PANDEMIC TRYING TO GET THIS ISSUE RESOLVED TO NO AVAIL . MY SONS PHONE NUMBER WAS FRAUDULENTLY PORTED OUT WITHOUT AUTHORIZATION FROM OUR CARRIER WALMART FAMILY MOBILE . FIRST TO ULTRA MOBILE , THEN TO T-MOBILE (FROM THE INFORMATION I HAVE GATHERED) . I HAVE NO CLUE WHERE THE NUMBER IS NOW BUT IT NEEDS TO BE SNAPPED BACK IMMEDIATELY TO WALMART FAMILY MOBILE AND BACK ON MY SONS PHONE WHERE IT BELONGS SO WE CAN MOVE FORWARD WITH OUR LIVES .

Ticket: # 3962403 - Provider issues

Date: 5/6/2020 11:24:21 AM

City/State/Zip: Chickasha, Oklahoma 73018

Company Complaining About: Sprint

Description

email sent to Sprint;

I have called Sprint the last 2 days. I was calling to attempt to drop an unwanted line off my account. I tried to do this via chat. The chat agent took about 15 minutes to inform me that I had to call a phone number as they could not cancel a line. I informed the agent that I had already called. The number was automated response discussing the covid -19 issue and under staffing at the company. The automation directs you to hang up and goto Sprint.com. However ,Sprint.com has no place to cancel a line. The agent repeatedly directed me back to the telephone number provided. I attempted the line again and remained on the line for a lengthy time at which I was afforded the opportunity to speak to an agent. I was able to cancel the line with the agent, but only after he repeatedly tried to get me to take discounts and or give the number to another friend or family member under my account. I repeatedly told him to cancel the line and that I was not interested. Which brought me to today. I chatted with an agent and requested unlock of my phones on my account. I was asked why. I told the agent I was considering a move to another provider and my phones are all paid off. The agent then informed me after considerable time to call the same number I called yesterday. I made the call and Spoke to a person later identified as Angelina. I requested any i.d numbers in addition to her name. She acted as if she had none. My phone call with her lasted almost an hour 50 or more minutes of which were on hold. She repeatedly 3-4 times asked me why I wanted my phones unlocked. I told her the phones are paid off they are my property, unlock them. She repeatedly argued with me about trying to help me. I told her if she was trying to help me then do what I asked. She purposely slow played the call as a means to discourage me from getting the phones unlocked or cause me to hang up. I have been a Sprint customer for a decade. Look it up. I am considering a move to T-Mobile. If the customer service you have provided is any indication of their service level, I may just go elsewhere. Altogether. Contact me back or I will make an FCC complaint for failure to address my concerns.

I have also had unwanted subscriptions to Gamevento placed on my account. This has happened at least 3 times this calendar year. I have cancelled them each time by text, phone call and web site but the harassment continues.

Ticket: # 3962404 - sexual content robotexts

Date: 5/6/2020 11:24:29 AM

City/State/Zip: St. Johns, Florida 32259

Description

I have been receiving text messages offering medications to help "stay harder for longer." I have blocked the number and the company uses a different number to send another. The main issue I have with this, is that my 10 year old son uses my devices to do his "distant learning" due to the pandemic. I find this extremely offensive that my son is seeing these types of text messages pop up. If and when my child is exposed to sexual content should be up to my digression, not someone else's. This should be against the law, if it isn't already.

Ticket: # 3962494 - Spectrum Increase During COVID19

Date: 5/6/2020 11:51:12 AM

City/State/Zip: Vienna, Ohio 44473

Company Complaining About: Spectrum

Description

He has service with Spectrum. The carrier has increased the monthly bill \$20.34. They claim the reason is because his promotion has expired. They are in the middle of a pandemic and everyone is taking a pay cut. He called to try remove services to decrease the bill but was told that decreasing the services would increase the monthly billing price.

They are also threatening to cut off his service for nonpayment if he does not comply with the higher service costs.

He has been trying to get help with the bill for over 3 days. The company has no competition in his area.

Ticket: # 3962626 - internet not working

Date: 5/6/2020 12:45:50 PM

City/State/Zip: Mountain Home, Idaho 83647

Company Complaining About: Zito Media

Description

I have had Zito media out 3 times in the past week alone and all I get are excuses. The internet only works 3 out of 7 days. I explained to them I am trying to work from home during this pandemic and still nothing. So have to travel 50 miles to my office to get any work done. I need this fixed.

Ticket: # 3962711 - Optimum bad service and incorrect service charges

Date: 5/6/2020 1:09:54 PM

City/State/Zip: East Hampton, New York 11937

Company Complaining About: Optimum

Description

I have had spotty internet for six weeks. Optimum came and didn't fix the problem but charged \$80 for the service call. We cannot reach them. We had no internet nor phone for 10 hours yesterday. When someone called, the call was dropped and no one called back. internet spotty, cannot reach them. dangerous during pandemic

Ticket: # 3962741 - Problem with home phone

Date: 5/6/2020 1:17:55 PM

City/State/Zip: Mesquite, Texas 75149

Company Complaining About: AT&T

Description

My elderly mother is unable to dial and complete outgoing calls from her home phone. She is immune-compromised and following guidelines recommended for elderly to protect against contracting Covid-19. I want her home telephone to be fixed without the telephone people entering her residence. I want someone to call me with a status update as to fixing her phone and resolving her problem.

Ticket: # 3962823 - Issue with home phone

Date: 5/6/2020 1:47:29 PM

City/State/Zip: Mesquite, Texas 75149

Company Complaining About: AT&T

Description

I had initial issues with internet service, so I contacted AT&T. They recommended that I move from Internet Speed 100 to Internet Speed 1000 without any interruptions in service or additional charges. Since I have moved to Internet 1000 and installed the Modem AT&T provided, I HAVE NOT BEEN ABLE TO USE MY HOME PHONE. I want AT&T to fix my home phone so I can make calls. I want AT&T to provide me a status update on fixing my home phone. Both me and my husband are senior citizens and one of us is immune-compromised. We are following federal guidelines on self-quarantine to avoid contracting Covid-19, so we do not want anyone to enter our home.

Ticket: # 3962854 - Internet Speed Users**Date:** 5/6/2020 2:04:28 PM**City/State/Zip:** Union City, New Jersey 07087**Company Complaining About:** Optimum

Description

Due to COVID-19 I am working from home and rely heavily on my internet speed to accomplish my daily work. My internet speed is running at 530 kbps, which is extremely slow and not acceptable to meet my productivity for work. I called Optimum to explain my situation and ask that in the interim of this crisis that they increase my speed. They want me to pay for an upgrade which will increase my monthly cost to ~\$135. I do not want to upgrade, under normal circumstance I do have an issue with my internet speed. Its unfair they are taking advantage of this crisis.

Ticket: # 3962860 - ATT Mobility

Date: 5/6/2020 2:07:20 PM

City/State/Zip: New London, Connecticut 06320

Company Complaining About: AT&T

Description

I've been attempting to request call logs for my prepaid account, number 860-910-2322, from May 2019 to November 2019. Records are not available online for this time frame, the farthest I can search is late November I believe. Due to Covid19, I have been unable to reach a customer service rep over the phone, their hold times are extremely long and I currently share the number with my mother whom also needs use of it. I request ATT send call logs, billing records are not required. I need logs from May 2019 to November 2019 in a hard copy format sent via postal mail to my address.

Ticket: # 3962888 - ISP billing incorrectly

Date: 5/6/2020 2:21:14 PM

City/State/Zip: Colfax, California 95713

Company Complaining About: Sudden Link

Description

FCC,

I ordered Sudden link internet service over the phone. Where I live, Colfax CA I do not have many options for internet. I wrote down in detail the pricing options and reviewed them several times with the sales person. Once service was installed Sudden link sent me the invoice which was incorrect. I called and opened a billing dispute ticket on my account. A person wrote down my information and told me someone would get back to me. In the meantime, I paid only what I agreed too. (what I carefully documented). Today Sudden link turned my service off for non-payment. I'm currently working full time from home because of the COVID-19 and have no choice but to pay the entire bill. It REALLY angers me that Sudden link sales team can lie, deceive and say whatever they like without ANY accountability. Each time I contact Sudden link it takes over an hour to get a live person on the phone. Today the Sudden link message said the wait time would be 20 minutes and I waited 40 minutes. I didn't have time to wait an hour or two because of my work.

Please help. What options do I have?

Thank you,

(b) (6)



[Ticket: # 3962948 - full month billing](#)

Date: 5/6/2020 2:47:24 PM

City/State/Zip: Leawood, Kansas 66206

Company Complaining About: Spectrum

Description

Spectrum will not prorate the final bill of internet and cable. We lost our jobs due to covid-19 and cannot continue service. We received a bill with increased rates with no notice.

Ticket: # 3962990 - Payola on Radio Station

Date: 5/6/2020 2:59:51 PM

City/State/Zip: Portland, Oregon 97250

Company Complaining About: New1027

Description

We requested for Savage Remix, a new remix track to raise fund for Covid19 charity, however the DJ of NEW1027, Mike Adam (@MikeAdamOnAir) said that their station is only for HOT AC.

'Savage remix' has been played by so many HOT AC station, but only this station refuse to play. The next tweet that came from him was Doja Cat's 'Say So' LIVE discussion. 'Say So' is also a competition against Savage Remix on the billboard chart. The double standard is so clear. Both tracks are the same genre but one is considered HOT AC.

Clearly payola is involved to prevent promotion for 'Savage Remix'

Please see evidence as attached.

Thank you for reading.

(b) (6)

Ticket: # 3963069 - Billing/COVID-19

Date: 5/6/2020 3:23:22 PM

City/State/Zip: Woodstock, Connecticut 06281

Company Complaining About: Verizon Wireless

Description

(b) (6) is filling a complaint against Verizon. Consumer is stating that Verizon took a higher payment out of his bank account causing his checking to overdraw due to the other bills. Consumer states that this account was actually his daughter's consumer does not remember the phone number. Consumer called consumer service to make a payment into the account on the 04.25.2020 that payment was supposed to be \$300.00 due to the verbal agreement that Mr. Kandoin had with the supervisor when he made the call. Consumer noticed that on the 04.29.2020 Verizon had taken a payment of almost \$800.00 consumer called customer service and asked why they took that amount of money out of his bank account after he received a confirmation number stating that they will only take the \$300.00 and then he was going to finish paying the rest. Consumer service told him that the confirmation number was for the \$800.00. Consumer feels like this was a fraud. Consumer states that he knew he did not have that much money in his account and that he would never authorize a payment like this. Consumer was told that he will receive a refund for \$500.00. Verizon rejected the request. Consumer's account is in overdraft. Consumer is disabled and he is a senior citizen. Consumer needs his money back to be able to survive during the pandemic. Consumer took the account for her daughter. Consumer only has a landline. Consumer wants his \$500.00 refund IMMEDIATELY.

Ticket: # 3963120 - AT & T

Date: 5/6/2020 3:36:40 PM

City/State/Zip: Lucedale, Mississippi 39452

Company Complaining About: AT&T

Description

On 31 Mar 2020, there was a tornado that took down 3 power lines up on hwy 63 in George County, MS. These poles lead to my box somehow to provide internet. Singing River Electric Power ALWAYS fixes their end on time & promptly!!! Since this tornado happened, I have been having issues receiving quality internet! I was able to get on my laptop by the Ethernet, have my cell phone connected to my wi-fi & also watch Roku through the wi-fi all at the same time. Since the tornado, I have not been able to do this. I had the same slllloooooowwww internet 2 years ago & they "fixed the issue". Now here we go again. I was more patient this time due to the covid19 pandemic going on. I have seen their technicians out & about...

I am in an area that only provides dsl. It hasn't been that long ago it graduated from dial-up. I used to pay around \$20-\$30 for dial-up. Now I pay \$51.00. I have consistently paid AT&T for their service! I finally called AT&T repair internet at (888)321-2375 on 21 Apr 2020, to report the issue. I was on hold for almost an hour! He ran a few tests online then stated that he couldn't find the issue on his end. He would have a technician out the next day. Welllll, the next day came & went! I refused to call them back & sit on forever hold again!

On 27 Apr 2020, I contact Mississippi Public Service Commission, not knowing what else to do. Cause you CAN'T contact AT&T Corporate yourself!!! I was not aware that AT&T internet is not REGULATED. This is so bullcrap to me! Everyone has to answer to someone, why not them! I KNOW they are not GOD!!!

On 28 Apr 2020, Annie with the MPSC contacted me to see what was going on, that's when she told me it's not regulated. She went ahead & formed a complaint for me with AT&T Corporate. AT&T (940-463-7946) called me back at 1:17 pm to inform me that they would have a technician contact me. The technician (no caller id) called me at 3:17pm on 1 May 2020, we spoke for 50 minutes. I had to give him the serial number off of my Netgear device (that I purchased from them!) so that he could "run" some tests on it. He informed me that I could not run my Roku, laptop & cellphone at the same time. (It was like when I lived in this older mobile home & I couldn't make coffee & toast at the same time!). All they can provide me is the slow speed they are presently giving. I explained to him, like I did to AT&T Corporate & MPSC, that I was able to get faster speed BEFORE the tornado knocked those 3 power lines down! He informed me that he couldn't see that far away & was unable to rectify the issue. I asked him if he couldn't put in an order or have someone put in an order to check their lines on those 3 power poles. He stated that he would let the proper people know. (I bet!)

So....after our conversation on the 1 May 2020, I have not used my Roku. When I use my laptop to get on the internet, I disengage the Wi-Fi connection from my phone. And guess what?! It's still forever slow!!!

Today, 6 May 2020, AT&T Corporate (940-463-7946) calls at 1:14 pm to advise me what the technician told her. They don't have high speed internet in my area. Again, I tell her that I was able to watch my Roku, use my laptop & have the Wi-Fi connected to my cell all at the same time before the power poles were knocked down. She advised me that I "have other options". This is very funny (sarcasm!) There are other internet providers up here, have I tried one of them? Seriously!!! Are you kidding me?!!! I pay you \$51.00 a month to provide me with dsl & now you're telling me you can't do that?! She will have another department contact me about my charges! And hung up.

I AM SO OVER THIS!!! I asked her if they fixed the issue on the power poles, she advised me they have. (bull!!!!). I advised her that I did exactly what the technician told me to do, only have one device running at a time. I told her that I am STILL having SLOW SLOW internet. What part of they don't give a rat's butt do anyone understand?!

They need to be held accountable for their actions & inaction!

not jennie! (as in I Dream of....)

Ticket: # 3963133 - Unwanted phone calls

Date: 5/6/2020 3:42:11 PM

City/State/Zip: Ewing Township, New Jersey 08618

Company Complaining About: Amazon

Description

There have been continual phone calls from 1-800-925-7053. The gentleman claims to be an Amazon representative. He states that my mother made a 400.00 + purchase and they just want to be sure that she actually made the purchase. Then, they claim the purchase came from a "laptop" in Ohio, etc, etc. The next thing is they begin asking for an account number (?) and so on. When my mother tells the "agent" that she will call Amazon herself, they get annoyed, insist they are Amazon, and do indeed get insistent with her that they need info from her. She wouldn't give them info and they hung up on her. I called them and told them I would report them... they hung up. I see there are other complaints filed with the FCC (2 I believe) for the same number. We have blocked the call, but it would be helpful if someone would check into this number. Unfortunately, during this very challenging time in our world's history (COVID 19), the scammers have gotten worse. People are struggling enough without this type of egregious action.

Ticket: # 3963138 - CenturyLink

Date: 5/6/2020 3:43:25 PM

City/State/Zip: Almyra, Arkansas 72003

Company Complaining About: Centurylink

Description

We lost internet access on April 13. After 5 correspondences with centurylink reps, 3 of which supposedly were not documented or a ticket written, we still haven't seen a service technician. The problem could be fixed with a new wire that was destroyed in the storm. Two scheduled dates came and went without any work done. Today is the 3rd scheduled day and we received an automated message: "The problem reported with your service is part of an outage. We will notify you again when it has been resolved and your ticket will be closed."

This is the first we've heard of this outage. As so many during this pandemic, I work from home and I currently have to use my vehicle hot spot for internet access.

Ticket: # 3963179 - Overcharging Internet and Telephone Bill for the Business

Date: 5/6/2020 3:56:50 PM

City/State/Zip: Miami, Florida 33128

Company Complaining About: Comcast

Description

Comcast internet and telephone services for business services has been fraudulently overcharging for months, despite Comcast under a contractual obligations with Judicial Research. We have been a paying customer for years until last January of 2020, when we modified the contract and retained one phone line and the internet with the monthly fees and taxes, totally \$153.35 (including all discount).

On February 12, 2020, I received a past due notice with an incorrect amount. I immediately called Comcast Business and asked for the reasons, I was told by Mr. Samuel Weintraut, it was an error and he will correct it and he will request for a retro credit but I have to sign a new 3 year contract and pay the past due \$ 315.00, in order to get any retro credits, so we complied. (See Exhibit A.)

March 16, 2020, We received any past due notice, no contract was implemented and no credits were given toward our account. we called Comcast Business, again for the same problem, there I was spoke to Mr. James Billup, same promises but nothing happened. Now I am paying double and no credits were issued and the Comcast is threatening to disconnect my business line during the COVID-19. Please Help.

Ticket: # 3963184 - CBS false information, and actors acting like covid 19 patients during emergency

Date: 5/6/2020 3:59:55 PM

City/State/Zip: St Louis, Missouri 63129

Company Complaining About: Cbs

Description

5CBS needs their license revoked. They lied for three years about Russian colusion. Now they use actors to make a line bigger. Making real patients wait longer for their shot of as many cars as they could.

We expect you to do your jobs. Time for talk is over. I demand action. I want follow ups. These are actions of a domestic terrorism, to scare people for political means. The definition of terrorism. I expect tjey should be treated as such.

Ticket: # 3963235 - Comcast Internet Equipment

Date: 5/6/2020 4:16:04 PM

City/State/Zip: Philadelphia, Pennsylvania 11916

Company Complaining About: Comcast

Description

The consumer called the Attorney General office and the PUC.

The consumer has very slow internet whom she has high speed with Comcast.

A technician came out and they decided that the issue was the modem.

They told her that because of COVID-19 no one is going into her home.

The consumer states that she got a call from her neighbor that someone was flagging her lawn.

The consumer has been contacting Brian Moore from the corporate office.

The consumer states that on her upper lawn there are red flags and marks all over.

The consumer states that she got the Excavation truck's name and she called them and they told her that they got hired by Comcast to go out there and do that.

She has contacted Comcast and they have no idea what is going on.

The consumer wants this issue addressed and does not want anyone doing anything on her property until this pandemic is over.

The consumer does not want them affecting something that may cause them to have to go into her home.

This all started because she is paying for high speed internet and isn't even receiving that.

CTR-415

Ticket: # 3963302 - Spectrum Internet Cancellation Prorate

Date: 5/6/2020 4:37:15 PM

City/State/Zip: Beaverton, Oregon 97008

Company Complaining About: Spectrum

Description

Due to COVID-19 I was notified that I would be laid off on 4/14/2020 effective 4/27/2020. As a result my family had to move and although we moved out of the house on 4/18, I was unable to call to cancel and return equipment until 4/27/2020. According to Spectrum, my billing cycle started on 4/22/2020 and I must pay \$74.99 for service through 5/27/2020. When I called to cancel I was on hold for 2 hours (this is why I did not have time to do this before 4/27/2020) where I was advised how to return equipment. I was not advised that I would still be required to pay for the next month of service as I was cancelling within 30 days after my last payment (made 4/10/2020). Now I have a bill for \$74.99 for service from 4/27 - 5/27 with no job due to COVID and I have already returned the equipment so I am not receiving service.

Ticket: # 3963351 - Tmobile Company

Date: 5/6/2020 4:49:15 PM

City/State/Zip: Englewood, New Jersey 07631

Company Complaining About: She Did Not Say Her Name

Description

Dear FCC representative,

I am writing because I received a phone call from a collection company that T-mobile had retained harassing me at home regarding my phone bill with them. I received this attached notice at work in March that my employment had been terminated temporarily due to Corona Virus and Covid 19 , following this email, my employer closed their office and has not opened up since then. I have not been able to pay Tmobile as a result of it. I have worked for the employer for 12 years so that the closure was a significant financial impact.

Ticket: # 3963368 - Tmobile Company

Date: 5/6/2020 4:55:53 PM

City/State/Zip: Englewood, New Jersey 07631

Description

I received a phone call from a collection agency stating that Tmobile had put my account into collection. Due to Covid 19 employer informed me that my job had been temporarily terminated until they resume. They still are yet to resume and I was unable to pay my phone bill as a result. I did not receive a bill or any notification from them. They instead just sent my account to collection without a notice of the amount they believed I owed or my chance to either dispute it or make arrangements to pay it.

Ticket: # 3963372 - Internet disconnected

Date: 5/6/2020 4:56:46 PM

City/State/Zip: Broadway, North Carolina 27505

Company Complaining About: Windstream

Description

Windstream turned off my internet service on 05/06/2020 for nonpayment

Thought we had 60 days during covid19

Windstream signed the form with FCC

not to interrupt service for nonpayment

Just don't get it?????

Ticket: # 3963421 - Directv

Date: 5/6/2020 5:23:23 PM

City/State/Zip: Port Gibson, Mississippi 39150

Company Complaining About: AT&T

Description

Directv have a policy stating you can get a extension until June 30, 2019 if you have been affected by the covid 19 virus . When I call on May 6 to request for the extension I was told they couldn't approve the extension. The rep told me my service will be interrupted on May 8.

Ticket: # 3963425 - Lifeline Phone Service Down for About A Month - Disabled Elderly Person that needs access due to Pandemic

Date: 5/6/2020 5:24:53 PM

City/State/Zip: San Francisco, California 94132

Company Complaining About: AT&T

Description

The consumer requested that you please speak with her daughter, (b) [REDACTED]

The consumer stated that her phone line has been down for about 1 month. She has been promised numerous appointment dates, all of which have been missed. She stated that this is a Lifeline account and she feels that AT&T is discriminating against her. She stated that this line belongs to an elderly disabled person in "lock down" due to the Covid-19 issue and they are discriminating due to the fact that it is a Lifeline phone service.

She stated that all of the neighbors have a landline. However, she is the only one that is out of service. She stated that it is because they are running a new line.

She stated that they had promised to have it fixed sometime between April 21st - April 24th. Then it was promised April 30, 2020. Then, they promised to have the landline restored by May 1, 2020.

The consumer stated that it is now May 6, 2020 and the phone line has not been fixed yet.

The consumer had her daughter, (b) (6) [REDACTED] file the complaint on her behalf .

Ticket: # 3963470 - Unwanted call

Date: 5/6/2020 5:55:26 PM

City/State/Zip: South Jordan, Utah 84095

Company Complaining About: Murray, Ut

Description

This was a robocall on Wednesday 5/6/2020 from (801) 270-4574 @11:12 AM Mountain daylight time to (b) (6)

Ticket: # 3963502 - Unwanted text from Newt Gingrich

Date: 5/6/2020 6:18:22 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: (none)

Description

I received this text from +1 (252) 616-0859:

Sam, Newt Gingrich here. While Pres Trump fought coronavirus & restarts our economy, Pelosi attacked & Biden moved further left. Trump needs your vote, but official records indicate you're not registered. Click <http://ncvreg.com/9842444500> to register now. AC

Ticket: # 3963515 - Cablevision/Optimum refuses to cancel services

Date: 5/6/2020 6:25:09 PM

City/State/Zip: Metuchen, New Jersey 08840

Company Complaining About: Optimum

Description

I have been trying to modify my current package with Optimum due to unemployment issues related to COVID. Optimum refuses to cancel services, and instead transfers my call from department to department, each time saying they are not the right department. Impossible to cancel.

Ticket: # 3963594 - Incorrect Billing and contract

Date: 5/6/2020 7:18:11 PM

City/State/Zip: Rockville, Maryland 20852

Company Complaining About: Verizon

Description

Verizon extended our contract without our agreement in March. We called in on April 6th after we noticed our bill had increased and was informed of their change. We asked to cancel / suspend service due to COVID-19 but they were unable to. The rep help reduce our bill in April 6 which we received an email. In May, they incorrectly billed us again.

Ticket: # 3963651 - Number being held hostage by Spectrum Business

Date: 5/6/2020 8:47:48 PM

City/State/Zip: Los Angeles, California 90066

Company Complaining About: Spectrum

Description

Due to total loss of income in my freelance photography business by Covid19 I changed my Spectrum internet and phone service from Spectrum Business to Spectrum Residential on 4-11-2020. Sales person assured me I will keep my phone number of 14 years (b) (6). But now Spectrum is saying they cannot transfer my phone number from Business to Residential, and billing me for both accounts. I have spent over 15 hours on hold talking to over dozen Spectrum customer service people during the past month. Please instruct Spectrum to transfer my phone number to my Residential account, so I can shut down my Business account without losing my 14 year old phone number. Both services are at the same address, and instead of reducing my bills I am being forced to pay double. I am not even going to another provider, but just a different department within the same company. Thank you for your assistance.

Ticket: # 3963688 - Horrible service

Date: 5/6/2020 9:20:15 PM

City/State/Zip: Beacon, New York 12508

Company Complaining About: Optimum

Description

I have been an unhappy customer of Optimum for years. I pay my bill in full and on time every month and yet they continue to provide spotty service at best. I understand the pandemic is rough on everyone business included but we are all suffering and I can not afford \$25 more a month for horrible service.

I would like to be treated like a new customer with good service at an affordable price.

Ticket: # 3963714 - Changing channels in package after contract signed.

Date: 5/6/2020 10:40:06 PM

City/State/Zip: Port Saint Lucie, Florida 34983

Company Complaining About: Comcast

Description

The Company constantly changes the channels in the package after you have made an agreement with them. When trying to cancel the service because of Comcast violating the agreement, they want to charge a fee. This is a clear violation of the law, and constitutes fraud against the consumer. What's worse is they do it under the cover of a pandemic.

Ticket: # 3963748 - Re: [FCC Complaints] Re: Verizon Issues

Date: 5/7/2020 12:19:05 AM

City/State/Zip: Boston, Massachusetts 02116

Company Complaining About: Verizon

Description

This is a follow-up to your previous request (b) (6) "Verizon Issues"

Dear FCC, I was told that Verizon would contact the credit reporting agencies to remove their erroneous charges and collections requests in my name (b) (6). Prior to the current pandemic I spoke with an FCC representative after February 18th, to ask for Verizon to provide me with copies of their correspondence and any documents sent to the Credit reporting agencies, stating they wrongly sent me to their agencies.

I cannot verify they will contact the agencies to clear up their mistake. FCC my question is would you please follow up with them on my behalf? They ignored me repeatedly until I contacted the FCC.

I hope to obtain all the proof that my CREDIT has been RESTORED to the EXCELLENT standing and that I have ZERO negative history with the three (3) Credit Reporting

Agencies: Experian Equifax TransUnion

Thank you for your time and consideration. (b) (6)

On Thursday, February 20, 2020, 8:48:17 PM EST, MY Business <(b) (6)> wrote:

#3 response to FCC email (for my records)

Dear FCC, thank you!!!

PLEASE NOTE: The correct spelling of my first name is (b) (6), a V not a B!

Mr. Olan Olude from Verizon said in the attached letter, it will take 30-60 days to remove Verizon's incorrect reporting of my account to the Credit Reporting agencies, but (1.) what should I do in the interim?

Although I truly appreciate Verizon correcting their mistake for billing me incorrectly, (2.) what are my rights in terms of Verizon DAMAGING my stellar credit history which has effected my lifestyle and kept me from applying for both jobs, housing etc. Because there is Verizon's Collections notice in my name, I have been reticent to have my credit checked by anyone and according to Verizon, will still need to wait another 30-60 days for amelioration of this matter!

(3.) How can I be assured that my credit rating/standing PRIOR to being targeted by Verizon's misreporting, will return to the stellar rating it was (which I have worked diligently to maintain for the past 25 plus years)?

(4.) Lastly, am I legally entitled to monetary damages from Verizon for the harm they caused to my financial footprint, which again I have worked so hard to maintain?

FCC, thank you for intervening on my behalf, since all of my efforts to be heard by Verizon fell on many deaf ears!

FCC, your response is greatly appreciated!

Sincerely, Ms. (b) (6)

On Thursday, February 20, 2020, 07:53:04 AM EST, FCC <consumercomplaints@fcc.gov> wrote:

#yiv4635561107 table td {border-collapse:collapse;}#yiv4635561107 body
.yiv4635561107filtered99999 .yiv4635561107directional_text_wrapper {direction:rtl;unicode-
bidi:embed;}

Ticket: # 3963800 - Complaint about unusable cell phone from Sprint and more

Date: 5/7/2020 2:15:03 AM

City/State/Zip: Oakland, California 94601

Company Complaining About: Sprint

Description

I am writing as a customer of Sprint, a relative to a customer of Sprint on a family plan account with 4 other persons. This is specifically for the phone number "(415) 786..." which is an iPhone 8 Plus. I would like to complain about a Sprint not suspending all phone services for the above cell phone, despite no data being used over the last two months. I would like to complain about a Sprint still billing this account for the above cell phone. This includes data such as: talk, text, voicemail, email, Apps, social media, and location. This phone is broken physically and cannot make calls or any other actions. It is a non-working cell phone, that cannot be turned on. Also, a 17-year-old minor has only used the cell phone account. She does not need this service anymore, because she is at home all day. This is due to the Shelter-In-Place in Alameda County because of Covid-19. I have since reviewed the account and contract lease for the above cell phone. The signature, time, and agreement are none as the same as when this cell phone was purchased. I would like to complain about a Sprint for posting a fictitious cell phone contract lease to this account. Please contact at both emails: (b) (6)

Ticket: # 3963814 - Billed for internet service not received

Date: 5/7/2020 3:14:16 AM

City/State/Zip: Big Pine, California 93513

Company Complaining About: Sudden Link

Description

Upgraded to 150 mbps due to covid homeschooling. Billed for 150 mbps service but only received 50-70mbps. Provider refuses to refund service fees for time using the 150 plan, but never received half the advertised speed.

Ticket: # 3963846 - Disconnected internet during COVID

Date: 5/7/2020 6:50:48 AM

City/State/Zip: Elm City, North Carolina 27822

Company Complaining About: Sudden Link

Description

I contacted suddenlink due to my internet being disconnected 5/4/20. I chatted with two individuals on two different occasions telling me my internet will be reconnected with in 2-4 hours. It wasn't. It been disconnected due to non payment. After I called yesterday they refused to reconnect my internet.

Ticket: # 3963896 - CenturyLink Availability Complaint**Date:** 5/7/2020 8:46:49 AM**Company Complaining About:** Centurylink

Description

During this Covid-19 crisis, some companies are offering free internet to school students, CenturyLink has stolen ours.

CenturyLink publicly says:

CenturyLink was among the original list of companies that took the pledge and today, the company committed to extending it through June 30.

At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world's businesses can continue to run efficiently. We continue to stand ready, willing and able to meet our customers' near-term and long-term needs and have been ensuring traffic continues to flow smoothly across our network, regardless of increased demand. Here's the reality:

I called CenturyLink on April 29th because \$25 worth of loyalty credits had fallen off our bill. Customer service said they had a better plan for me. They proceeded to SELL ME SERVICE THEY CANNOT DELIVER TO MY ADDRESS.

After disconnecting my "grandfathered plan" of 8mb internet, the order was sent to the workers in the programming department who rejected the new plan's offer of 10mb saying it's not possible at my location. Now, customer service says they can't get the old plan back, and they can only offer 3mb to us. After being on the phone with them all day Wednesday and all morning Thursday, we agreed to try the 3mb today to no avail.

A technician came from CenturyLink and agreed that we've been really wronged. He personally can't get us more than 1 MB to work on this 3 MB service. He said 11 MB service is available in the area, but CenturyLink won't give it to us. We know more than 3 MB is available because we have a record from our speed tests with our prior 8 MB service. But again, Century Link won't let us have it. They said they will only sell 1.5 or 3 MB now.

So at this point, we have no internet strong enough to stream classes and six students trying to finish the school year. Two are college students are trying to take exams. My tenth grader was in the middle of an online college assessment test (CLT10) when the internet went down. We had to drive to McDonald's parking lot to submit it. My son had to go to McDonald's to submit his college video exam project. We have been going to the grandparents an hour away to get some work done for four days. CenturyLink is taking no responsibility. So, when other companies are offering free internet to school students, CenturyLink has stolen ours. I have spent two days with their customer service and technical teams unable to help. Often they are people who hardly speak English. They hire employees to provide customer service who don't know what they are doing resulting in hurt to these students who can no longer do classes. They need to be held accountable. I am so upset! The service we had worked just fine for all my kids' class needs. Century Link won't let us have it again. If you have connections with the company or any way you could pressure them to help, we would be grateful! They have a monopoly where we live out in the country, so we can't just sign up with another company.

I appreciate any help you can provide!

(b) (6)



Waynesville, OH

Ticket: # 3963903 - Comcast/Xfinity puts wifi in worst channels for interference**Date:** 5/7/2020 8:51:42 AM**City/State/Zip:** Stafford, Virginia 22556**Company Complaining About:** Comcast

Description

I have had at least 4 calls with Xfinity due to my low quality WIFI. I have had my modem restarted multiple times, updated modems, updated my services to a higher speed, and performed other troubleshooting activities with NO improvement. The root of the issue appears to be that my wifi (2.4 and 5 bands) are hard coded to the most trafficked channels (6, 44 respectively). Tech support is completely incapable of dealing with the wifi channel issue even though it is discussed at length in Xfinity forums with the comment that changing wifi to a more performant channel is functionality recently restricted by Comcast. As I am working from home due to COVID-19, this issue needs to be resolved immediately.

<https://forums.xfinity.com/t5/Your-Home-Network/change-Wifi-channel-to-avoid-interference-from-neighbors/td-p/3289242>

<https://forums.xfinity.com/t5/Xfinity-xFi/Need-to-change-wifi-channels/m-p/3296004#M14856>

Ticket: # 3963908 - Verizon Cancelling service

Date: 5/7/2020 8:56:11 AM

City/State/Zip: Philadelphia, Pennsylvania 19111

Company Complaining About: Verizon Wireless

Description

Verizon cancelled my families internet service, even after being made aware that I had been furloughed due to Covid 19, they are an unscrupulous predatory company who should be fined for their treatment of consumers.

Ticket: # 3963913 - Inconvenient/Poor Internet Service For Residential & Business Customers

Date: 5/7/2020 8:59:36 AM

City/State/Zip: Mt. Olive, North Carolina 28365

Company Complaining About: Hughes Net

Description

(b) (6)

(b) (6)

Whomever this may concern,

On behalf of the Hughes Net account holder, (b) (6) as well as, other Hughes Net account holders, there is most definitely an issue with the overall service with Hughes Net. I have contacted a Hughes Net Representative the other day in reference to concerns in general with the poor internet service. I understand due to the COVID-19 situation that many individuals are using more of service. I would say, entirely though after contacting colleagues with 'different' internet service providers before or during the COVID-19 pandemic has not experience these form of issues with internet speed nor performance. On the contrary, that is still a poor excuse as of why, not just Residential though Work From Home individuals having very low 'Download' and 'Upload' speed. For instance, I spoke with a Supervisor for Hughes Net as of May 4th, 2020. The issue was pertaining to the low internet performance and what can possibly be done towards a positive resolution. After speaking with the Hughes Net Representative, I was provided misleading information and was told that the internet was Up-To-Par when it wasn't after running several speed tests. There was no empathy towards the issues which is affecting numerous people. I also took upon myself to contact Hughes Net on May 5th, 2020 in reference to the situation. While speaking to a Hughes Net Supervisor, they have respected my inquiry and waved a fee of, if I'm not mistaken \$120.00 to have a Hughes Net Technician visit my Relative's residence in order to troubleshoot this issue at hand to see if the internet performance will improve. Overall, there was a slight improvement once the Hughes Net Technician finished troubleshooting. The information that was provided to me by the Hughes Net Technician was, "Well, the thing is that if you choose 2G instead of 5G when it comes to signing onto a VPN or in general that it will increase the speed and there is nothing else that we can do about the

'download' and 'upload' speed." Out of respect for the Hughes Net Technician, I did not want to start a disagreement for the fact there should be some form of action with companies entirely to avoid these issues in general or during a crisis. Furthermore, while attending my shift, after lack of performance of two days prior there is still a continuous issue with internet performance. To conclude, there have been other individuals with the same service that has similar issues and feel that Hughes Net is not doing their diligence as far as: Customer Service, Company Equipment, and Consumer Satisfaction. Please feel free to contact me via email or phone at your earlier convenience. Thank you for you time, stay save during the COVID-19 pandemic, and enjoy your day.

Sincerely,

(b) (6)

Ticket: # 3963923 - CNN IS REPORTING FAKE NEWS STORIES ABOUT THE CORONA VIRUS

Date: 5/7/2020 9:06:36 AM

City/State/Zip: Cleveland, Ohio 44127

Description

CNN IS REPORTING FAKE NEWS STORIES ABOUT THE CORONA VIRUS CAUSING MASS PANIC AND ECONOMIC DAMAGES TO MILLIONS OF FAMILIES ACROSS AMERICA. PLEASE TAKE IN CONSIDERATION TO REMOVE THEM FROM THE AIR. CNN DOES NOT DESERVE TO BE A NEWS STATION AS THEY ARE BECOMING A DANGEROUS ENTITY TO THIS NATION.

Ticket: # 3963932 - T-mobile service disconnection

Date: 5/7/2020 9:15:58 AM

City/State/Zip: Murrells Inlet, South Carolina 29576

Company Complaining About: T Mobile

Description

Consumer stated her payment was 2 days late and the carrier disconnected her service

Consumer stated due to the Pandemic service should not be disconnected

Consumer would like a payment plan and her service restored

Ticket: # 3963982 - AT&T Fixed Internet service

Date: 5/7/2020 9:51:02 AM

City/State/Zip: Mcmillan, Michigan 49853

Company Complaining About: AT&T

Description

My understanding is that AT&T is receiving federal subsidies to provide internet to rural areas and with this being said I am very rural as is my daughter but we can not receive fixed internet due to it not being profitable enough to AT&T. My daughter and son in law have an AT&T tower on their property which is used as the point to obtain fixed internet in this area. When you enter their address in AT&T data to obtain fixed internet it is said to be unavailable, as is my address. Yet people around us (slightly beyond our properties) can obtain it. When questioned this I was told it was based on codes being turned on on the tower and it would not be profitable enough for them to turn on the code for us to access due to low population. My question is isn't this why AT&T is given a subsidy to help offset these costs? No one will confirm this officially and when I call AT&T I am told I can't go beyond sales since they are based on commission and as soon as they are told no to the address they can not go any further. Some one did call me back and tell me unofficially I may never get it due to these codes. I would not be arguing this fact as much as it is for my daughter who is a TEACHER who is now forced to teach at home due to this pandemic and is forced to use all of her data from her cell phone to teach children because if true a switch won't be turned on because it is not profitable enough! All I want is truth, is this here say or is there truth to this and if there is truth what does the subsidy really meant for.

Ticket: # 3964031 - Discover card

Date: 5/7/2020 10:09:45 AM

City/State/Zip: Coventry, Connecticut 06238-1107

Company Complaining About: Discover

Description

4-5 calls a day from Discover saying they can help in this Covid emergency. 800-973-5095 is # to call for help. 614-758-2360 is number BEBE calls from. I know they are scams.

Ticket: # 3964038 - Service/ COVID-19

Date: 5/7/2020 10:13:54 AM

City/State/Zip: Bridgeport, Ohio 43912

Company Complaining About: Safelink Wireless

Description

Consumer is placing a complaint against safelink. Consumer is a lifeline receiver and he is stating that Safelink has not give him his minutes for this month. Consumer called safelink since the 05.01.2020 to report that he did not receive his minutes. Safelink is telling him that in fact he did receive them. The minutes that are on his account are from the remaining of last month. Consumer states that with the lock down he is using his landline and that is why he has 900 minutes left but he has not receive the minutes, messages. Consumer was told that he needed to upgrade and he did but he still does not have his minutes. Consumer was told that his minutes can take up to five business day to be activated. Consumer is a lifeline receiver for many years ago and he always receive his minutes on the first of the month. Consumer was told by the representative that he got lucky all this years. Consumer is tired of getting a run around. Consumer wants to change providers. Consumer is tired to repeat himself every time he calls safelink. Consumer feels like this is a fraud to the US government that they are receiving money for the program but they are not giving him his service. Consumer try to solve this problem since the first of the month.

ctr408-phone

Ticket: # 3964203 - Comcast Billing Issues

Date: 5/7/2020 11:19:26 AM

City/State/Zip: Harsens Island, Michigan 48028

Company Complaining About: Comcast

Description

The consumer wants to file a complaint against Comcast.

The consumer has received an email today that they changed his services they added a \$9.95 fee, broadcast TV fee \$2.50 that he doesn't even get and a dvr service rental at \$10 (which he doesn't have) and it says they removed service from a TV box.

His bill went from \$100 to \$140.46.

The consumer states that they would also not charge for any late fees because of COVID-19, but yet he got late payment fees.

He also received an email stating the confirmation of equipment he ordered, but never ordered anything.

The consumer continues to have on-going email issues.

The consumer had been notified that the issue would be resolved by the end of April and it's still continuing.

The consumer was told by an agent to get an account with google if he is still having issues.

The consumer would not like google because he is old and its hard to learn something new.

The consumer is updated with his Microsoft Edge and also Internet Explorer 8.1 but is still unable to send his emails because of the screen saying server unavailable or server to busy, retry.

The consumer needs his bill accurate to what the services he has and is receiving.

The consumer will not continue to pay for services he is not receiving.

The consumer wants his email issues fixed like promised and needs them to explain whats going on with his bill and get it adjusted immediately.

CTR-415

Ticket: # 3964263 - Scam Calls

Date: 5/7/2020 11:39:10 AM

City/State/Zip: Chattanooga, Tennessee 37406

Company Complaining About: Dixson Tn

Description

615-229-3882 Covid 19 scam, If i ever find these people I will fucking whip their asses. PLEASE put these people in jail. I want to sue them.

Ticket: # 3964272 - SUddenlink

Date: 5/7/2020 11:40:42 AM

City/State/Zip: Cheshire, Ohio 45620

Company Complaining About: Sudden Link

Description

My internet service with sudden link powers my land line telephone. I do not have cell service where I live. I live in a small rural community and depend on the one provider in my area Suddenlink. My service cuts in and out all the time I have repeatedly asked them to fix our lines and they have give us a runaround for months. My neighbors are I'm there 80s and depend on there home phone to call out for basic needs due to coronavirus they are not able to leave the house. There home phone is cutting in and out its now a safety issue. My land line with sudden link cuts in and out I can not make calls its a safety issue. I have repeatly called sudden link for the past 6 months trying to get them to fix our internet and phone please HELP US. They ARE NOT FIXING THE PROBLEM.

Ticket: # 3964310 - Charging me for a service & scanned my liscense without permission

Date: 5/7/2020 11:48:59 AM

City/State/Zip: Georgetown, Texas 78626

Company Complaining About: Sprint

Description

In February or March I attempted to cancel my cellphone's insurance plan. Sprint had removed the feature online to manually adjust and remove the addon feature online myself. I went into the store and waited three hours. When they asked for my driver's license they scanned it without my permission and claimed they keep/digitally store it as a means of verification. I told them it is one more avenue to have my identity stolen and I did not consent. This is a change in policy without my consent and a use of my government id without my consent! They confirmed they canceled my phone's insurance plan. Come April I see a charge. I contact them via an online representative as COVID has shut things down. I explain the insurance was not cancelled and even though it cost me a month and a half of charges they refunded me only a month to which I cut them slack just to get it done. Certain the phone's insurance was cancelled here I am in May with the phone insurance still active and another month being charged to me. No longer able to modify my account like years before I am at the mercy of representatives who I wonder if are punished for not preventing cancellations or if they are just miserable at their job. My ID and my money has been stolen in essence and had any other small business without Sprint's footprint done this they would have hell to pay.

On a side note back in ~2018 they put me in contract even though I paid for a device in full so as not to be bound to a contract. I worked a call center for a phone company when younger and I believe the Sprint stores and call centers may have toxic quotas given the inability to get straight forward service. I understand their billing structure upsets a lot of people, I see it everytime I go in and frankly it is not clear and representatives don't convey charges well. I just have the experience of years to figure it out so I'm not shocked with changes unless they fail to disclose how one change affects something else which they do often or they modify the plan incorrectly if at all.

I've attached then last transcript.

Ticket: # 3964364 - Price Gouging

Date: 5/7/2020 12:07:02 PM

City/State/Zip: Seaside Park, New Jersey 08752

Company Complaining About: Optimum

Description

Optimum significantly increased TV and Internet prices in February, just as the Coronavirus pandemic hit. They arbitrarily increased my both TV by \$30 and claimed they served me notice when I was on seasonal status, away from the home, and only paying a flat rate. I did not receive a subsequent notice in my most recent bill where, for the first time, I paid for full services.

Ticket: # 3964388 - Being Limited during a Pandemic

Date: 5/7/2020 12:17:46 PM

City/State/Zip: Churubusco, Indiana 46723

Company Complaining About: Mediacom

Description

I've been fighting with Mediacom for almost 3 months now. I have done everything that they have wanted to fix my upload issues, and have spent over \$100 on new equipment because they continue to blame my setup, and they wouldn't replace the modem themselves. So my upload speeds drop to almost exactly 2mbps from 20mbps, almost exactly 2 hours into my peak upload usage every. single. day. Doesn't matter when I start, 2 hours in they get cut back. When I test using their speedtest it shows no issues, but any other speedtest I use show me 2-3mbps during these time periods, which actually reflect the speeds I get. They however won't acknowledge any other speedtest result. This has been going on since the start of the stay at home orders. I work at home and this has severely impacted my workflow, and I've had so many techs out that they are now charging me fees for tech visits. I believe that its either a massive coincidence, or I am being throttled to ease internet usage during the pandemic.

Ticket: # 3964428 - Phone Line

Date: 5/7/2020 12:29:43 PM

City/State/Zip: Chicago, Illinois 60620

Company Complaining About: Metropcs

Description

The provider MetroPCS, phone service

The phone number (b) (6)

The consumer stated that someone is using her phone number

Then she said when she makes a phone call someone is listening to the conversation.

She said that no one should be contacted to her phone line.

The consumer said that she notice about 2 weeks.

Then she said about how there is other phone lines connected to her service

The consumer reach out to the carrier about the issue. She was told to go to a local store but she is not able to because of being on lock down due to the COVID-19.

Resolution

The consumer would like for the issue to be fixed. She would not want someone else to be using her service as she does pay for the service herself.

ctr 388-phone

Ticket: # 3964494 - Sprint Phone Bill COVID-19

Date: 5/7/2020 12:48:43 PM

City/State/Zip: Mechanicsburg, Pennsylvania 17050-9146

Company Complaining About: Sprint

Description

Requested assistance from Sprint regarding a final phone bill. We have switched carriers. The final phone bill discussed over the phone was confirmed total of 602.86. I have not yet, received a bill with this stated amount. I have requested an updated phone bill with this amount and requested, due to COVID-19 and a recent lay off, I have communicated with Sprint staff by phone and by USPS Mail. I have requested Sprint staff to decrease the total payment to \$250.00 and offered to pay this amount in full, and or extend the payments at \$50.00 per month until paid in full. I have been denied these requests and told to pay in full by May 20, 2020. I am requesting assistance with this matter from the FCC. Due to the COVID-19, these are extenuating circumstances and I am requesting help. I am willing to pay the bill and would prefer to settle the bill for \$250.00.

Thank you for your attention to this matter,

(b) (6)

Ticket: # 3964670 - Availability- COVID-19

Date: 5/7/2020 1:39:23 PM

City/State/Zip: Meza, Arizona 85208

Company Complaining About: Centurylink

Description

Consumer states that she does not have internet service. Consumer states that since 08.2020 consumer has experience a lot of outages in the area. Consumer has call consumer service multiple times but nobody seems to know anything about this. Consumer states that at least there have been 10 outages in the area. Consumer wants his service to be fix immediately. Consumer cannot be without internet access in the middle of this pandemic. Consumer wants a credit into her account because of all this inconvenience that Century link is having. Consumer wants to know why they keep having outages.

ctr408-phone

Ticket: # 3964698 - WBAY TV2 Green Bay, WI

Date: 5/7/2020 1:45:11 PM

City/State/Zip: Green Bay, Wisconsin 54301

Description

Yesterday, I accused channel 2 here locally of being nothing more than rip 'n read "news" agency. Today, it was easy to prove that as they posted this story overnight:

<https://www.wbay.com/content/news/AP-Exclusive-Trump-admin-shelves-CDC-guide-to-reopening-country-570265821.html>

Even THOUGH Kayleigh McCanany came out with these comments an hour later at most:

<https://www.thesun.co.uk/news/11459328/trump-press-sec-kayleigh-mcenany-disputes-cdc-directors-second-coronavirus-wave/>

The news dept at Wbay was rude, got into a shouting match with me, hung up on me, and did EVERYTHING BUT, retracting this story

And this has been going on for YEARS. They WBAY News Director told me yesterday that they had "an obligation to tell the truth", then turned RIGHT AROUND and behaved like that. Furthermore, there are NO placed for anyone to refute their incompetence. Instead, they told me they "had the right to air what they please"

Well, one of us must be wrong. BUT, the difference is that I don't have the influence they do. This is clear fraud IMHO

The Communications Act of 1934 is the basis for these FCC contracts. It states:

(4) on-the-spot coverage of bona fide news events (including but not limited to political conventions and activities incidental thereto), shall not be deemed to be use of a broadcasting station within the meaning of this subsection. Nothing in the foregoing sentence shall be construed as relieving broadcasters, in connection with the presentation of newscasts, news interviews, news documentaries, and on-the-spot coverage of news events, from the obligation imposed upon them under this Act to operate in the public interest and to afford reasonable opportunity for the discussion of conflicting views on issues of public importance

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<https://transition.fcc.gov/Reports/1934new.pdf>

All I'm desiring is that the 6 major companies who use this dropbox system at 4AM cease and desist from determining WHAT the "news" will be, and simply go back to investigative reporting which is dead. In fact, ALL accountability is dead here

Please help

Ticket: # 3964820 - Pete Hegseth Fox News; calling for people to willingly get COVID19

Date: 5/7/2020 2:22:41 PM

City/State/Zip: Somerville, Massachusetts 02145-4331

Description

Please notify Fox News that the Pete Hegseth segment endangers lives. I do not watch this station and the time I have entered may not be correct as I saw the news about this unfortunate segment on Twitter. It is irresponsible that Fox aired this segment and need to retract the statement and announce how dangerous it is and that it counters safety measures. We have enough issues in the country right now and I do not agree with much of Fox news and think it is simply promoting many terrible ideas but will focus on this segment. Countless people are suffering across the globe and this has not been easy for anyone, but this message is truly harmful.

Ticket: # 3964890 - Billing inconsistencies/ Covid19 Relief

Date: 5/7/2020 2:48:26 PM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: AT&T

Description

I've been a customer of AT&T for the past 15 years. Over the past several years AT&T has consistently raised the price of there Fees. No two or three billing cycles are the same amount, despite all the suggestions of how to lower my bill. Which I've done! Bundle, paperless, automatic payments. The bill will lower to an agreed amount 2 maybe 3 cycles at the promised amount.. and the next month it's higher and higher. I have been Out of work since late February due to Covid19 I called At&T to ask for help lower my bill and was refused. my

Ticket: # 3964908 - Service COVID-19

Date: 5/7/2020 2:53:41 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Us Mobile

Description

Consumer states that his service is not working properly. Consumer states that all his calls drop and that his texting and data are very slow. Consumer has called them many times about this issue but they seem not to care and every time they give him a run around telling him that they've reset the signal but they never do. Consumer wants his service to be fix immediately. Consumer cannot be in the middle of the pandemic with no service or with a service of poor quality. This has been going on over a month. Consumer wants his service to be fix immediately and he also wants a credit in his account for this inconvenience that US mobile is having with his service.

ctr408-phone

Ticket: # 3964933 - Service disconnection during pandemic

Date: 5/7/2020 3:01:38 PM

City/State/Zip: York, Pennsylvania 17402

Company Complaining About: Comcast

Description

My service was disconnected by Xfinity. I called and I was told I could pay my bill at the local office. The office is closed due to the pandemic. I paid my bill at Weis. When I called Xfinity they refused to turn on my service. I had my receipt number. I also have a letter from Xfinity stating they would not turn my service off during the pandemic.

Ticket: # 3964966 - Optimum

Date: 5/7/2020 3:14:30 PM

City/State/Zip: Calverton, New York 11933

Company Complaining About: Optimum

Description

I have been having issues with my internet and phone since 4/16/2020. I am disabled and due to COVID I needed these services to have access to my Doctor's. Appt's they are online and Phone. When I called due to services not working, technical support wiped my system out and rebooted. It still wasn't fixed. I continuously called and contacted them on Chat. .It was almost impossible to get through. Just this morning i waited for a call back for 2 1/2 hours. I got the call back it was a recording and disconnected again. Chat told me i needed a new router. I returned the router on 5/5/2020. I set it up and it still wasn't working. I called again i got a message due to high call volume we are unable to take your call. it satiated to go online to troubleshoot. How when that is my problem.I returned to the store Tara was outside directing customers. She was very rude and aggressive. She barked at every customer "What are you here for? I told her i was having problem with my service. "Where is your equipment?". I let her know it was home, and i have done everything i was told and it still wasn't working. . She then said if you cant get through have a cup of coffee and try back later! I have been trying for 3 weeks. The man behind me spoke up to her. He said i have to agree with this lady. I have been trying for 3 days. They never call back. I asked her is there an outage? She told me "I am not a technician!." I asked about a service call. I was informed it would cost me \$80. I didn't have a choice, they are a monopoly. I was speaking to the rep i was informed Tara was the superviosr. Tara came storming in just make her an appt! I was then told by tTara we are in a Pandemic and people are DYING! I started to cry and she gave me a tissue. I left with a new modem added \$10 for quicker internet and \$7.99 service plan. This morning i returned old modem. The man outside took it from me. I have no proof it was returned. The charge for \$7.99 was never taken off. My service still has interuptions. They are so expensive but we have no choice they are the only internet provider in my area. They refuse to give me an address to send a complaint. One of their workers gave me the number 888-382-1222. That is not the number. That is the do not call registry. Please break up this monopoly. Seniors are being taken advantage of too. We need someone to fight for our rights with this company. Thank you for any help.

Ticket: # 3965059 - Disconnected phone number

Date: 5/7/2020 3:43:03 PM

City/State/Zip: Ocoee, Florida 34761

Company Complaining About: Spectrum

Description

Consumer forgot to make payment due to the COVID-19 situation but paid immediately the next day. She was connected again but was never told she was assigned a new number, she thought they were working on it for 3 days. Finally an agent told her they could not give it back because of the rate center. She has had that number for 12 years and has not moved. She needs the number back.

CTR98-phone

Ticket: # 3965111 - Comcast charging for major league sports

Date: 5/7/2020 4:06:46 PM

City/State/Zip: Collingswood, New Jersey 08108

Company Complaining About: Comcast

Description

I have Comcast and their prices are continuously going up. One thing that they are still charging for, and have been, is that every customer is being charged for major league sports. They say that is part of the deal and that everyone pays it. But here is the issue I have. There are no sports being played during the pandemic, and yet, they are still charging their customers close to \$10 a month for that. How is that ethical, especially given the fact that I am paying over \$215 a month for internet, cable and a landline service? When I called their customer service, they told me that they have to charge that, and when I pointed out that no major sports are being played, they told me there was nothing they could do about it. First off, I don't think that all customers should have to pay for sports, because neither me or my husband watch them, and that should be an additional charge if you're a sports enthusiast. But it is especially wrong to charge people when these are not going on.

Ticket: # 3965191 - No Closed Captioning on Local 22 / 44 (WVNY / WFFF)

Date: 5/7/2020 4:38:42 PM

City/State/Zip: White River Junction, Vermont 05001

Company Complaining About: Local 22 / 44 (wvny / Wfff)

Description

The consumer states that she has been watching the Vermont governor's coronavirus briefings on Local 22 / 44 (WVNY / WFFF), and she is very frustrated with the fact that these broadcasts appear to lack closed captions altogether. She states that she had previously been able to receive over-the-air broadcasts from an NBC affiliate in New Hampshire until recently (which she judged to have more consistency in respect to the delivery of closed captioning), but she is no longer able to receive this channel through her television antenna due to a recent spectrum auction. Consequently, the consumer now needs to rely on 22 / 44 in order to get this valuable public safety information.

The most recent instance where the consumer reports observing the lack of closed captioning for the Vermont governor's daily coronavirus briefing on Local 22 / 44 was on Tuesday, May 5. The consumer also reports consistent problems with the lack of closed captioning during regularly-programmed local news broadcasts on Local 22 / 44, but was unable to provide specific information on when these issues were observed.

The consumer states that she has contacted the station several times regarding this matter; she reports that her experience has been that the station personnel has generally been very dismissive of her concerns regarding the lack of closed captioning.

The consumer uses an television antenna to receive these over-the-air broadcasts from Local 22 / 44.

[Ticket: # 3965284 - Harrassing phone calls](#)

Date: 5/7/2020 5:07:09 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Card Services

Description

Okay, a new twist from Card Services! They are now saying that because of the pandemic, we do not have to make payments!

Ticket: # 3965355 - SPOOFING

Date: 5/7/2020 5:41:30 PM

City/State/Zip: Camarillo, California 93012

Description

I have received several calls from phone numbers in the American south stating they had received a call from my number stating it was the CORONA VIRUS unemployment line. I work for homeland security and am no way involved in the issuance of unemployment.

Ticket: # 3965367 - Downgraded my speed instead of upgrading

Date: 5/7/2020 5:47:57 PM

City/State/Zip: Santa Fe, New Mexico 87507

Company Complaining About: Centurylink

Description

I have been a customer of theirs for over 20 years and i slowly went up in speed up to 7MBS. Just recently with this COVID-19 thing going on we have family members working from home and kids taking online classes from home. 7mbs is on the slower side of things so i decided to see if i can get an upgrade so i called in and they made a ticket for the 5th of may. on the 5th of may they put my internet speed from 7mbs to 3mbs. i called and talked to a manager (Sara Rep# TLJ093027) and there was nothing they can do to put me back on the 7MBS line. She was not helpful at all in explaining why they did that and why they cannot connect me back to 7MBs. At this point i would just want to get back to the 7mbs speed that ive had for over 10 years. thank you

Ticket: # 3965378 - Youtube TV coverage

Date: 5/7/2020 5:55:55 PM

City/State/Zip: Palestine, Texas 75803

Company Complaining About: Youtube Tv

Description

I submitted a lengthy complaint in full detail on 04/10/2020.

Complaint #1 (b) (6)

I could not find where to check on the status on the web site.

I was wondering what was the status.

I can provide more information if requested.

I am missing local news during this Covid-19 pandemic period.

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Thanks;

(b)

Ticket: # 3965457 - Internet Overcharge During COVID-19 and NO Live Customer Support

Date: 5/7/2020 6:48:33 PM

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: Comcast

Description

In March or early April of this year, I called Comcast and spoke with a friendly representative to discuss my plan. Even though I had to arrange for a change that involved an upsell, I agreed for it to take place on April 23rd, with a price increase to \$59.10 per month for Internet (with Flex included for free). However, I am being charged \$74.05 per month on my paper bill and online, and there is no live support to correct the bill. The website says fees will be charged for lack of payment, so I am forced to OVERPAY to avoid additional charges even though I have already been overcharged by about \$15. Instead of connecting me with a live agent, the chat feature online kept prompting me to pay my incorrect bill, and when I tried to select the feature to schedule a call with an agent two or three times, I never received a phone call from a human that could correct the problem. It seems LOUSY that Comcast is overcharging when so many people are feeling a crunch economically AND that they don't have any path for a customer to address overcharges on a bill.

Ticket: # 3965508 - unwanted text

Date: 5/7/2020 7:38:11 PM

City/State/Zip: Santa Fe, New Mexico 87501

Description

The current COVID-19 pandemic has impacted on the economy and the way we do business. We have taken certain steps to ensure that we are able to provide you with full support and service as we all wait for the pandemic to turn around. whole foods ® is beginning an exceptionally huge research project in your area. This project happens each week, so we have to select Shoppers to function as a store evaluator. You will be paid \$400 on every task. Every task requires 20-30 minutes of time at the store in addition to time to review your post-visit reports. **CLICK THE LINK BELOW TO PROCESS YOUR APPLICATION:**

<http://www.123formbuilder.com/form-5344927/my-form>

This text came from this person

Respects-

Human Resources Manager - Global Operations

(b) (6)

Ticket: # 3965526 - unwanted repetitive sales calls

Date: 5/7/2020 7:46:09 PM

City/State/Zip: Glendora, California 91741

Company Complaining About: Medical Center

Description

The medical center continues to call 2x per day for the last 2-3 weeks and before Covid about the same to solicit. Live person on the phone. I have repeatedly asked them to stop.

Ticket: # 3965597 - Complaint again Charter Communication/spectrum

Date: 5/7/2020 8:30:41 PM

City/State/Zip: Ortonville, Michigan 48462

Company Complaining About: Spectrum

Description

Dear FCC

I've have service with spectrum/ charter communication since October 2011. Every month I've paid my bill.

I've had service techs at my house over hundred times. The service goes in and out. One of the techs told me it was a transmitter issue.

I've had the area manager at my house to fix this issue with no luck.

Spectrum has never given me any credit for the days I have not service. Honestly I don't know how they stay in businesses. We're not allowed to switch providers in my area so we're stuck.

What has broke my back now is the work from home and school from home in this covid 19 epidemic season.

My kid 13 & 6 cannot finish a zoom session, internet goes in and out.

My wife and I cannot work from home since the internet is very slow.

We have lost wages not only now but when techs come out.

Our kids seem disorganized with regards to school work. When we do connect the teachers have to stop entire class to help my kids with connection issues or ask them to just log out.

We are looking for two resolutions:

1. Charter/spectrum communication resolve our issue.
2. Charter/spectrum communication issue is credit for the years they've refused to listen to us and solve our problem. It's not fair to collection monthly charges if you're not providing the service.

Our service address is : (b) (6)

Ticket: # 3965600 - Frontier Internet Frequent Outages

Date: 5/7/2020 8:32:46 PM

City/State/Zip: New Richmond, Wisconsin 54017

Company Complaining About: AT&T

Description

Frontier Internet is out at least three times a week. Apparently their systems are robust enough to handle traffic in the early evening hours. This is critical and times when I need to do teleconferencing do to working at home related to pandemic. As often or not it's impossible to stream videos. There does not seem to be any solution, except comments to placate those of us in Wisconsin who are unlucky enough to have them in a troubled area

Ticket: # 3965611 - Frontier Internet Frequent Outages**Date:** 5/7/2020 8:37:17 PM**City/State/Zip:** New Richmond, Wisconsin 54017**Company Complaining About:** Frontier Communications

Description

Frontier Internet is out at least three times a week. Apparently their systems are robust enough to handle traffic in the early evening hours. This is critical and times when I need to do teleconferencing do to working at home related to pandemic. As often or not it's impossible to stream videos. There does not seem to be any solution, except comments to placate those of us in Wisconsin who are unlucky enough to have them in a troubled area

Ticket: # 3965686 - Re: [FCC Complaints Ticket No. (b) (6) Charged for equipment that was already returned

Date: 5/7/2020 10:03:07 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Sudden Link

Description

This is a follow-up to your previous request (b) (6) "Charged for equipment that ..."

Hello,

I received a letter dated March 11 from Altice representing Suddenlink that I would be receiving a refund for my FCC complaint below.

It stated I would receive a check for \$100 in up to 5 business weeks.

It has been over 8 weeks and I have not received a check.

I can understand a slight delay with the coronavirus issue, but this is ridiculous.
How do I reopen up my complaint in order to receive my refund?

Thank you,

(b) (6)

Ticket: # 3965690 - Hughesnet.com service

Date: 5/7/2020 10:18:05 PM

City/State/Zip: Idaho Falls, Idaho 83401

Company Complaining About: Hughes Net

Description

Hughesnet is blocking my internet access to my bank, East Idaho Credit Union. When I attempt to log in to my bank's on-line site, a full screen pop-up appears claiming the credit card they have on file will not accept a monthly charge. I do not have a credit card on file with Hughes. I pay with my bank's Auto Bill Pay. I was one day late and Hughes started blocking my on-line access to East Idaho Credit Union, and other web sites, such as coronavirusnearme.com. I try repeatedly to log in but am blocked by Hughes "friendly reminder." I have called them several times and asked that this "reminder" be stopped, but as of 8:00 pm today still cannot reach my bank. I'm sure this practice is illegal. I need some help, as Hughes is ignoring my requests.

Ticket: # 3965701 - Corona virus scam

Date: 5/7/2020 10:36:39 PM

City/State/Zip: Lewiston, Idaho 83501-4653

Company Complaining About: Just Number

Description

CBD gummie bear scam. Got numerous texts from various numbers saying same thing. Blocked them, but keep receiving texts.

Ticket: # 3965727 - No OTA rebroadcast towers near location

Date: 5/7/2020 11:21:44 PM

City/State/Zip: Greenwood Lake, New York 10925

Company Complaining About: Ota Broadcasters

Description

I would like to receive Over the Air (OTA) Television signals from my residence but there are no nearby Transmission Towers or Repeater Towers to my location in Greenwood Lake, NY. Please have a transmission tower placed within 25 miles so that at least some local news can be viewed especially with the Corona Virus and without having to pay for cable or satellite tv.

Ticket: # 3965742 - 4 months of unacceptable service from Cox

Date: 5/7/2020 11:36:05 PM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: Cox

Description

We moved to a new home and transferred our Cox service. Since we've moved in starting January, Cox has had an outage every 1-2 weeks during peak business hours. Alongside of this, Cox has been providing unusable service that is beginning to threaten my career as well as my significant others. Our connection, wired with Ethernet, has been extremely unstable with extreme packet loss, inconsistent speeds as low as less than 1 megabit, and non-stop ping spikes almost every single day since March.

They refuse to address the issue despite being contacted multiple times. During a pandemic of this nature this type of service should be criminal; we are lucky enough to have jobs and at this rate we won't have them unless we can find an internet solution that is not Cox, or if Cox can take ownership and resolve their issues. We've tried multiple routers and modems, calling them, and they still refuse to acknowledge any issues.

Attached to this complaint are screenshots that contain details regarding our unstable service and ping to several IP's - specifically Google Meet which is mandatory for our jobs, Netflix which we use for entertainment, and Cox's own website. I only recently started to log these issues, but as you can see our ping to various servers spikes into the hundreds of milliseconds multiple times per minute, multiples times per day, every single day of the week during peak business hours.

Ticket: # 3965762 - Cox Service Degradation**Date:** 5/8/2020 12:14:39 AM**City/State/Zip:** Las Vegas, Nevada 89139**Company Complaining About:** Cox

Description

I have documented issues of severe packet loss and connectivity issues. Everytime I troubleshoot with a cox tech, I am told there is an outage, and nothing can be done. When I get a notification the outage has cleared, I noticed my issues have not been solved. Upon contacting support again, another outage magically appears. Despite my repeated pleas and suggestions that my issue is separate, I am never accommodated, and never made whole through a pro-rated refund for lost service. Additionally, when service is degraded, I must fall back to cellular data to work from home per COVID-19 guidelines, and thus incur charges. I have sent them traceouts and ping tests which show the path and document the packet loss, yet they continue to insist it is my router, even when direct connected to the modem.

Ticket: # 3965815 - COVID-19 and NJ 101.5 Bill Spadea is a hazard to community

Date: 5/8/2020 7:45:15 AM

City/State/Zip: Wall Township, New Jersey 07719

Company Complaining About: Nj 101.5

Description

Bill Spadea is opposed to social distancing and believes the safety measures we've been directed to take constitutes fraud. That's his opinion, but what I heard him say this morning was dangerous and makes him a hazard to the community. He told us to protest by having someone over, and he's also advising people to not wear masks.

Ticket: # 3965915 - No Closed Captioning on Local 22 / 44 (WVNY / WFFF)

Date: 5/8/2020 9:42:27 AM

City/State/Zip: White River Junction, Vermont 05001

Company Complaining About: Local 22 / 44 (wvny / Wfff)

Description

The consumer states that she has been watching the Vermont governor's coronavirus briefings on Local 22 / 44 (WVNY / WFFF), and she is very frustrated with the fact that these broadcasts appear to lack closed captions altogether. She states that she had previously been able to receive over-the-air broadcasts from an NBC affiliate in New Hampshire until recently (which she judged to have more consistency in respect to the delivery of closed captioning), but she is no longer able to receive this channel through her television antenna due to a recent spectrum auction. Consequently, the consumer now needs to rely on 22 / 44 in order to get this valuable public safety information.

The most recent instance where the consumer reports observing the lack of closed captioning for the Vermont governor's daily coronavirus briefing on Local 22 / 44 was on Tuesday, May 5. The consumer also reports consistent problems with the lack of closed captioning during regularly-programmed local news broadcasts on Local 22 / 44, but was unable to provide specific information on when these issues were observed.

The consumer states that she has contacted the station several times regarding this matter; she reports that her experience has been that the station personnel has generally been very dismissive of her concerns regarding the lack of closed captioning.

The consumer uses an television antenna to receive these over-the-air broadcasts from Local 22 / 44.

Ticket: # 3965986 - Shutting off of cable boxes

Date: 5/8/2020 10:24:44 AM

City/State/Zip: Goleta, California 93117

Company Complaining About: Cox

Description

Cox is still going to shut down paying customers old cable boxes even though techs can't come into the home to install new equipment because of COVID-19. Not everyone is physically or mentally capable of installing cable equipment on their own. Cox claims they can't stop the automatic shut downs. Really? They're a tech company. They need to the shutdown until techs can come into the home.

Ticket: # 3966004 - Stand Up Against Cancer

Date: 5/8/2020 10:34:09 AM

City/State/Zip: Vista, California 92081

Description

I'm writing you this formal complaint due to a commercial that hit home for me. I woke up Friday morning to put my KFMB CW news on. Just to discover what you all thought was the right approach to fight cancer in some sort of "Drama" commercial, was the most horrible and disgusting commercial I've ever seen to pass on a message. My mom is fighting cancer at this time. Do you think this is the most appropriate way to discuss this awful disease. The commercial starts of by stating "we are sick of you, we over you"! Try to understand the side of the victim or victims fighting this disease. Do you think the best way is to take a bunch of actors that are over paid, especially now during COVID and the world at it's most unemployed in the history of the US. This is the most disturbing commercial get a grip on what your expecting as a positive message. Rethink your thoughts and understand there are people suffering a horrible disease and the last thing we want to see are these over paid actors telling me in a commercial they are sick of me. That's the way this commercial starts.

Ticket: # 3966049 - Vehicle Processing Department**Date:** 5/8/2020 10:44:15 AM**City/State/Zip:** Mays Landing, New Jersey 08003**Company Complaining About:** N/a

Description

I keep recewivcing calls from the "vehicle processing department". I haved asked numerous times over the past two years to be removed from the list, but I still receive calls. Sometimes on a daily basis. They spook their number to make it seem like they are calling from my area code. I never changed by phone number after I moved from northern nj to southern nj, but I still have older family memebbers living in north jersey. I am concerned for my family's safety during this pandemic. Of course I picked up a phone call with a number listed as if it is from where my family lives. When I picked up, I got the same opening script from the "vehicle processing department". I am very angry and I want them to stop. The number I received the call from is 908-264-1580.

Ticket: # 3966081 - Optimum (NY) suspended our service in the middle of COVID

Date: 5/8/2020 10:54:29 AM

City/State/Zip: Babylon, New York 11702

Company Complaining About: Optimum

Description

Despite Optimum claiming to be signed onto the FCC's "Keep Americans Connected" Pledge on March 13th they suspended our service this morning. Our bill, which was raise with no warning, was ONE DAY LATE (due 5/7) and they suspended all of our services. This caused my mother to be late to work (WFH) because she had to call & was forced to take money from her savings, because she had a cut to her salary, to pay the bill so she could work. We tried calling & never get through.

Ticket: # 3966126 - AT&T No service

Date: 5/8/2020 11:04:41 AM

City/State/Zip: Bronx, New York 10468

Company Complaining About: AT&T

Description

The consumer was suppose to pay her phone service yesterday.

The consumer states she was sick yesterday and wasn't able to make the payment.

The consumer woke up this morning without payment.

The consumer spoke to a representative and they told her she must pay now before

The consumer states they told her to buy a \$15 card to make the payment.

The consumer states that she can't leave her job to make a payment and doesn't have a credit/debit card to make the payment.

The consumer states that the stores have been closed.

The consumer states that last month she got an individual to pay her bill with there card, but with COVID-19 going on its hard to have someone do that for her.

The consumer states that as soon as she leaves work she can go ahead and pay the bill but she needs her services on in case there is an emergency with her daughter.

The consumer is a care giver and cannot leave her job to make the payment.

CTR-415

Ticket: # 3966130 - xfinity late fees during Corona virus

Date: 5/8/2020 11:05:51 AM

City/State/Zip: Lakewood, Colorado 80215

Company Complaining About: Comcast

Description

Was charged late fees for a late payment that I had to delay due to loss of my job. Call xfinity customer service and only got a recorded message. Went to local store and got no help what so ever.

Ticket: # 3966179 - Availability and Advertised Rates Issues with Verizon**Date:** 5/8/2020 11:23:13 AM**City/State/Zip:** Blakely, Georgia 39823**Company Complaining About:** Verizon Wireless

Description

I live in rural, Early County, Georgia. Our only cell provider option is Verizon. Our home is in a 10 mile area that runs along the state border, the Chattahoochee River that the Blakely, Ga Verizon tower does not reach. Verizon is aware of this, charges us full price for service, and recommended a third-party cell outdoor cell booster that costs \$500+ in order to receive a fraction of service in our home only. Our service has gotten worse since Hurricane Michael devastated our community and now with a local shelter-in-place order due to COVID 19, service has slowed even more. We have purchased a new third party booster which has improved service but not the full service we pay for. The booster cost \$549 and Verizon credited my husband's account \$275 after being on the phone with multiple reps for 3 hours. Every call is a minimum of an hour and usually the first call drops and we have to start from scratch. We think this is a intentional tactic to keep people from following through. They will not give us a monthly credit for the service they cannot provide. We must call in and stay on the phone for 1+ hours to get ran up the rep tiers to get to someone who has authority to help us.

Ticket: # 3966189 - CNBC promoting false CCP stories and Propaganda and acting as Foreign Agents

Date: 5/8/2020 11:27:03 AM

City/State/Zip: Annapolis, Maryland 21401

Company Complaining About: Nbc

Description

NBC and the CCP have significant joint business interests and I would like to file a complaint about this story: <https://www.cnbc.com/2020/05/07/coronavirus-china-vietnam-uae-top-list-as-citizens-rank-government-response.html>

which I consider to be Chinese propaganda perpetuated by a US news outlet.

Ticket: # 3966201 - scam phone calls on government phone

Date: 5/8/2020 11:31:45 AM

City/State/Zip: Wadorf, Maryland 20601

Description

) trying to track and stop these calls that say we have a computer services refund check, or a charge for computer services or finally a get your federally funded Covid cash payment? I get all 3 types every single day on my work phone and usually several a day. Since they are calling my desk phone and not my cell it is the only call I get that is routed to my work cell, should be easy to see who's calling in. The number they call is (b) (6)

Ticket: # 3966338 - Discrimination

Date: 5/8/2020 12:24:50 PM

City/State/Zip: South Deerfield, Massachusetts 01373

Company Complaining About: Verizon Wireless

Description

En light of this COVID pandemic, I feel that Verizon is being Discriminating to other workers that work daily in this. I am not allowed the same discounts as Nurses, Responders, Teachers...I work in a Hospital daily and have to provide for the people that work here and the patients that are staying here. This is extremely discriminatory.

Ticket: # 3966611 - Comcast Failure to Provide Service or Answers**Date:** 5/8/2020 1:56:48 PM**City/State/Zip:** Naples, Florida 34120**Company Complaining About:** Comcast

Description

I have been trying to get Comcast to provide service to my new home since April 19. Every time I try to get someone to speak to I am either hung up on or given wrong information. After waiting since April 19 they informed me yesterday they cannot provide service to me. I have no other options in my area and Comcast services all of the homes around me. They have been no assistance and keep giving me the run around! In the middle of a pandemic. I simply need cable and internet and the line from from their equipment to my home.

Ticket: # 3966673 - youtube deleting videos because they violate their so-called "community standards"

Date: 5/8/2020 2:13:37 PM

City/State/Zip: Sterling, Virginia 20164

Company Complaining About: Virginia

Description

I have witnessed this video site deleting 4 videos that reveal the truth about the coronavirus, its origins, fearmongering used by the media and lies concerning who is responsible for this pandemic. I have warned them to stop the non-sense but they continue with it which is definatrly unconstitutional. I request that you issue an ultimatum stating that either they dispense with their anti-American stance or their license will be revoked. WE THE PEOPLE deserve much better than what they are giving us. Thank you.

Ticket: # 3966920 - Spectrum Billing Practices During Covid-19

Date: 5/8/2020 3:32:59 PM

City/State/Zip: Los Angeles, California 90025

Company Complaining About: Spectrum

Description

I was forced to move recently and had to do so under Covid-19 lockdown, while also working from home. While handling all this, Spectrum is charging me for a full month when they really only provided service for 2 days. They refuse to charge appropriately.

They should be charging for 2 days, not 31 days (especially when I have had a pay cut resulting from the economy).

Ticket: # 3966931 - Unwanted Phone Calls from Prince George's County MD

Date: 5/8/2020 3:37:25 PM

City/State/Zip: Herndon, Virginia 20170

Company Complaining About: Prince George's County County Executive, Prince George's County Council Chair

Description

I have been receiving phone calls from Prince George's County Maryland regarding their COVID-19 response. I am not nor have I ever been a resident of the county. None of their pre-recorded calls give me the option of removing my number from their call list. I do not know how they got my personnel phone number.

Ticket: # 3966980 - Overcharge of \$240 for Poor Optimum Service**Date:** 5/8/2020 3:55:13 PM**City/State/Zip:** Brooklyn, New York 11233**Company Complaining About:** Optimum

Description

In the beginning of March, we were having issues with our internet out of the blue. I contacted Optimum to setup an appointment after sitting on hold for two hours. Once the day came, no one arrived and no one called. So I had to setup another appointment - they told me I would not be charged for the missed appointment and didn't mention any fees included for the services.

Once they finally arrived to fix the internet, it turns out part of the coaxial cable was stapled to the wall by the Optimum technician who setup our internet, so the interruptions were entirely the fault of Optimum. Once I login to pay the bill the next month, we have a \$160 charge for a 'missed appointment fee' and an \$80 charge for a 'service fee' - charging me fees for things they specifically said I would not be charged for.

I sat on hold last Friday 5/1 for two hours trying to fix this billing issues - once I got through to someone they told me I shouldn't have been charged and that a manager would be in contact with me in the next 48 hours. No one reached out - so I called again today 5/8, sat on hold for three hours, and was told that I would still be charged for the service fee, even though our entire issue was caused by Optimums incompetence and poor service. Once I contested this, I was told that the manager would be in touch this week, which I know from past experience will not happen. I have seen from posts on Facebook and Twitter that they are raising prices during the pandemic, and many people have no internet or phone service or are still being charged huge fees for items that have been returned etc. This is a monopoly issue as they are the only internet providers we have access to in our neighborhood. We have nowhere else to go for an essential service while they continually prey on and gouge customers during a pandemic. If there is anything you can do, please help.

Ticket: # 3966993 - Spectrum

Date: 5/8/2020 3:59:20 PM

City/State/Zip: Fairport, New York 14450

Company Complaining About: Spectrum

Description

Spectrum is price gouging. Raising rates during a pandemic and not processing new service requests. They are also taking CC payments by phone and hanging up on customers. They also cut my service off 5/5/2020. And I am DISABLED.

Ticket: # 3967024 - Cell phone gouging during a pandemic

Date: 5/8/2020 4:08:19 PM

City/State/Zip: Fairport, New York 14450

Company Complaining About: Cricket

Description

Cricket cell service is now charging an additional \$2 on monthly bill. They raised these rates 4/30/2020. We are in the middle of a pandemic. I have the chat copies. He refused to bring my rate down the \$2 increase.

Ticket: # 3967068 - Optimum Billing Issues

Date: 5/8/2020 4:26:24 PM

City/State/Zip: Bronx, New York 10462

Company Complaining About: Optimum

Description

The consumer called Optimum on March 13th to set up Internet services with them.

The consumer spoke to a representative from Optimum and he opened an account for him under the name (b) (6) instead of (b) (6). (representatives fault because he clearly said (b) (6))

The consumer was told that he would owe \$112.00, \$59 for the connection (technician) and \$53 for the pre-month charge for internet service.

The consumer paid with a credit card on March 13th.

On March 14th they came out to his home to install the services.

On the 17th of March he called to add cable and when giving his name no one appeared and they said there was no account active under that name.

They came to realize the representative messed up and opened an account for him with a different name

They told him that he must close the account and then open a new one in order to add cable services.

The consumer was told they would credit the \$112.00 but he must pay \$92 for them to install new equipment and take the old equipment back from March 13th.

They also told him to use a different payment method so he wouldn't confuse the previous charge. He has yet to receive his money back.

On April 28th, the last day he spoke to them, he spoke to a supervisor that told him they would return the money to the card and understood that because of the reps wrongful doing in 24-48 hours (\$112.00)

The consumer was told he would receive a call to verify that he did receive the credit last week, yet he hasn't received a call or the money back.

He has been paying the balance for his services and because of COVID-19 he needs his money back now more than ever.

The consumer is paying the price for an employees mistake, that shouldn't happen.

CTR-415

Ticket: # 3967141 - Cox Communications No Availabiliy

Date: 5/8/2020 4:50:23 PM

City/State/Zip: Tulsa, Oklahoma 74135

Company Complaining About: Cox

Description

The consumer would like to file against Cox Communications whom he has internet with.

The consumer tried to pay a bill on April 30th and for some reason they didn't take the payment.

The consumer got his service shut off at 11 pm a few days ago.

The consumer knows that they signed the pledge with the FCC to not shut services off.

The consumer is upset that they shut his services off whenever they agreed not to by signing the pledge COVID-19.

The consumer would like for them to turn his services back on.

CTR-415

Ticket: # 3967178 - Slow, inaccurate and incomplete captioning by landline non-VRS forms of TRS

Date: 5/8/2020 5:02:39 PM

City/State/Zip: Winnetka, Illinois 60093

Description

FCC Order DA-20-281 grants for a limited time to non-VRS forms of TRS a waiver of the requirement that 85% of calls be answered within 10 seconds with the condition that 85% of calls be answered within 120 seconds because they are not equipped to handle increased calls arising from the COVID-19 crisis . Users of their captioning service, who were struggling with delays and inaccuracies before the emergency, now must deal with even more delays and inaccuracies that render the service virtually useless. Many of us know from our use of InnoCaption mobile captioning that accurate captioning without delays can be provided, even a time of crisis, by using ASR as part of the captioning program until a CA is available. The FCC needs to require the same level of service from all non-VRS providers of TRS.

Ticket: # 3967234 - Heavily congested Xfinity Internet Connectivity**Date:** 5/8/2020 5:32:59 PM**City/State/Zip:** Sammamish, Washington 98075**Company Complaining About:** Comcast

Description

The area where we live Comcast Xfinity is the only internet provider offering speeds greater than 100 mbps. Since the Covid-19 situation has unravelled and the number of people WFH has increased, I have noticed that the Comcast Internet speed hasn't been consistent and many time there is lot of packet drops resulting into extremely bad video conferencing experience for folks working from home. Initially, I thought it might be an issue with my home cable modem o r wifi router. However, I upgraded both of them to the latest but that didn't help. So, I called Comcast multiple times, even upgraded my service to a faster speed including paying \$15 more per month with the hope that the upgrade will fix the issue. However the issue still persists and it has been significantly impacting my and my wife work productivity. I also inquired with 4-5 of my neighbors who have Comcast and they all mentioned that they are experiencing similar issues with Comcast service for last 1-2 months . Comcast has been dragging its feet on the issue and is not fixing the root of the issue.

Ticket: # 3967263 - Please help - senior citizen

Date: 5/8/2020 5:49:35 PM

City/State/Zip: Frisco, Texas 75034

Company Complaining About: AT&T

Description

I have been having problems with AT&T billing (Internet, TV, and Phone - bundled). I tried to handle it on my own without getting a third-party involved. I did get in contact with the Office of the President at AT&T, but then I got pulled in a different direction due to family health issues and the COVID-19 crisis. I tried to reach out again to reach AT&T's OOP several different times, but I get stuck in there very thorough cycle of transfers. No one seems to be able to get me back to the person called 'Diamond' at the Office of the President. I am at the point that I need help from the FCC. I received a bill (disputed amount) and I went online. When I went online the account said I am in 'collections'. I wish I would have taken a picture of that, but I didn't. I paid what I have been paying on the account and logged out. I reached out to some friends and they informed me that due to COVID-19, AT&T cannot put me in collections or anyone for that matter. Also, the amount is disputed which is why I was trying to get help from the Office of the President in the first place. I am a senior citizen and I would appreciate if you can intercede in this on my behalf. Can you please help me get in touch with the Office of the President to someone who can fix my account which I have been paying on monthly? Thank you kindly.

Ticket: # 3967275 - charges on directv bill for regional sports fee

Date: 5/8/2020 5:57:57 PM

City/State/Zip: Seward, Illinois 61077

Company Complaining About: Directv

Description

We are being charged a regional sports fee of \$9.99 a month. With COVID-19 there are no regional sports going on. We do not feel we should have to pay that charge. Directv says no choice about it. I would like that credited to my account.

Ticket: # 3967328 - T Mobile Fraudulent and Deceitful Practices Causing Financial Harm

Date: 5/8/2020 6:33:52 PM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: T Mobile

Description

I own a business in Las Vegas Nevada and we do business solely in Las Vegas Nevada. The company's cell phone provider is T-Mobile. When we request new phones for our company, we request Las Vegas numbers cause we solely operate in Las Vegas and our ENTIRE workforce lives in Las Vegas. When the Governor provided the directive to have employees work from home, my company played our part in the solution to COVID 19 and sent as many employees home to work as possible. My company gets our land line dial tone from Cox Communications. So to follow the Governor's order we forwarded all our landline phones to the T-Mobile cell phones. When I got my first Cox Communications bill, there was a large long distance cost for only one phone call forwarded from the Cox landline to the T Mobile cell phone. It appeared to me that the world was viewing this 702 cell phone issued to my company as not being in Las Vegas. So the company called T Mobile through our representative (Amanda Galloway) and they said that the phone is a Las Vegas phone and it was not there problem. So I had to hire a phone consultant incurring more out of pocket expense to figure out why this phone solution was costing so much money because this phone cost was going to be detrimental to my company being able to operate financially and perhaps more importantly safely. After incurring costs with the phone consultant, the phone consultant introduced me to the "North American Telephone Exchange" where it clearly shows that the number in question (702) 969-3833 was a Mesquite Nevada number that generates much higher costs to call. All 15-20 cell phones besides this one that I also have from T-Mobile are Las Vegas numbers, I do not own a business in Mesquite, and I have no employees that live in Mesquite, etc. After I had to pay money and expend days trying to uncover this mystery that was being covered up by T-Mobile and now I know this could have been figured out in one minute by accessing the "North American Telephone Exchange", T Mobile said they would not reimburse me for the phone costs incurred, the consultant I had to hire, and all the dollars I am going to have to spend to change marketing and company materials to reflect a new number that is located in Las Vegas. As T-Mobile told me that they could not change that old Mesquite number to be a Las Vegas number. I am very disappointed by the fraudulent and deceitful practices of T Mobile and even more disappointed that all my money and efforts could have been minimized by T Mobile taking 30 seconds to look up the "North American Telephone Exchange". I feel I am entitled to my additional phone costs, rebranding costs, and compensation for my time and effort to deal with this issue solely caused by T Mobile due to T Mobile issuing an out of plan phone and then being deceitful or maybe lazy that caused me to incur more costs when those could have been avoided by simply referring to the "North American Telephone Exchange".

Ticket: # 3967370 - False Advertising

Date: 5/8/2020 7:05:29 PM

City/State/Zip: Greenwood Lake, New York 10925

Company Complaining About: Optimum

Description

If you look advertised pricing packages of Optimum in the following location (<https://www.optimum.net/pricing-packages>) they advertise Broadcast Basic as \$24.99 per month. After waiting over 3 hours for a callback which was from the wrong department and waiting another half hour for the transfer to the correct sales department. They then informed me that to add television to my account (I already subscribe to Internet for \$40) it would cost me at their minimum price of \$50. I asked why I couldn't get the advertised price for Broadcast Basic at \$24.99 and they said that it was not possible to get that low price. During the pandemic I would like to have reasonably cost Television and would love to use Over the Air transmissions but that is also not available to me. News with important information that changes daily should be available just like radio is around the United States.

Ticket: # 3967375 - Hidden charge for data overage

Date: 5/8/2020 7:06:18 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Sudden Link

Description

On May 7, 2020, I received a bill from my internet provider with a \$90 overage charge for exceeding the data cap for the period of 2/29/2020 to 03/31/2020. My provider is Suddenlink, 200 Jericho Quadrangle, Jericho, NY 11753-2701.

I called Suddenlink today, and talked at length with "Sarah", who told me Suddenlink could not waive this charge - or any other pending overage charges.

I have several issues with this overage charge. First is that I should have been warned I was nearing overage levels. Suddenlink claims they have an automated system, and I must have been informed. I do remember getting a message on my cell phone that said "This is Sue (don't remember actual name) from Suddenlink. Please call me back at 555 555-5555." I called 5 minutes after the time on the message. Got an answering system that was full, and not taking new messages. Tried calling back several times. Most times, the call was simply disconnected. When I did get through, I could not leave a message. I have to assume this is the way Suddenlink was "notifying" me of the situation using their automated system. I have looked back through the paper bills in 2020. There is no indication of any issue with data overage. The paper bills do not have any indication of how much data was used - as I am accustomed to seeing on cell phone bills. The paper bill is how I was informed of the \$90 overage charge - a communication tool that communicates when an effort is put into using it.

Was also told I could monitor internet usage using my online account. The Suddenlink online account is not at all user friendly. It is very good at communicating "specials" and at hawking tv shows - but very bad at providing the consumer with usable information. For example, in multiple places, the site states that the consumer can update their account any time of the day. When I tried these links, they did not work. Sarah today explained to me that since I am an existing customer there are some links that will not work. So, there was not way for me to take care of the overage issue online even though the site claims it can be done. Seems to me to be misleading at best and at worst fraud? Also, have not yet been able to figure out how to "monitor my usage" in my online account.

Really does not make for a happy consumer.

This charge is for the overage from 02/29 to 03/31. It is now May. I am very concerned since this does not cover the COVID-19 stay at home period when I know our internet usage has increased. Also really not in the "we are all in this together" spirit. Might even be taking advantage of the situation.

Would like to see these charges waived, and like for Suddenlink to provide a more transparent method of monitoring monthly data usage.

Ticket: # 3967400 - NewWave Communications/Cable One Cable Provider

Date: 5/8/2020 7:18:51 PM

City/State/Zip: Mooresville, Indiana 46158

Company Complaining About: Cable One

Description

I thought that I understood during the COVID-19 virus that companies could not change any billing. NewWave added on to my cable tv billing a \$16.15 charge for broadcasting local stations. This company is constantly raising prices and seems to be without justification.

Ticket: # 3967440 - Wrongly Charged

Date: 5/8/2020 7:48:34 PM

City/State/Zip: Corona, California 92880

Company Complaining About: Spectrum

Description

I was unhappy with service so I switched to ATT&T which was installed March 17th. Spectrum was not being used as of that date. I tried multiple attempts to contact them but due to COVID I was not able to get through. Tried chat and calling. I finally got ahold of someone but because it was a few days after my billing cycle they tried to bill me \$235 for another month. Got ahold of supervisor which admitted that they have had high call volume and trouble getting through. I work two jobs and couldn't sit on the phone for 2 hours. I was advised they would open a case and I would hear from them in 7 days. Heard nothing. Then get a bill and says I owe an additional \$61 for unreturned equipment. Everything was returned including the remotes that were optional. Rude and not willing to work with me on multiple occasions. was told different stories by different employees.

Ticket: # 3967446 - WOW Internet Service

Date: 5/8/2020 7:55:48 PM

City/State/Zip: Augusta, Georgia 30907

Company Complaining About: Wow

Description

I am not able to select another internet provider in my area. Due to this restriction the internet company WOW provides less than stellar service. I pay for 200 MBPS service but only receive 5 MBPS, this occurred before COVID-19 so this is not a new issue. When I call to see what can be done I have been hung up on. They will direct me to use their specific speed test which will show my speed at 70 MBPS, then I check on two different ones and it will show 5 MBPS. I asked if the other two are showing the same speed and yours is showing one that is over 10 times that amount how is that? I was hung up on. Please allow other companies to compete in areas. It will allow competition which is better for the consumer. I have no choice and because of that they do not have to provide a good service.

Ticket: # 3967504 - Keep Americans connected

Date: 5/8/2020 8:56:06 PM

City/State/Zip: Redford, Michigan 48240

Company Complaining About: Wow

Description

Do to covid-19 pandemic wow cable sign the keep Americans connected contract. I was laughed at by supervisor from wow cable when I was finally able to reach them after they disconnected my services and completely wiped out my sons work programs from school stating that their "keep Americans connected" contract ended last month even though we the American people we are ordered by our governor an extended are stay-at-home order. WOW cable would not and refuse to make a payment plan to turn my services back on they demanded it be paid in full knowing I was vulnerable in high risk for covid-19 informing them I was legally blind I need it to able to hear what was going on in this world and my son's needed internet to keep up on their homework. Before this pandemic even happened I have had ongoing issues with wow cable internet customer service they are very rude very very long wait time being hung up on consistently and they love to make their customers feel stupid by belittling them. There is way more to this issue if I could be contacted that would be great so I can go into further detail. If we the people were extended to stay home this keep Americans connected contract should have been extended as well.

Ticket: # 3967524 - Comcast Unfair Business Practice**Date:** 5/8/2020 9:23:12 PM**City/State/Zip:** Lancaster, Pennsylvania 17603**Company Complaining About:** Comcast

Description

Comcast Xfinity Basic Internet services started charging new Internet customers that receive government assistance, \$9.99 a month, due to the COVID-19 crisis. I receive government assistance per their requirements but because I am an existing customer I cannot qualify for this rate. I pay \$30 more a month. I feel discriminated against because I have budgeted my money to cover Internet charges while others can get the same services for a lot less. As a senior on medical assistance and unemployed during this crisis I feel I should be eligible for this deal also. I have been paying full price for two months now to avoid late charges and would like to receive this lower rate and be reimbursed. I have contacted Comcast's Customer Service and sign up department for the new program and have been turned down for the lower rate. Can you help me?

Ticket: # 3967554 - Constant issues**Date:** 5/8/2020 10:21:06 PM**City/State/Zip:** Johnson City, Tennessee 37601**Company Complaining About:** T Mobile

Description

T-Mobile, when I first did business with them, was a company that cared for feedback and acted on it. Over the last year, they have proven that they couldn't possibly care less for my complaints. I will mention the following:

Deceptive Marketing: It is the utmost dishonest to call it "Netflix On Us", and since it came out, I've still had to pay for it anyway. No matter what package I bought, even the so called "free" ones, I still paid extra. A lawsuit should be filed for this.

Second: My plan prices. I've provided honest feedback that the prices here cost way more than Verizon or AT&T, and when I reduce my number of voice lines as they are not needed, I am penalized for that not only by having to pay even more for the service, but to lose the "free perks" I never got for free in the first place. It seems T-Mobile only cares about people who buy multiple voice lines

Last, but not least, the service. My quality of service has become absolutely undependable and deplorable the minute I step indoors to any structure, be it a building or a house. My service is either non-existent, or so weak that is an absolute insult to say that I have a bar of service. My complaints over the past years have not only fallen on deaf ears, but all I ever hear is about the lousy Sprint merger. So, T-Mobile not only refuses to fix my problems, but they outright do not care about the issues that I've had.

I never wanted things to be this way, but I don't have any choice. I get that COVID-19 has slowed things down, but my issues go before the illness ever existed.

I am willing to talk to an executive member to work out any issues to an agreeable resolution, but the way T-Mobile has been operating is completely unacceptable.

Ticket: # 3967566 - Direct TV satellite updating in middle of news

Date: 5/8/2020 11:29:38 PM

City/State/Zip: Tuscaloosa, Alabama 35405

Company Complaining About: Directv

Description

Direct TV is updating their receivers in the middle of the 10 pm CDT TV newscasts. This has been going on for several nights now. Not a good idea w/the covid-19 going on & one of these times, it's going to happen during a severe weather outbreak. Didn't Direct TV have a similar problem just recently? Seems to me, they're ACTIVELY attempting to drive away customers, especially long time customers like me (since 2006). I've attempted to contact them but they REFUSE to listen. I couldn't tell you what my account # is @ the moment.

Ticket: # 3967608 - Verizon

Date: 5/9/2020 3:15:24 AM

City/State/Zip: San Diego, California 92117

Company Complaining About: AT&T

Description

I have a complaint re: Verizon. I spoke to different CSRs before purchasing lines with Verizon and they all assured that my phone numbers are portable. It's like a catch and I feel like that I was just fooled. The lady whose name is (b) (6) even said that she's sure I can still use our phone numbers from AT&T so she advised me to open up my lines so she can start the process. I had to purchase everything from AT&T and even paid off the supposed to be free phones. I spent a total of \$1200 upfront. And it's not an easy money especially this time of Pandemic. She said Verizon has better deals cos I am a nurse. So instead of helping me, I feel like they took advantage of me! As soon as I got the phones and SIM cards from Verizon, it's hard to get a hold of any of the CSRs. They even said that stores are closed and we have to do everything over the phone. She was trying to PORT my 2 important phone numbers and she's now saying it's not portable. Which is entirely different from what she was saying when she was selling!!! She gave me different phone numbers and website so I can do it myself but still no HELP! My numbers are still not portable! So after spending more than a thousand of dollars, do I still have to pay for reboxing fees of these phones I want to return? It's not my fault in the first place. I just updated my legal documents including our trust and living will also my bank information in the Philippines with approval to these phone numbers before any transactions... so I cannot afford to change my phone numbers like what she advise! I'd like to return these Verizon phones and SIM without paying anything and I want to make sure that that CSR gets a proper training! Cos this is so much HASSLE she caused me. Her name is (b) (6) and her phone number is (b) (6) She even misspelled my name in the account. Please contact me ASAP:

(b) (6)

Ticket: # 3967644 - Comcast problems

Date: 5/9/2020 7:19:53 AM

City/State/Zip: Holly, Michigan 48442

Company Complaining About: Comcast

Description

I have had Comcast for 14 years. I haven't had that many issues until covid 19 arose. Since December 2019 they have been changing my bill every month. Then they said I get a dVR on my box then next month I'm being charged for it, when they said it would be free. So every month I call nothing gets resolved, they just try to sell me a new package. Witch I've agreed to several times then they tell me my agreement is not valid. I've requested to speak to a supervisor several times. They say we will have a supervisor call you back after they give me another sales pitch. This is taking up so much of my time dealing with this company. For what being a loyal customer? For always paying my bill on time? They won't allow me to speak to a supervisor. They won't even put in my complaint. I have now waited by the phone for 4 days waiting for a supervisor to call. They won't!! I don't know what else to do?!

Ticket: # 3967668 - COVID-19

Date: 5/9/2020 8:57:58 AM

City/State/Zip: Akron, Ohio 44320

Company Complaining About: Sprint

Description

On or around April 15, I contacted Sprint to inform them I have not been working since the 9th of April and I could not pay my bill, so I was given an extension for the 12th of May. I contact by Chat and update of any change in my finances, so this is what one of what I was told. "\$650.92 will be paid by you on 05/23/2020. To cancel visit sprint.com at least one day before. By canceling or if it is unsuccessful you may forfeit eligibility for another payment arrangement. Full terms and conditions are available on sprint.com. Do you agree?" I can't promise that, because they will use it against me in the future. They did it in the past. If I work on the 11th, I would be able to pay them that much on/by that date. They care about their money now. After explaining the situation. If I start back to work, how will the employer call me? Sprint don't care.

Ticket: # 3967701 - Cell Phone service purchased through Verizon wireless sudden and ongoing very poor service

Date: 5/9/2020 9:55:13 AM

City/State/Zip: Middleburgh, New York 12122

Company Complaining About: Verizon Wireless

Description

I have used Verizon wireless for a few years. I live in Middleburgh NY 12122 and the Verizon service at that time until 2 months ago was excellent. Suddenly the reception during calls has been fading and dropping. I contacted Verizon several times in the last 2 months. around 4/7/20 they stated the problem was with my phone and I should use my insurance to have a new phone sent to me at the cost of \$149. My brand new phone had the same issues. I called Verizon back on 4/12/20 finally admitted that there is a problem and gave me a ticket number (b) (6). I called again on 4/14/20 to ask the status of the ticket number and Verizon said it is my phone set up and assisted me in troubleshooting my phone. The trouble shooting did not work and the Verizon rep stated that they cannot hear me due to my voice fading out. I called again about the ticket number and Verizon stated that "no status" was the message with that ticket number. I was then forced to purchase a Spectrum land phone.

I called Verizon on 5/8/20 asking the status of the ticket and the rep insisted that my set up was not working properly and proceeded to go through my phone remotely to check the set up. This Rep, Pierre, also stated that I was fading out and he would call me in an hour because the "set up" may take a little while to work. I used my phone during that hour and the those I called still couldn't hear me. In about an hour, I received a Tech coach text and I replied that The text coach said he would call me. Their reply was to call technical support again. I lost my job due to COVID19 and I am applying for jobs on line. I was selected for a job and scheduled for a telephone interview. I also asked many in my immediate area how their Verizon wireless phones are working and they are having the identical problem. Many have called Verizon to lodge a complaint with no resolution. Most people in my small town opted for Verizon wireless because it allowed quality calls and service. That ended two months ago. Many are laid off and/or in poor health and do not have money to purchase new service or new phones.

Many also are not having the ability to text while in the Village of Middleburgh.

Ticket: # 3967731 - bill

Date: 5/9/2020 10:33:29 AM

City/State/Zip: Alexandria, Virginia 22312

Company Complaining About: Comcast

Description

increased my bill from 34.99 to 54.99. Secondly I don't need it I wan't to cancel it, I was't able because of covid- 19.

Ticket: # 3967733 - Suddenlink service failures, neglect of service, poor quality, lack of response

Date: 5/9/2020 10:46:19 AM

City/State/Zip: South Charleston, West Virginia 25309

Company Complaining About: Sudden Link

Description

I am a Suddenlink customer. I have tried to go in person to their store, which has been closed due to pandemic. I have been unable to reach suddenlink to work out a resolution despite 5 call attempts. Their schedule a call back feature automatically hangs up on you when you schedule this call back. We were forced to pay more money this past month when our internet service was slowed by suddenlink-

My wife is working from

Home so we had to pay this. We are also being charged for a rental router (for 10 years) that was Never provided - I would like refunded for the 8 years of fraudulent router rental and increased internet cost (20/month) as well as be provided internet that does timeout regularly and that is adequate speed and bandwidth for regular video conferencing (20.00 plus tax)

Ticket: # 3967741 - Billing and Customer Service

Date: 5/9/2020 10:59:06 AM

City/State/Zip: Maplewood, Minnesota 55119

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has suspend my account in March 2020 for non-payment even though I had made payment right before the suspension. To have the line reinstated, the provider intended to charge me a reinstatement fee. I tried to rectify the issue with the company's representatives. But instead one of them would interrupt me all the time and argue with me. I asked that my account be closed completely from the date it was suspended. The representative would refuse to do that and added that I would still be responsible for the monthly charges even though the account was closed and not used. He would also choose an intimidation tactics by threatening me with all charges to come, including my equipment plan. When I asked to speak with the manager, the representative refused to connect me to one, stating that I would be given the same info by the manager as well. In April, I paid off completely my equipment plan so that Verizon does not use it as a leverage against me in the future. However, I still have numerous issues with my account. The most important one is that I am no longer a primary holder of the account according to the Verizon app and the website. Hence, I am unable to see my charges and make payments for them. Sometime in April, I tried to reach the customer representative by the phone again. After being on hold for more than 18 min, I gave up trying to fix this issue with the company itself. I do not find such practices on behalf of Verizon appropriate especially during this pandemic outbreak. But when you check its website, the company claims to be there for its customers. In practice, however, the reality is quite the opposite.

Ticket: # 3967743 - Phone company took money without authorization.

Date: 5/9/2020 11:00:37 AM

City/State/Zip: Detroit, Michigan 48215

Company Complaining About: Comcast

Description

I have an account with xfinity mobile for two cell phones. I called about a month ago to set up a payment arrangement for the bills because I'm unable to work at the moment due to the pandemic. The arrangement was for the 30th of May. I put money on my card to pay my rent and they went into my account on the 8th and took out \$302, despite there being a payment arrangement in place. I called the day before and spoke with a representative who advised me that there was a specific department that dealt with that and that he was going to have his supervisor call me back to go over refund since he was not available at the moment. I received no calls so I call back this morning and the customer service representative Annie told me it was past due and regardless of there being a payment arrangement in place, I still owed the money so I could not get it back.

Ticket: # 3967779 - My number is being spoofed

Date: 5/9/2020 11:46:24 AM

City/State/Zip: Maryville, Tennessee 37803

Description

Hello,

My name is (b) (6), for what it is worth I am filing a complaint because my number was spoofed on May 1st. I have gotten 26 'return' phone calls in the last hour. My business is closed from COVID and I am having calls forwarded from my business to my cell phone. This is ridiculous that it is NOT illegal when THIS specific caller is actually trying to scam people. Please do something about this.

Ticket: # 3967896 - Charged For Services Not Received

Date: 5/9/2020 2:00:50 PM

City/State/Zip: Westbury, New York 11590

Company Complaining About: Optimum

Description

Every month Optimum charges me \$10.47 for "Regional Sports." Due to the coronavirus, there have been no regional sports since early March. I should not be assessed this charge.

Ticket: # 3967899 - Billing Issue**Date:** 5/9/2020 2:04:58 PM**City/State/Zip:** Tustin, California 92782**Company Complaining About:** AT&T

Description

I called AT&T asking if they had any relief for Covid-19 since I lost my job. I was given \$50 off for 3 months # (b) (6) I was told the discount would be for May, June, and July. Today I received my bill for 151.00 that is higher than my normal bill. I called and was told they generated my bill before the discount was applied. That's a lie.. I also have no idea why the bill increased. AT&T is famous for gouging it's customers and have no problems lying to us. Their billing practices need to be investigated. If they can lie and over bill me imagine how many other customers they are stealing money from # (b) (6)

Ticket: # 3967964 - Direct TV

Date: 5/9/2020 3:22:28 PM

City/State/Zip: St Johnsbury, Vermont 05819

Company Complaining About: AT&T

Description

During the COVID 19 pandemic, ATT doubled the amount of the television service, turned our service off for nonpayment(we could not work sue to COVID). ATT then continues to charge for a service that is not being provided and refuses to disconnect tv service until June 6th (the cancelation call was placed on May 9, 2020) ATT continues to bill until the cancellation is complete.

Ticket: # 3967969 - FIRST ROBOCALL for TODAY 5-9-20

Date: 5/9/2020 3:23:42 PM

City/State/Zip: Troy, Michigan 48098

Description

Here's the FIRST ROBOCALL for TODAY 5-9-20.

I'M ON THE DO NOT CALL LIST!

This was a text message. No doubt it's a SCAM.

"Hi, my name is (b) (6) and I'm with a local community group helping MI residents through these uncertain times by providing vital resources and information. Can we help you with any resources or information for COVID-19 relief such as info on stimulus checks, locating testing sites, resources for the unemployed, or how to help out your community?"

(b) (6) 5-9-20, 2:24 p.m.

Ticket: # 3968009 - Internet for students

Date: 5/9/2020 3:59:26 PM

City/State/Zip: Van Nuys, California 91405

Company Complaining About: Spectrum

Description

The internet was hired for my son to do his homework and classes because of the pandemic that was the promotion that I agreed with the internet provider 60 days free with the installation included ,first month they do not stop the harassment of email calls saying that I they are going to collect for not paying the months is arrears,I spoke with many of them and none of them solves anything,they are going to investigate today , they disconnected the internet and if I do not pay the months is arrears they will not connect it , the worst thing is that my son cannot do his homework and I do not have the money to pay 3 months, 2 of which were free and the connection says that they record the calls in all I mention the promotion help me please I want to pay my month but just my payment was on May 19 \$34 dollars and cents now they are almost more than \$200 it is not fair it was error of them not mine thanks .

Ticket: # 3968052 - Terrible internet service

Date: 5/9/2020 5:13:22 PM

City/State/Zip: Sandy Springs, Georgia 30350

Company Complaining About: Comcast

Description

Consistent internet connection. Especially during the pandemic and having to work from home. The service has been terrible. There's been several days where I can't work! And in the climate now, the internet can't be the thing that makes me lose my job.

Ticket: # 3968085 - Internet issues with cox that never seem to get fixed

Date: 5/9/2020 6:17:47 PM

City/State/Zip: San Diego, California 92105

Company Complaining About: Cox

Description

I've been with cox communications for about 14 years now and I've always had some connection issues here and there that never were really a problem as they would fix the issue at hand as fast as possible but the last 2 years I've felt betrayed by their anti-consumer practices to first add data caps(which we didn't have before) but now I have unlimited data and pay for 150mbps download and 10mbps upload but these speeds I'm paying for are never reached always sitting at 60-90mbps down and 3-5 up. I am not getting what I've paid for ever. The cox customer support reps I talk to are usually pleasant but when talking to you sound as if they are reading off a script. Saying things like "there is an outage in your area" or "our techs are currently working on the issue" when in reality all they do is restart your modem and hope it works. Currently I am working from home, my kids are taking classes online however non of this is feasible as Cox's internet speeds are unreliable. Randomly shutting off, going from mediocre speeds to nothing, latency through the roof just for it to come back and do that multiple times. Support tries to throw buzz words at you thinking that you aren't tech savvy enough to understand what they are saying and try to BS you into thinking it's your fault instead of fixing the problem at hand. Since April 21st to today May 9th I've had problems that I've never had before, I've tried contacting support for help with no progress, thought to myself maybe it's on my end? Troubleshooted everything in my home but everything works 100%. I either suspect cox is throttling my internet for its own self interest or does not care about the problems their consumer is facing during a global health pandemic and chooses to ignore them. For that reason I've filed this complaint to the FCC.

Ticket: # 3968119 - Network service

Date: 5/9/2020 7:43:06 PM

City/State/Zip: El Dorado, Arkansas 71730

Company Complaining About: AT&T

Description

I live in Arkansas, but get my local channels out of Monroe, Louisiana. So I am not getting any of my local information on the news, it all comes from Louisiana. When I am getting updates on the covid19 pandemic, it comes from Louisiana. I am not getting any information from Arkansas. I do not think this is right. I pay for a service that is not helping me at all, there need to be some changes to this so we in lower Arkansas can get news pertaining to our state. I would appreciate some feed back from you!

Ticket: # 3968201 - ATT Violating FCC COVID-19 Pledge Extension

Date: 5/9/2020 11:36:14 PM

City/State/Zip: Fort Wayne, Indiana 46835

Company Complaining About: AT&T

Description

ATT says that they pledge to not terminate service for those who cannot pay due to COVID 19 through June 30. However, when inquiring about using this extension, they have ignored me through multiple platforms of communication. Since I cannot get confirmation from them that they will not terminate my service on May 22 or after, I am asking for the FCCs help in this matter. These attempts at contacting them are in addition to trying to communicate with them directly through their app.

Ticket: # 3968212 - Spectrum Internet Costing Me My Job

Date: 5/10/2020 12:51:29 AM

City/State/Zip: Los Angeles, California 90012

Company Complaining About: Spectrum

Description

I moved to a new apartment today. I called Spectrum 3 days prior to alert them of the move. The internet does not work and they told me a technician cannot come out until Wednesday. I am working from home a NEED Internet on Monday or I will lose my job. I spoke to a supervisor and they said there is absolutely no way they can escalate the request or get a technician out any sooner . I cannot go into my office due to COVID-19 and need Internet to do my job. I'm now paying for Internet that is not working and need this investigated.

Ticket: # 3968221 - Local access TV

Date: 5/10/2020 1:32:42 AM

City/State/Zip: North Haledon, New Jersey 07508

Description

Can you help NORTH HALEDON, HALEDON, PROSPECT PARK broadcast during COVID-19? We have programming, but, the studio at Manchester High School is closed.

As the Municipal Alliance Coordinator for Clifton and Wayne, I am well aware that

the isolation caused by COVID-19 can be extremely dangerous to the mental and physical health of our senior citizens. Especially those with only their TV to keep them company. Many haven't seen or heard another person in over 6 weeks.

We're reaching out to all New Jersey towns to find ways of connecting with seniors who haven't seen or heard another person for over 6 weeks. We're asking these towns to broadcast an exercise, craft or cooking demo or even encouraging messages from local business owners which we have offered to record at no charge.

We're contacting New Jersey towns to create and broadcast programming on their Channel 77 local station so that a senior citizen can turn off the news and tune in to their town. Messages from local business owners will give the feel of bringing Main St. home while an exercise class can help keep seniors active during COVID-19.

We are all aware that exercise can keep minds and bodies strong which is exactly what is needed during this time.

We're looking for COVID-19 heros and hope with your help we can reach all of New Jersey with either an encouraging message, exercise, cooking or crafting program, scenery or resource list.

Ticket: # 3968284 - DISH NETWORK

Date: 5/10/2020 9:47:54 AM

City/State/Zip: Wedgefield, South Carolina 29168

Company Complaining About: Dish Network

Description

I canceled DISH Network because they kept making errors on the bill and when we called in the representatives were too incompetent to resolve the issues. And, they would not stop trying to draft my accounts even when I told them too. This is the same problem that I am having now. They keep trying to do an automatic draft from a cash card for 400.00. The first time I called in the representative could not figure out what was going on. That was a waste of my time. The second time, today, the representative did figure it out, but they said there is no way that they can stop drafting the account and they will not accept payment arrangements on the cancellation fee of 400.00. During COVID-19, I am not working. I do not know what their problem is but I am about fed up.

Ticket: # 3968292 - ATT Access Plan**Date:** 5/10/2020 10:24:53 AM**City/State/Zip:** Kalamazoo, Michigan 49001**Company Complaining About:** AT&T

Description

I signed up for ATT's access plan, that should have been installed May 5 between 12-4pm. An agent came out but mentioned he need a line technician to come out to fix my cable lines which was rescheduled for May 9 between 12-4pm. No one ever showed up for my appointment and I've been unable to get service installed still due to the following six reasons that different agents from Tech and Customer Service:

- 1- COVID caused an agent shortage (despite my two scheduled appointments)
- 2- Facilities issues prevented the dispatch team from assigning an agent
- 3- My address was incorrect (despite a completed and correct profile and previous visit from ATT)
- 4- I may need to find a new service plan or provider because they cant give me service for some unknown error (despite a line tech never visiting my property)
- 5- They need to install a more expensive, fiber plan
- 6- The agent was late but was still supposed to arrive (despite never arriving)

I've now received a new appointment for May 14 between 8am-12pm but was sent a message that my install would be delayed indefinitely and to reach out to customer support for more info. In doing so, I got the same 6 responses from ATT with no straight answer about when or if I'll ever be able to receive a wifi install through them. My neighbor has complained about the same thing, being given a plan via the low income program but never actually given access to the services. It's a cycle of signing up, enrolling in services, never receiving equipment or service access and eventually having to cancel the contract and move on to another plan only to pay hundreds of dollars for a service we were promised with the same company.

Ticket: # 3968306 - Spectrum

Date: 5/10/2020 10:39:44 AM

City/State/Zip: Rochester, New York 14617

Company Complaining About: Spectrum

Description

I set up services February 29th of 2020 under the impression that I would get 3 months free. My balance on the account is still \$487 and after 12 phone calls to them trying to correct this issue, my balance has not be resolved and Spectrum shuts off my service once a week. I call them every time my service is shut off and they tell me they will fix it, but they never do. During a national pandemic, they are shutting off my internet service.

Ticket: # 3968325 - CELL SERVICE DISCONNECTED DURING COVID-19**Date:** 5/10/2020 11:25:43 AM**City/State/Zip:** Gurnee, Illinois 60031**Company Complaining About:** Comcast

Description

I had cell phone service with Xfinity Mobile.

I called the customer service number to ask that my automatic payment scheduled to run the next day be held or post-poned as I did not have money in my account to cover the payment. I do not have money in my account due to Financial strain caused by Covid-19. Even at such a desperate time, Xfinity Mobile refused to offer any kind of assistance; I asked to change the card on file, change the date the payment runs, post-pone the payment, schedule a payment for 10 days later, I asked for assistance in any one of these forms so I would not go overdrawn and suffer overdraft fees at a time when I already do not have enough money to feed my 3 small children. I reiterated my desperate situation and asked the payment please not process, I revoked my authority to debit my account and I was only told to go to the gas station or 7-11 to buy a pre-paid debit card to pay my bill; this is the only advice I was offered, to literally pull money out of thin air so I can change the card on file to a prepaid card. Unsure how else to stop Xfinity from taking the last \$40ish in my account that I needed to feed my kids, I asked that they just terminate my service. My service was immediately terminated. I have been unable to obtain new cell phone service due the security alert on my credit report being linked to the cell phone number that was disconnected by Xfinity. A family member offered to add a line of service for me, so 5 days later I am still without a phone and during an attempt to get a new line with a family member I was told we could not port over the cell number that I have had 10+ years because my service with Xfinity was disconnected due to non-payment, therefore the cell number would not be released, as a pin would need to be issued by Xfinity Mobile to release the number, but they only do that for current accounts. Prior to this billing cycle that I begged for relief, I was CURRENT! MY BILL WAS NOT PAST DUE, IT WAS DUE THE DAY AFTER I MADE THE PRO-ACTIVE CALL, and now I am being severely penalized. My family is 4 states away, I am in a shelter in place with 3 children, and no phone. My cell phone number that is being held hostage by Xfinity Mobile was ported IN to Xfinity Mobile, from ATT and has been my phone number for 10+ years and it the main point of contact for hospitals, doctors and therapists that work with my special needs toddler. I need this phone number back. I need cell service. How can a single mother who was current on her bill be without service and unable to start service with a new provider? This is not right!!

Ticket: # 3968341 - Another Rate increase

Date: 5/10/2020 11:59:58 AM

City/State/Zip: Carlisle, Pennsylvania 17013

Company Complaining About: Comcast

Description

Just when we are trying to get back on our feet after COVID-19,
Comcast just hit us with massive rate increase. Where in the HELL are you
people????????????????????????????????

Ticket: # 3968354 - Dish network

Date: 5/10/2020 12:15:10 PM

City/State/Zip: Fayetteville, Tennessee 37334

Company Complaining About: Dish Network

Description

We live in a rural area in TN and get news channels for huntsville, AL we get little to no information on what is going on in our state during this pandemic. My husband has to wait till he gets to work to find out what other people tell him or go on facebook and the news channels in tn don't update and put enough info on there. How do we get local TV channels from our state? we talked to dish network and they said the FCC controls that. During this pandemic we should know what is going on in our area! When the governor of TN issued a stay at home order we found out a day or so later.

[Ticket: # 3968360 - Rates and fees](#)

Date: 5/10/2020 12:30:08 PM

City/State/Zip: Haltom City, Texas 76117

Company Complaining About: AT&T

Description

I have AT&T for both Internet and cable with one box for one TV. My last bill for Internet and U300 Service before I changed it to Family rates was \$171.89 for one month. Ridiculous rates that cannot be justified. For equipment usage, their profit margin is high especially with the pandemic.

Ticket: # 3968387 - Mother's Day-COVID-19-Jehovah Scammer

Date: 5/10/2020 1:13:57 PM

City/State/Zip: Gainesville, Virginia 20155-4855

Company Complaining About: Wireless Caller

Description

Caller using spoof of local number 571-598-5586. (Recording attached)

Live voice, Foreign accent, difficult to understand. Called me on unlisted, no-not-call registered landline number. Was an appeal for money using COVID-19, Mother's Day and Jehovah. Gave a website, but I was unable to understand it. Directed me to call back on the number which was dialed (caller ID). Obviously some sort of scam, but it was unintelligible for much of it. Recording was left in my Comcast voicemail - 1:18 minutes in length.

Ticket: # 3968408 - pandemic issue

Date: 5/10/2020 2:09:46 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

Despite a pandemic and people needing access to UNLIMITED connectivity under data usage page it says I quote. "We've got you covered. Beginning March 16, 2020 through May 15, 2020 data overage charges will be paused. Customers with Unlimited or 500GB data add-on plans will receive credits for their add-on plan for two bills. During this time we have suspended sales of our data plans. We want to help make sure you have the resources you need to remain productive during the coronavirus work and school closures."

Ticket: # 3968421 - Equipment

Date: 5/10/2020 2:24:28 PM

City/State/Zip: Woodville, Virginia 22749

Company Complaining About: Verizon

Description

Am writing on behalf of a client who's is disabled. He is moving back to his house after having his leg amputated. There is no cell service and he want to have his landline reconnect. The phone company said they don't know when they can have a technician come out to reconnect the line. Just learned from my friend that a technician is going out to their house tomorrow to connect a landline they have. The phone company told me they can't send anyone due to Covid. This is a medical emergency. Reconnect the line ASAP and problem is solved.

Ticket: # 3968422 - T-Mobile Phone Service Shut off During Pandemic

Date: 5/10/2020 2:26:55 PM

City/State/Zip: Elkins Park, Pennsylvania 19027

Company Complaining About: T Mobile

Description

(b) (6)

Ticket: # 3968464 - dangerous robo call

Date: 5/10/2020 3:16:21 PM

City/State/Zip: Auburn, California 95602

Company Complaining About: None

Description

I received three robo calls from: 707-463-5667 that informed me all three times that the corona virus was now fully contained and there was no longer any need to be concerned. This is a dangerous lie.

Ticket: # 3968500 - Consistent service outages by Suddenlink

Date: 5/10/2020 4:10:58 PM

City/State/Zip: Canyon, Texas 79015

Company Complaining About: Sudden Link

Description

We have consistently been losing internet service with our ISP, Suddenlink, for months. We have spent hundreds of dollars of our own money to purchase new modems to make sure the problem is not on our end with no luck. The outages happen daily between noon and 5 pm CST and will often occur every 5-10 minutes for 10 to 20 minutes at a time. My wife has had online college tests time out because of disconnections and I have had difficulty working from home during COVID due to outages. Customer service wait times are sometimes in excess of an hour to an hour and a half.

Suddenlink needs to improve their network, fix connection issues at the poll, improve tech support wait times, and fix reliability issues.

Ticket: # 3968597 - AT&T still turning off prepaid phones in global pandemic, keeping monthly customers on 60 day grace period- human/civil rights violations

Date: 5/10/2020 7:18:28 PM

City/State/Zip: Dallas, Texas 75205

Company Complaining About: AT&T

Description

AT&T has turned off my prepaid phone.

Again.

In a pandemic.

This corresponds to FCC Case (b) (6)

Forcing me to spend what little time I may have left if I catch a deadly covid case dealing with the victimization of their crimes.

I told you they lied in their response to you. A federal agency. And just as we have learned to expect in displays of this type of behavior, right in character, they again turned off my prepaid phone in a pandemic.

Where my city is on stay at home orders until at least June 15th.

Where there are no evictions allowed until July 25th and then there are 60 day periods through August 24th, with no chance of even starting an eviction until 60 days after, running through October 24th. So 60 days *after* October. Which would be December, and that may also be extended.

Where the ATT "offer" I didn't agree to, but was forced upon me, even states \$65 is in the account and the charges are \$15/month. While monthly customers have a 60 day grace period. And so I should have a \$50 credit.

Yet STILL...MONTHS...into the pandemic...where phones are not to be deactivated...AT&T is *terrorizing* US citizens turning their phones off in a deadly global health emergency.

Clearly the FCC's actions did nothing.

AT&T just discriminated against the poor and violated their human and civil rights *again*. A little over a month after dealing with the first FCC process.

Do not waste my time with ineffective deterrent bullshit. That is not what my tax dollars pay this agency to do.

What effective punitive actions and restitutions is the FCC going to take? And provide to me?

Such as starting with the responsible AT&T staff's immediate terminations. And sanctions stating they can never work in the public or customer oriented private sector again. While awaiting their trials, of course.

And if you all need to strengthen your powers during this pandemic, then do so. If this needs to be referred to the Department of Justice or any and all other agencies who can stop these crimes being committed- which is the role of these agencies- against Americans, then it is your job to refer it.

And if you even think of charging me for a "formal" complaint....

Lastly, what about the response, previously sent below? Including the other reply sent to the FCC prior to?

Adding today's second shut off and:

- Supposed to have \$65 (not even close to what they owe me) in my account that is being charged \$15/month and they still turned my phone off. In a pandemic.
- Endangered my life looking for wifi just to write and send this
- Wasting my time having to deal with this and terrorizing me when I might have 3-30 days to live if I catch a deadly covid case
- Cannot call 211 and 311 to get city covid assistance. Greatly endangering my life even further.
- charged me for 4 days I couldn't use my phone because they didn't notify me it was back on. So STOLE 4 days of service from me, meaning they also cut off my phone 4 days early. In a pandemic.

Prior email:

"Did you receive the below? What are the next steps?"

AT&T:

1. lied to a federal agency (you all, FCC)
2. kept my phone off in a pandemic for 18 days
3. then proceeded to charge me, when they are still not charging their other monthly customers
4. then charged me for 4 days of having the phone turned on that they didn't notify me about and I didn't use because I had no idea I could, yet I am still being charged for it
5. tried to gaslight me and make me think they are doing me some kind of special favor with their "courtesies"
6. what was "offered" can't even begin to touch the damages they are liable for
7. discriminated against one sector of their customer base- and in a pandemic no less- violating every human and civil right there is
8. terrorized their vulnerable customer base
9. Etc.

What is going to be done about this?"

Ticket: # 3968619 - internet and telephone (land line)

Date: 5/10/2020 7:53:10 PM

City/State/Zip: Edison, New Jersey 08817

Company Complaining About: Optimum

Description

PLEASE PLEASE PLEASE. this is my third time filing a complaint. Our internet and hphone constantly go down including my neighbors. We contacted optimum. we get no results we pay high prices for NO SERVICE. please act on our behalf. We cannot stay home and work from home during the pandemic.

Ticket: # 3968672 - Signals

Date: 5/10/2020 10:28:42 PM

City/State/Zip: Tallmadge, Ohio 44278

Company Complaining About: AT&T

Description

I receive stations over the air now because I can't afford cable now. WBNX Channel 55.3 in Cleveland was coming in very good till the 1st of March when all the covid started now even if rescanned doesn't come in any longer. Have sent several emails to them and still no signal over the air can be picked up.

Ticket: # 3968677 - Bait and Switch Tactics

Date: 5/10/2020 10:48:52 PM

City/State/Zip: Sunland, California 91041

Company Complaining About: Frontier Communications

Description

On April 23rd I filled a bait and switch tactic complaint against Frontier Communications and they still have not resolved the issue. This is my original complaint Ticket No. 3943280. The Covid-19 Virus quarantine has greatly affected my family and for this company to take advantage of a low-income senior is appalling.

Ticket: # 3968697 - Cox Internet Disconnected in Las Vegas Nevada

Date: 5/11/2020 12:17:46 AM

City/State/Zip: Las Vegas, Nevada 89141

Company Complaining About: Cox

Description

Cox disconnected my internet without warrant for 2 days and would not send a technician to my house because I was using my own router. My bill was paid on time and I have never been overdue. Once I was able to get a technician to my house they said that my house was disconnected on the street somehow. They also charged me for the technician visit. The issue was on their side but they made me pay. They also made me jump through a lot of hoops to get it working again. I had to leave my house multiple times during the pandemic to go to stores. Attached are my chat transcripts.

Ticket: # 3968702 - cablevision optimum cablecard fails with tivo

Date: 5/11/2020 12:29:06 AM

City/State/Zip: Syosset, New York 11791

Company Complaining About: Optimum

Description

cable card repeatedly fails with tivo though tivo box works fine. again ineed a replacement cablecard. >65 years old. during covid cant leave home to get new card at cablevision. they wont make any arrangements to ship a new one, even at my expense. this is unfair to disabled/seniors, esp during covid.

Ticket: # 3968705 - 1GB plan with 1TB Data Cap

Date: 5/11/2020 1:04:09 AM

City/State/Zip: Dublin, California 94568

Company Complaining About: Comcast

Description

Comcast offer a 1GB plan in my area. There is no competition for high-speed internet so I have no choice but to go with Comcast. Internet, given my job, is much like a utility aka an essential service I use.

Apparently the 1GB plan is subject to the same 1TB Data Cap as all other speeds below 1GB. For context, a user could go past that cap in three hours.

I don't mind paying more for the internet. In fact, I do pay more as I have the 1GB plan. What I do mind is the obvious monopoly and the price gouging. It's time for the government to get involved and regulate the situation. Given COVID-19 all but proving networks can support the enhanced usage and the fair use act preventing abusers, this seems like a no-brainer.

I am under no illusions though one man's complaint will move mountains; however, I would like a positive resolution to my cap situation and, equally importantly, I'd like to see some government action as COVID-19 winds down.

Thank you!

(b) (6)

Ticket: # 3968715 - Internet throttled to 50 MB down and 5 MB up despite paying for Gigabit Internet

Date: 5/11/2020 1:12:09 AM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

Suddenlink is charging me over \$300 per month for cable internet speeds up to 1000 MB or "Gigabit" speeds and up to 50 MB upload. I am actually getting less than 10% of either speed for a premium price. My hardware is all updated and up to spec with firmware, drivers, and updates so my ISP is to blame. I would like a credit or someone to come repair this issue NOW. This is not the first time and given circumstances surrounding the pandemic- it is ridiculous to be financially taken advantage of by this company.

Ticket: # 3968739 - Line suspended through the Covid 19

Date: 5/11/2020 5:32:05 AM

City/State/Zip: Baltimore Maryland, Maryland 21202

Company Complaining About: Verizon Wireless

Description

I have been adversely affected by the Covid 19 CORONAVIRUS PANDEMIC. My goal is to pay down by bill. I don't like not being able to pay this. I am asking Verizon wireless to please work with me. So I can communicate with my students. I am asking them to work with me please I really would appreciate it

I have talked to my congressman about laws that need to be put in place....Law that will protect customers from being being sold defective device, deceptive and manipulative billing practices which are very unethical and my terrible data plan where the controlled network lowers the signal. I am creating a paper trail so if I have to file a lawsuit there is an paper trail and file with the FCC.

I am really considering an 15 million dollar federal class action lawsuit against Verizon for deception, manipulation and unethical bill practices. Selling devices that are defection. I would like to know who had my device before I did and why they turned it in. I am still being billed for lines i haven't used. When will that credit appear on my bill.

My goal is to file this lawsuit in US District Court when it opens. Subpoena every phone call made to customer service financial services and technical services and subpoena Shannon who is a Senior Manager in Executive management dept. My goal is to also subpoena the President/CEO of Verizon Communications to court to hear the case.

I will also get notarized statements from former past and current Verizon wireless. Who have experienced the noted problems above. My goal will be to also have some come to court and testify about their experience with Verizon Wireless.

Ticket: # 3968765 - SPECTRUM BUSINESS SERVICES BILLING

Date: 5/11/2020 7:56:51 AM

City/State/Zip: Thonotosassa, Florida 33592

Company Complaining About: Spectrum

Description

BUSINESS WAS CLOSED BY FL GOVERNMENT ADMIN ORDER 3/20/20 THRU 5/4/20 DUE TO COVID-19 PANDEMIC. SPECTRUM REFUSED ANY BILLING ADJUSTMENTS TO TV SERVICES PORTION. THERE WAS NO PROOF THAT WE DID NOT USE SERVICE OR REQUEST HOLD ON ACCOUNT. CREDIT FOR 45 DAYS OF TV & RELATED SERVICES SHOULD BE ISSUED ON ACCT

Ticket: # 3968766 - Billing issue from my phone company At&t

Date: 5/11/2020 8:01:26 AM

City/State/Zip: Washington, District Of Columbia 20019

Company Complaining About: AT&T

Description

I started a plan with AT&T in the summer. Just a one line cellular service. My first bill was about \$200 dollars which is a little high for one person but it was my first bill so I figured it was surcharges. Since then after my bill has been \$400 dollars or more which is ridiculous. I didn't know why I was being charged so much but need my phone for communication to others. About 3 months of paying extremely high bills with no additional services added, I was in search for answers. I contacted customers service several times it wasn't until I visited a AT&T store for 3 hours than an additional number was noticed on my account. A phone number I never had it wasn't connected to a phone. They were just charging me. I believe I was only credited a few dollars and no late fees which still would accrue on my bill monthly. This January 2020 I added my son. That first bill was how much my bill normally is \$400+. Crazy... But I figured it couldn't possibly get higher. We'll during Covid-19 month April my billing statement notice said my bill was \$474 still too high if you ask me. I then noticed it said my next bill would be \$ 790. I can not afford to pay these high bills any longer and would like my money back. This is unfair. I just have to regular cellular plans and pay on two phone. Can you please help me with this problem.

Thank you,

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 3968859 - Century Link Billing Complaint**Date:** 5/11/2020 9:42:38 AM**City/State/Zip:** Minneapolis, Minnesota 55416**Company Complaining About:** Centurylink

Description

I need help. Today Century Link sent me a bill with a \$15 late fee, despite its alleged promise in the KEEP AMERICANS CONNECTED PLEDGE. That pledge states it will waive late fees during this period. But Century Link again plays the trickster, promising one thing and charging its customers another. Does this mean that each of the 20 million Americans who are unemployed must call its broadband provider to force it to keep its pledge? If so, that should be part of the statement at <https://www.fcc.gov/companies-pledging-keep-americans-connected-during-pandemic-go-above-and-beyond-call>

Add a statement that Century Link took the pledge but did not keep it, that the FCC does not have the authority to implement or enforce the pledge, so that each individual must call Century Link to enforce it.

Do you have any help for me?

(b) (6)

Ticket: # 3968868 - Sprint turning off services

Date: 5/11/2020 9:44:54 AM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Sprint

Description

Hello,

I lost my job due to COVID 19 and they are turning off my service tomorrow due to non payment. I can't pay my payment arrangements for 12th & 13th due to no income. I can't even use my phones for past month. Can't call out or receive calls.

They are not caring and do not care to help. I am so disgusted with their response during pandemic. I need my phones to get a job

Ticket: # 3968878 - Internet service disconnected

Date: 5/11/2020 9:47:35 AM

City/State/Zip: Saint Johnsville, New York 13452

Company Complaining About: Frontier Communications

Description

Frontier Communications has disconnected my Internet during this Covid Crisis.

I have had an on going problem with the company for over 6 months, however they have yet to resolve billing issues as well as connection problems. I use the internet for ongoing medical condition that I have been using telemedicine to treat.

Ticket: # 3968915 - Sprint turning off service

Date: 5/11/2020 10:02:22 AM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Sprint

Description

I can't pay my cell bill due to loss of job from COVID 19 and they already suspended my service twice and now tomorrow turning off my service completely. I need my phones on to get job callbacks. They restricted my phones for over a month so, I can't call out or receive a phone calls. They business practice during pandemic is so disturbing and not a compassionate company.

Ticket: # 3969048 - 18% Price increase during emergency declaration

Date: 5/11/2020 10:53:19 AM

City/State/Zip: Porter, Texas 77365

Company Complaining About: Sudden Link

Description

April-May bill increased 18% to \$118.94 with no change to the billing items or services provided. This increase was implemented through a line called "Special discount". In the most recent bill the "Special discount" line reduced from \$40-\$22.50, an increase to my bill of 18%. The reason stated by Suddenlink is that was the end of a promotion period and when asked about Suddenlink's considerations for the emergency declarations and ongoing COVID-19 pandemic it as stated that the system does this automatically and is unable to postpone changes due to the current emergency. I was told that I can call back in June and attempt to get a new bundling package that may/may not reduce my bill.

Ticket: # 3969064 - Xfinity late fees and harassing phone calls and emails re: late fees and pymts

Date: 5/11/2020 10:58:30 AM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Comcast

Description

(b) (6) I don't deny I am past due on my Comcast acct and have spoken with their C.S team re: not working because of COVID19 . They act like they have never heard of COVID19 issues and continually call with an automated call and send emails of "avoid late fees", "pay your bill now". They have notes on my acct that I have called them and explained my situation. They are doing nothing to help us in this hard time. Eliminating late fees, for ex., would be helpful. Their commercial says they are helping people with "keeping us connected" and bills, but they aren't doing that for me. They have no scruples!!!

Ticket: # 3969180 - Windstream

Date: 5/11/2020 11:33:25 AM

City/State/Zip: Martin, Georgia 30557

Company Complaining About: Windstream Communications

Description

We had an order for phone and dsl to be installed April 20th 2020 , There was previously service at this location. Windstream is now telling us they cannot provide services till August 2020. My wife has a mother in personal care home and now has to work from home due to Covid 19. Cell phone is spoty and we need phone service as promised. Management has done nothing to help.

Ticket: # 3969195 - Suddenlink communication

Date: 5/11/2020 11:36:21 AM

City/State/Zip: Whitesboro, Texas 76273

Company Complaining About: Sudden Link

Description

I have been disconnected after getting put into a program to protect my account during the pandemic. I have contacted their customer service and they can't find my account, provide a supervisor to speak with, help me with my problem, escalate the problem to a higher department, nothing. I am working from home and my children are schooling and now neither can be done. I need an IMMEDIATE fix to this issue

Ticket: # 3969211 - Re: [FCC Complaints] Re: Slow Internet

Date: 5/11/2020 11:43:59 AM

City/State/Zip: Santaquin, Utah 84655

Company Complaining About: Centracom

Description

This is a follow-up to your previous request (b) (6) "Slow Internet"

Hi There

Our internet continues to be slow. Their claim that our computers are out of date are false. To test this we took our brand new laptop with basically nothing on it to run daily speed tests and still had the same results. Centracom is literally costing us money everyday as far as our business is concerned. We make several videos every month to promote our business. With a normal speed videos would take us approximately 20 minutes to make. With the current speed this process can take up to 4-5 hours . This service has been this way since we started using their service 2 years ago. (pre COVID-19) If you check their call center you can see how many times we have called in to have them fix our service. These calls to their service center can take anywhere from 30-60 minutes or longer. This costs us time away from our normal business activities and then they tell us that they can send a tech out for \$20. Why should we have to pay a tech for the service that we are supposed to already be receiving ? Our email literally takes minutes to upload and to process orders takes much longer.

When getting onto the Santaquin facebook page

https://www.facebook.com/pg/CentraComInteractive/reviews/?ref=page_internal

([https://urldefense.proofpoint.com/v2/url?u=https-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_pg_CentraComInteractive_reviews_-3Fref-3Dpage-5Finternal&d=DwMFaQ&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=S_3Q9qk_JgPGw_xrC6xdGpMwgXvE9hA02IPYvKh55JM&s=m60sRaZ8D9F75fYKS0NePokj_qC_Jn3xMmNIB8qPcb8&e=)

[3A__www.facebook.com_pg_CentraComInteractive_reviews_-3Fref-3Dpage-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_pg_CentraComInteractive_reviews_-3Fref-3Dpage-5Finternal&d=DwMFaQ&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=S_3Q9qk_JgPGw_xrC6xdGpMwgXvE9hA02IPYvKh55JM&s=m60sRaZ8D9F75fYKS0NePokj_qC_Jn3xMmNIB8qPcb8&e=)

[5Finternal&d=DwMFaQ&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=S_3Q9qk_JgPGw_xrC6xdGpMwgXvE9hA02IPYvKh55JM&s=m60sRaZ8D9F75fYKS0NePokj_qC_Jn3xMmNIB8qPcb8&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_pg_CentraComInteractive_reviews_-3Fref-3Dpage-5Finternal&d=DwMFaQ&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=S_3Q9qk_JgPGw_xrC6xdGpMwgXvE9hA02IPYvKh55JM&s=m60sRaZ8D9F75fYKS0NePokj_qC_Jn3xMmNIB8qPcb8&e=)) there are several others that have also experienced bad service with Centracom. Some on this page are suggesting that the newer parts of town have better service, If this is the case then I would suggest that they treat all customers with the same service and maybe they need to redo all the wiring on the older parts of town also. We are paying Centracom for the highest speed that they have available (250 mps) and are receiving basically anywhere from 10mps-50mps on an average day. We also pay them for boosters and a special modem. Please open up an FCC investigation on this company and you will find that we are not the only ones being scammed. I have attached almost 30 days of speed tests and I will continue to monitor it as we may have a claim for monetary damages. Please let us know if there is anything else that you need from us. As far as Centracoms claim about our older devices..this is False.

Thank You,

(b) (6)

Ticket: # 3969253 - Optimum Services

Date: 5/11/2020 11:57:48 AM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: Optimum

Description

- consumer stating that she has no internet/phone since April 23rd, 2020.
- consumer stating that Optimum is stating that they do not have enough staff and that the issue is on the outside of the house.
- Optimum makes appointments and then doesn't show up.
- consumer husband is a doctor and she have a child in school.
- Optimum stating that the area she is in is infected with the coronavirus.
- consumer would like this issue resolved by having Optimum send a tech to the area that is having issues with.

CTR395-phone

Ticket: # 3969274 - Service Availability During Covid-19

Date: 5/11/2020 12:07:44 PM

City/State/Zip: South Ozone Park, New York 11420

Company Complaining About: Verizon Wireless

Description

My cell service has been disconnected twice by Verizon Wireless during Covid-19 even after I explicitly told them that my household is impacted. They made a public promise not to disconnect services or charge late fees. Verizon has broken their promise.

Ticket: # 3969302 - Dominion Power scam calls

Date: 5/11/2020 12:15:47 PM

City/State/Zip: Henrico, Virginia 23233

Company Complaining About: Dominion Power

Description

Recently, I have received a call from a company identifying themselves and "Dominion Power" who will disconnect my energy service unless I pay a bill immediately. They left a voicemail about this telling me to call back an 866 number . First of all, Dominion Power is no longer called Dominion Power but Dominion Energy of Virginia and I called Dominion Energy and there were no delinquent accounts. The number that the scammers asked me to call is 866-370-3749. When I called this number a teleprompter connected me to a person who did not identify themselves as Dominion Power or anything else. When I questioned who this was , they hung up. There have been a low of scam calls like this since the COVID pandemic and I wanted to notify the FCC to investigate this .

(b) (6)

Ticket: # 3969311 - Re: Request received: Line suspended through the Covid 19

Date: 5/11/2020 12:19:49 PM

City/State/Zip: Baltimore Maryland, Maryland 21202

Company Complaining About: Verizon Wireless

Description

This is a follow-up to your previous request (b) (6) "Line suspended through the ..."

You cancel the complaint...They fix the problem

Ticket: # 3969340 - Cellular Provider Discount

Date: 5/11/2020 12:24:56 PM

City/State/Zip: Brooklyn, Wisconsin 53521

Description

I am a Federal Employee and for months I have been requesting my discount that is allowed through the Federal Telecommunication Act of 1996. I work for the Department of Veterans Affairs and I was informed to provide this information to my cellular provider which is Spectrum Communications (Charter Communications) in order to receive my discount on my services. I provided a hard copy of this information to the local Spectrum office and I also spoke with someone online with Spectrum as well providing them the information through the FCC. They stated that they will not comply with the Federal Telecommunication Act of 1996 and that they will not follow-up with me on this further. I asked that this be sent up farther in their organization to be reviewed but they declined to do so. Since this is what I was directed by my human resources to reference as well as proof of my Federal employment, I do not know what to do at this point but to submit this complaint. Especially now that I am using more telework and mobile communications during this Pandemic. Please follow-up with me on this investigation.

[Ticket: # 3969430 - Suddenlink shut off during pandemic for non payment after stating they would not shut people off](#)

Date: 5/11/2020 12:44:45 PM

City/State/Zip: Muskogee, Oklahoma 74401

Company Complaining About: Sudden Link

Description

Suddenlink shut our services off after stating they wouldn't during the pandemic due to non payment. They shut us off last month and are still billing us. Almost \$600 to restart service. This is a horribly run business that should be shut down.

Ticket: # 3969459 - Internet outage

Date: 5/11/2020 12:53:30 PM

City/State/Zip: Smyrna, Tennessee 37179

Company Complaining About: AT&T

Description

I wrote last week and advised that our line had been cut by construction. I was given a week before they said they would work on it because of Covid. That is bull because for the last 10 years since AT&T has cut jobs, that has been the stock date to attempt to get service fixed. In my last house over 10 years they always gave us a date of 1 to 2 weeks out and could never get the service fixed. We finally went with another company. Here we are stuck with AT&T. When the Presidents office called me after you sent them my complaint, Kelli advised that the wait was because of storms. I've talked to techs that said this is not true, but the scheduling practices are lame. Kelli had an I dont care attitude and said they would monitor our repair. What good does that do? She said she couldn't help me.

Ticket: # 3969527 - Safelink Availability Complaint

Date: 5/11/2020 1:16:42 PM

City/State/Zip: Chattanooga, Tennessee 37402

Company Complaining About: Safelink Wireless

Description

I'm looking for help. I hope you can direct me to a solution.

I've had my SafeLink account (phone number (b) (6)) a long time.

If I remember correctly, I've had it since fall 2013!

Is it possible to get my phone number turned back on, hopefully without any fees!?

My SafeLink account information says "canceled" and something about a "pending NLAD update"!

SafeLink is an "iffy" company to depend on any way. And they're shrugging off the blame for my account being canceled. They say it's not them!

Dealing with their customer service, especially the automated system, is extremely frustrating to say the least!

But at least during this difficult time I wasn't having to worry about paying for phone service!

As it was, I had to call them in April to deal with another situation as well!

(Then again, maybe it's related!)

I had hoped that call would be a final solution. But it wasn't!

I told them how despicable I thought it was to turn off someone's phone during the pandemic!

So, a couple of days ago when it was off again, I felt I had to pay \$17.71 for the service to be turned on.

I figured it was better than nothing. Considering, I really wanted to save money and Straight Talk (Which I just found out is like a sister to SafeLink and not much better!) costs me basically twice as much for the service.

After I got it turned back on I called and requested they refund my money since I'm on full food stamps and unemployed!

They agreed.

But now I'm waiting for the refund which supposedly can take up to 30 days to get back to my account!

And I had to sign up for a new number with Straight Talk. This means that I'm out \$38 and change + \$34.17? (Which Straight Talk said they will refund the last fee that was a mistake that didn't really match my phone!) .

Mostly, I would say the main problem is that my SafeLink service is to a phone that's on tons of paperwork such as my job applications and food stamps info!!! So, when that dawned on me, I had what I thought was a brilliant idea. I would just port my number that I'd had for years! But I was told that in order to port my number my SafeLink account had to be active! You can imagine how frustrated I was to hear that after having all this trouble!

Any help you can give is greatly appreciated!

(b) (6) ... I am currently unemployed and looking for work!

Ticket: # 3969544 - Internet & TV services.

Date: 5/11/2020 1:21:19 PM

City/State/Zip: Phoenix, Arizona 85053

Company Complaining About: Cox

Description

Cox will be shutting our services today and to my understanding they signed an agreement where they will not be keeping neither our TV and Internet services on after tonight due to non payment during this pandemic. I would like this to go to Cox's corporate office. Their chat service turned our services back on Friday and told us to call in on Monday to get our services extended out to the next Friday and said they would work with us on it, but will not do it.

Ticket: # 3969569 - trying to close my T-Mobile account due to COVID

Date: 5/11/2020 1:28:36 PM

City/State/Zip: Florida City, Florida 33034

Company Complaining About: T Mobile

Description

T-Mobile wont let me close my account due to i did not remember what my PIN code was. On all occasion when I call to discontinue service they request a PIN code that I don't remember. The service says all we can do is take a payment. Therefore the monthly charges keep adding up. Can seem to get a live person to ack on my request.

Regards

Ticket: # 3969608 - possible scam

Date: 5/11/2020 1:40:17 PM

City/State/Zip: Ridgefield, Washington 98642

Company Complaining About: None Given

Description

I received this text: "Your phone number (b) (6) was shortlisted for the IMF COVID-19 relief fund. Visit <https://bit.ly/35RfIL2> to apply to receive funds." The message supposedly came from (844) 950-3149. I have blocked the sending number.

Ticket: # 3969615 - robocalls from spoofed numbers

Date: 5/11/2020 1:41:34 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Crystal Springs, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, who ignore telecommunications laws, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3969642 - Utility Pedestal

Date: 5/11/2020 1:47:56 PM

City/State/Zip: Colorado Springs, Colorado 80927

Company Complaining About: Centurylink

Description

We have a utility pedestal in our yard. CenturyLink has been accessing the pedestal multiple times a week for several weeks. Rather than fixing the issue they are doing patch work repairs resulting in additional trips to the pedestal in our yard. We do not use CenturyLink and this service is for an unknown neighbor. We are currently working at home due to COVID-19. Each time they want to access the yard they ring the door bell for us to bring our dog inside. This is disrupting our work. They are inconsiderate as they have not completed a long term repair in all these weeks. We are concerned about the significant trips to our yard when we go back to work in the office. We are given no notice for our dog who likes to be outside. I tried contacting them but it is very time consuming to get someone if you don't have an account number.

Ticket: # 3969707 - Spectrum complaint**Date:** 5/11/2020 2:01:28 PM**City/State/Zip:** Jamestown, New York 14701**Company Complaining About:** Spectrum

Description

I have a few issues. To start, I want to dispute the recent increase of \$15.89 to my bill from March to April, despite a message on my March invoice reading that my discount would continue for an additional 12 months.

I contacted Spectrum on 5/11/20 and after waiting on hold for 25 minutes I spoke to a Customer Service agent named, Kaila. Regarding the above, she advised that is not what it meant; that while I would still be getting "some" of the discount, the promotional discount was set to be removed beginning with my April invoice, hence the increase. Well that's NOT how it sounds to a customer! I suggest detailing the changes in customer's terms to avoid misinformation or miscommunication.

I further inquired as the price of my two services (cable and internet) is extremely inflated as it was! Kaila advised me that my TV Select contained an additional channel (IFC) that was charging me an extra \$12.75 A MONTH. I inquired where they obtained the authorization of such – Kaila said she couldn't tell me that information but that it was added on 7/30/2019. Again this is unbeknownst to me and was NEVER authorized and is NOT listed on any of my monthly billing statements! That sounds very suspicious and fraudulent to me. I had NO idea I even had that channel and have never even watched it.

Very nice girl and all, but NOT being able to answer questions OR get the answers to such questions as such is quite concerning.

I am seeking a refund to these fraudulent charges that have allegedly (per Kaila) been charged to my account since July 2019!

I further inquired with Kaila regarding a recent outage in my area where I received notification that if customers called into Spectrum, a credit was being issued for the Jamestown NY and surrounding area outage. Well – I TRIED to call Spectrum a few times for this and could NEVER get through to an agent due to hold times! She said that was too bad but that she could not issue anything! Terrible!

I have called Spectrum in the past and inquired of lower priced options and was told I have NONE! That I could not even upgrade to add the phone and get a better bundled price – that I would continue to pay what I was paying and that the phone service of \$20 would simply be added. I am looking to LOWER my bill, not increase it. I previously had the phone for emergency purposes, but later dropped it to LOWER my outrageous bill. Also, I have went into the local storefront and was apprised of upcoming changes that would allow for a cloud service where I could forgo the DVR service charges I currently pay. The Spectrum employee I spoke with said she would follow up with me and NEVER DID. Great customer experience – NOT.

Additionally, the Internet service is atrocious. Especially since the pandemic! I understand I have the lowest speed or whatever but it seems very bogged down over the last couple of months and

struggling for a decent connection. Not surprising though, since Spectrum is giving FREE internet to folks which I would think bogs down the service connections!

I want explanations of the above, refund of fraudulent charges and a better package that is MORE affordable and a bill that contains an explanation of charges. Not sure HOW Spectrum could bill for something that is not even broken down within the billing details. My last two bills are attached.

Thank you,

(b) (6)

Ticket: # 3969713 - Carrier refuses to port a phone number

Date: 5/11/2020 2:02:42 PM

City/State/Zip: Farmer City, Illinois 61842

Company Complaining About: Simple Mobile, 9700 Nw 112th Ave, Miami, FL 33178

Description

I switched to Simple Mobile on December 5, 2019 (Account (b) (6)) and ported my phone number (b) (6) to their monthly, prepaid service. I have been making monthly payments of approx \$61.27 for their "Truly Unlimited" plan which they advertise as unlimited minutes and data and 16GB of hotspot usage (26GB including their recently announced COVID-19 10GB bonus). My most recent payment was charged to my credit card on May 3, 2020 (Order ID (b) (6)), which should have covered phone/data service until the beginning of June.

In the evening of May 7, 2020 I noticed the internet connection on my phone was down. I tried calling my voicemail, but was unable to place a call. In the morning of May 8, 2020 I attempted to place a call again, but there was no connection. I checked my online account with Simple Mobile to find out my phone had "Invalid Status" and could not be used.

Since I did not have access to a working phone, I decided to contact their online support. The representative informed me my service had been disconnected because of "excessive roaming voice calls." I checked the call history on my phone to verify that the most recent voice call made from my phone took place on April 8, 2020 (exactly one month prior to the disconnection). I use my phone mostly for checking e-mail and browsing the web and rarely place or receive calls, so the claim of excessive voice calls of any kind sounded completely implausible. Furthermore, I had been confined to my house because of the lockdown since March 20, 2020. Thus, I knew there was no possibility of any "roaming" - in fact, I had not traveled since January 5, 2020.

I explained it to the agent and asked him to provide me the details of my alleged "voice calls" as well as my "roaming" activity, but he steadfastly refused. I then asked him to reconnect my service. He demanded two additional monthly payments to get my service restored - one to get a hold lifted and one to activate my phone.

As I was not going to pay for the same service thrice, I requested a phone number porting authorization, so I could move to a different provider. Again, the agent refused, claiming I had to pay them two additional monthly fees whether I used their services or not as there was a "valuation" on my account and it could not be ported.

Simple Mobile disconnected my service because of "roaming voice calls" that not only did not happen, but could not have happened. They refuse to provide any details or evidence of such calls. They had never contacted me by text or e-mail to alert me while these offending "roaming voice calls" were allegedly taking place. They are holding my phone number hostage and demand ransom to release it - a payment of approximately \$120 for services I do not want as I have no intention of ever dealing with Simple Mobile again. Lastly, they owe me approximately \$50 for services I have already paid for, but which they have failed to provide on what they misleadingly advertise as their Truly Unlimited plan.

Ticket: # 3969714 - COVID-19 Stay Connected Inquiry

Date: 5/11/2020 2:02:49 PM

City/State/Zip: Cromwell, Indiana 46732

Company Complaining About: Centurylink

Description

Hello good morning, I was wondering if I qualify for the opportunity to stay connected till June 30 and what I would need to do . With this virus going around their been no work. My bill is due may 13 but I don't have the funds and my card is automatically and not sure how to take it off so I don't charge me overdraft when it tries to take off my card. So if you can help me out on what I need to do to have that opportunity please write back thank you God bless and have a nice day

Ticket: # 3969794 - Citizens Band Radio Interference from Prior Violator

Date: 5/11/2020 2:24:34 PM

City/State/Zip: Long Beach, California 90808

Description

Local operator jamming channel 27.165, using profane language, talking to no one, rambling on and on broadcasting prerecorded personal info (phone numbers, addresses, etc), playing music, etc. None of the local operators can move to other channels as we can't hear each other. Since the Covid 19 outbreak, he jams the channel for up to 12 hours a day, He is a prior violator with letters from your office one attached below. Please help all of us other operators with this complaint. I could probably get another dozen signatures if needed. He runs illegal power of several hundred watts and constantly plays TV shows, telephone calls he makes to others, talks to no one claiming he is doing a Radio Show. I have multiple hand written logs showing date and times of said violations if needed. PLEASE help us with this man's flaunting of FCC rules, saying "The FCC won't do S*** to me!" This man is a threat to society. Please help in this matter.

**Ticket: # 3969798 - AT&T FRAUD; RELENTLESS HARASSMENT; UNRESOLVED
FCC COMPLAINT**

Date: 5/11/2020 2:25:42 PM

City/State/Zip: New York, New York 11413

Company Complaining About: AT&T

Description

AT&T FRAUD.

RELENTLESS HARASSMENT.

-----Original Message-----

To: consumercomplaints@fcc.gov <consumercomplaints@fcc.gov>

Sent: Mon, May 11, 2020 2:10 pm

Subject: Ticket No. 3465986 - RELENTLESS FRAUD HARASSMENT - FCC COMPLAINT -
CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - MAY 11, 2020

(b) (6)

Sent to the FCC - complaint - at estimated 2.08 p.m. (Eastern) - May 11, 2020

Relentless harassment.

FRAUD.

1:03 p.m. Eastern - mobile device screen record.

Caller ID number - +1 (b) (6)

Harassment voice mail message summary:

'...this is Rachel...calling...interstate brokers....affordable health care plan...work with most insurance companies...call 888 - 303 - 1182....go over all options...talk to you soon...'

FRAUD.

Three (3) different phone numbers - same harassment call - AWFUL.

RELENTLESS HARASSMENT.

NO PEACE.

NIGHTMARE.

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-----Original Message-----

To: consumercomplaints@fcc.gov <consumercomplaints@fcc.gov>

Sent: Mon, May 11, 2020 1:44 pm

Subject: Ticket (b) (6) - AT&T RETALIATION - NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - MAY 11, 2020

FORWARDED TO THE FCC - MAY 11, 2020 AT 1:44 P.M. (ESTIMATED) - EASTERN.
AT&T RETALIATION.
EMAIL HISTORY BELOW.

To: consumercomplaints@fcc.gov
Ticket No. (b) (6)

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-----Original Message-----

(b) (6) <g14411@att.com>

Sent: Mon, May 11, 2020 11:45 am

Subject: AT&T RETALIATION - NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - MAY 11, 2020

SENT TO AT&T - MAY 11, 2020 AT 11.45AM (ESTIMATED) - EASTERN.

CONTINUED NO RESPONSE RECEIVED FROM AT&T.

--
AT&T RETALIATION.

FEES.

VIOLATION OF THE EMAIL HISTORY BELOW.

CONTINUED FCC COMPLAINT.

-----Original Message-----

To: (b) (6)

Sent: Wed, Apr 22, 2020 7:28 am

Subject: NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - APRIL 22, 2020

NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - APRIL 22, 2020

Estimated Time: 7:27 a.m. (Eastern)

NO TERMINATION OF MOBILE ACCOUNT; MOBILE SERVICE; NO PENALTIES; NO FEES; NO CONSEQUENCES; AT&T WAIVER OF ALL BILLING STATEMENTS AND / OR - ACCOUNT BALANCES. CONTINUED AT&T FAILURE TO RESOLVE THE VALID FCC COMPLAINT; CONTINUED AT&T NEGLIGENCE; CONTINUED MOBILE DEVICE HARASSMENT; FRAUD;

CONTINUED AT&T OVER-CHARGED ACCOUNT; CONTINUED AT&T FAILURE TO 100% PROVIDE ALL SERVICES 'PROMISED' - COVID-19 PANDEMIC - FINANCIAL WAIVER - AT&T "CEO" LETTER BELOW.

"Letter From CEO of AT&T Communications

I don't think any of us have ever experienced a situation quite like this one. The coronavirus (COVID-19) pandemic has affected virtually everyone around the world, upended the engines of commerce, closed schools and some businesses, and disrupted the rhythms of our daily lives.

Connectivity is always essential to our customers – doctors and nurses, first responders, governments, banks, grocery stores, pharmacies and others delivering vital services. It's even more critical during a public health crisis that's challenging everyone. In fact, as a critical infrastructure provider, AT&T believes we have a civic duty to step up and keep our customers and communities connected.

I wanted to share some of the ways the people of AT&T are working to respond. We will keep this site updated with new developments as they happen.

Our path forward

One of AT&T's core values is to Be There when people need us. And we can't do that if our employees are sick. A simple, effective way to minimize risk is to maximize social distance. So last Friday, we implemented a sweeping work-from-home policy. If AT&T employees can work from home, they will.

We greatly appreciate our customers' patience as we manage through these challenging times. In these situations, we work to prioritize and serve critical needs. And because we anticipate higher call volumes, we recommend, when your need isn't critical and when possible, reaching out through att.com or our myAT&T app for customer support, additional resources or to access our online store.

Staying safe on the front lines

At the same time, we have implemented new policies and guidelines to help protect our nonmanagement and management employees who are on the front line serving customers or who can't do their jobs from home. We're working to keep up with demand for hand sanitizer and other supplies and are sourcing these from multiple vendors.

In retail, our goal is to limit employees' exposure while still upholding our responsibility to meet the essential needs of customers, FirstNet subscribers and the public safety community, who are counting on us.

So, today we'll begin closing 40% of our company-owned retail stores nationwide. Closures will continue while we concentrate our resources on select stores to meet the immediate service needs of our customers, including first responders and health care providers.

At stores that do remain open, we're adjusting store hours to 11 a.m. to 7 p.m. local time, and we're closing all stores on Sundays.

Staffing in stores that remain open will adhere to social distancing guidelines, while still being able to serve customers.

Our call center capacity has declined because of the leave accommodations we have made for employees who are parents of children whose schools have closed and our employees who are at higher risk for the coronavirus. As a result of reduced capacity in our call centers, we're taking the following steps:

Using new IVR (Interactive Voice Response) messaging that encourages customers to take advantage of our self-help online tools at att.com.

Adjusting call center staffing levels and shifts to ensure proper social distancing. This may result in longer hold times for service.

And just like in retail, we're taking actions to prioritize service issues - optimizing the handling of calls, whether inbound or outbound, and balancing capacity across all functions.

Our field technicians play a critical role in installing and repairing our services for millions of businesses and consumers. While their mission is essential to keep our customers connected, we also recognize that there is a balance between providing service and keeping our technicians safe. To accomplish that balance, we're providing them with new policies and procedures, so they feel comfortable serving customers at their businesses and in their homes, while delivering on our commitment to service. Our first priority is repair of the network and the services we provide to customers. Our second priority is installing broadband for health care providers, first responders, government and other essential business and service providers. We will work other inst

Ticket: # 3969883 - Loss of Intrernet

Date: 5/11/2020 2:52:29 PM

City/State/Zip: Grass Valley, California 95949

Company Complaining About: Sudden Link

Description

Internet is unreliable and providers refuses to invest in necessary equipment to provide reliable internet service.

It's really difficult to work from home, have zoom and webex meetings dusing the covid crisis. I pay for reliable internet broadband so i can work from home; tv video is impixelated, crappy service there too.

Provider has no local office open to exchange equipment. They guaranteed that if i drive 55 miles one way to exchange equiptment the office would be open. They were not - I drove 110 miles because these guys do not keep up with whats happening locally. - they shut down the office that serves most of the customers that service their area so they dont have to face them.

This is BS.

Ticket: # 3969906 - DMA for my area code 01237

Date: 5/11/2020 2:57:20 PM

City/State/Zip: New Ashford, Massachusetts 01237

Company Complaining About: AT&T

Description

I live in western MA in the small town of New Ashford, I've reached out to senators Warren and, Markey several times regarding the available local news coverage in our area or; more appropriately lack thereof. My zip code is 01237 and we've been placed into the Albany NY media market or DMA. What this means we hear New York news that includes Andrew Cuomo with NY City news , vs Massachusetts news and briefings from our republican governor Charlie Baker. We don't have cable service and must rely on satellite providers that refuse to provide any local news for our area. Direct TV/AT&T claim it's against the law and they could be fined by the FCC should they allow us local MA news feeds vs that of the FCC directed DMA coverage. Given the COVID 19 outbreak and new policies and procedures being enacted by the state of Massachusetts on a routine basis it's extremely difficult to stay informed on current polices, requirements, and procedures as well as being compliant with these directives.

I've reached out to the FCC who refused to help basically stating this is not negotiable, the DMA coverage assignments were created by Neilson years ago. It's troubling a ratings agency makes decisions on DMA coverage for satellite providers. What is the rational or logic for forcing Massachusetts's residents to be locked into coverage from another state? Can the FCC reconsider this DMA assignment and apply consideration for geographic location when making these assignments.

Ticket: # 3969945 - Cable/internet Service

Date: 5/11/2020 3:10:01 PM

City/State/Zip: St. Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

Extremely poor and Inadequate support to resolving phone/cable/internet outages to area homes. Two outages of 5-days each were experienced within 20 days, thus handicapping many people needing phone (sick or elderly), multiple folks working from home, and all generally inconvenienced during coronavirus quarantine days. Needs more staff and organized regional control center.

Ticket: # 3970169 - Broken promise and bogus pricing

Date: 5/11/2020 4:25:04 PM

City/State/Zip: Syosset, New York 11791-6326

Company Complaining About: Optimum

Description

Cablevision had broken it's pledge under "KEEP AMERICANS CONNECTED." They disconnected me for non-payment despite the COVID19 pandemic. When I filed a complaint with the NYS Public Service Commission, they reversed the money I had paid, but did not reverse the restoral fees or the late fees that was assessed on my account. It's my understanding that these companies pledged to do this, but it was not done. Additionally, in November, they removed channels from my package, but didn't reduce my price at all.

Ticket: # 3970195 - Potential Predatory Company

Date: 5/11/2020 4:32:04 PM

City/State/Zip: Sunnyside, New York 11104

Description

Call offering services not desired or possible for me (I don't own property and haven't listed property as indicated by the caller). I believe this is a predatory company targeting property owners who are struggling due to COVID-19.

Ticket: # 3970213 - Poor customer service and trying to push me aside

Date: 5/11/2020 4:38:20 PM

City/State/Zip: Morton Grove, Illinois 60053

Company Complaining About: Comcast

Description

I have been a customer of yours for many, many years, from two different homes. I am so incredibly disgusted and dissatisfied with your organization and the service you are failing to provide. This morning, my children were attending an E-Learning class and I was working from home. Our internet service was interrupted several times and my children missed class. I call to check on service and it takes 10 minutes to get passed the machine. I can't log in to chat because the internet is out. When I finally am able to log in and speak to someone (in Asia, I assume), all anyone can offer me \$20 credit. I have paid you several thousands of dollars over the years and you laugh at me with a \$20 credit. Furthermore, I rented a movie, for my children, last month and spoke to an Xfinity customer service rep about using a Military Appreciation coupon (I am a Veteran) for the rental. The coupon was never applied and I am being charged the full amount. During this pandemic, I never asked for my bill to be lowered, for you to do anything extra or special for me. I have made my payments on time, all the time, and this is how you serve me. You cannot imagine how frustrated I am having to deal with people that don't take me seriously or realize the mistakes that your company and it's employees have made. It's going to take more than \$20 for you to silence me. I want the coupon for the movie applied, and I want further compensation for the poor service and lack of care that has been presented to me by so many of your employees. I will be making formal complaints to the BBB and other agencies. How can you possible explain yourselves?

Ticket: # 3970314 - Unfair billing

Date: 5/11/2020 5:09:47 PM

City/State/Zip: Philadelphia, Pennsylvania 19140

Company Complaining About: Comcast

Description

Consumer needs the internet because of the COVID 19 virus.

Consumer pays his past due amount.

They don't credit his account for the full payment.

Their service is going in and out.

Consumer has a student that needs the internet for schooling purposes.

Consumer went in and paid what was believed to be the balance owed, they are telling she owes an additional \$45.

Consumer had paid a total of \$595.

They took more money than she owed to them.

Consumer is suspicious that they are "slamming" her account.

CTR412-phone

Ticket: # 3970340 - Phone Billing During Covid 19 (Pledge to the FCC)

Date: 5/11/2020 5:17:34 PM

City/State/Zip: Bakersfield, California 93309

Company Complaining About: Verizon Wireless

Description

Consumer is stating that he has Verizon as his provider. Consumer is stating that his billing is never consistent. Consumer stated that he calls each month to verify the amount that he owes, they even send him text messages. Consumer is stating that they are charging him late fees. Consumer stated that he received a text message stating that he would not get a late fee because of the pledge. They already added in a late fee to his bill. Consumer is stating that his bill should be around \$68.00, he received a message stating that the bill was \$73.00. Resolution: Consumer wants if they are saying that if they are not going to charge the late fee then they should not charge the late fee
CTR 406-phone

Ticket: # 3970349 - Spectrum Internet - Not providing speeds I am paying for

Date: 5/11/2020 5:20:18 PM

City/State/Zip: Los Angeles, California 90042

Company Complaining About: Spectrum

Description

I am a customer and subscribe to Spectrum Internet's 200mb/10mb plan. For several months now I have not been getting the speeds I am paying for. I typically get 20-50mbps download and 1mbps or less upload. a Spectrum tech came to my house and replacing wiring but the probably persists. The tech said Spectrum is not equipped to deal with the Covid19 influx and does not have the appropriate number of nodes to handle traffic or promised speeds.

Ticket: # 3970414 - False News Reporting NBC

Date: 5/11/2020 5:54:40 PM

City/State/Zip: Ocala, FL 34482, Florida 34482

Description

NBC News Chuck Todd regularly reports false and misleading information disguised as news. This is dangerous and harms the country by creating division and providing false and misleading information on our gov officials and health information during a pandemic.

Ticket: # 3970438 - Still being charged for NBA league pass

Date: 5/11/2020 6:05:28 PM

City/State/Zip: Las Vegas, Nevada 89141

Company Complaining About: Cox

Description

Hello, I'm a Cox cable customer. My bill is \$250 a month for cable/internet and a BIG part of that is the NBA League Pass I purchased. However, with the NBA canceled I am not receiving any refunds and am still being charged monthly for a service that Cox cable is not providing. My bill is very high and I am unable to work due to the COVID crisis, but Cox will not work with me to reduce my bill as they claim I am locked into a contract. I am attaching my correspondence with them.

Ticket: # 3970449 - difficult and delayed cancellation request answered with unfair early termination fees

Date: 5/11/2020 6:10:41 PM

City/State/Zip: Auburn, California 95603

Company Complaining About: 8x8, Inc.

Description

I have been a customer with 8x8 for over 12 years. I have been considering terminating my service with 8x8 for sometime as their service has deteriorated over the years. Getting tech support has been difficult as they often do not respond to support tickets. Recently due to the Covid19 shutdown I have found it necessary to consolidate my business costs and chose to cancel my 8x8 service. I logged into my account to cancel my service and I found that there was no easy way to request cancellation. I called and was told that I could not speak to a CSA and must submit a cancellation request online. After submitting several replies and numerous phone calls without response I finally solicited a response that was answered with an email asking me to answer several questions outlining why I wanted to cancel. After sending my response I again experienced a long delay waiting for a response. I again complained and was told that they were waiting for my response which they finally admitted that they had already received. Finally I was told that my cancellation required a 30 day notification period that would end on May 8 2020 and that my service would be canceled on that day. On May 11th I contacted the company to find out why my service still had not been cancelled. They again told me that they were waiting for my response to the cancellation conformation email. I informed that I had never received such an email. After I asked that a supervisor take over and respond I got a response from Krupa that my case manager would send me the confirmation email. Minutes later I received an email informing and apologizing for the delay and informing that the cancellation had now been rescheduled for May 13 and that my account would also now be subject to early termination fees of \$622.16 since the account was automatically renewed in Jan 2020. I was told several years ago when my company became an 8x8 reseller that our account was converted to month to month and so this account was converted back and renewed without my permission. Despite all of this I cannot understand a company that cannot waive early termination fees that are simply punitive in nature during this time when most companies are trying to help small business survive rather than hurt them even more than they are already hurt by the Covid-19 shutdown. 8x8 does not seem to have much heart or business ethics.

Ticket: # 3970480 - poor internet service with continuous complaining far too long

Date: 5/11/2020 6:34:00 PM

City/State/Zip: Panama City, Florida 32401

Company Complaining About: Comcast

Description

Slow internet service getting worse since November 2019 - Extremely slow. New equipment in Jan. 2020, was advised to upgrade to resolve problem which was not resolved, only increased my monthly bill. New equipment again at beginning of April 2020. Tech to home 05/08/2020 & 04/30/2020. Have called several times throughout. Effects my employment because I work remotely (- since prior to COVID-19.)

Ticket: # 3970578 - emergency billing for Coronavirus (COVID-19)

Date: 5/11/2020 7:31:31 PM

City/State/Zip: Bayamon, Puerto Rico 00959

Company Complaining About: Boost Mobile

Description

Call my mobile phone company today. They indicated that I was not eligible for a credit this month, because I have already had 2 credits due to the COVID-19 pandemic. Call my mobile phone company today. They indicated to me that I was not eligible for a credit this month, because I have already had 2 credits due to the COVID-19 pandemic. I'm really worried that my phone service will be interrupted. My plan expires on May 20, 2020. I suffer from Cerebral Palsy, gastroesophageal reflux and asthma.

Ticket: # 3970591 - Complaint - Unwanted Text Messaging

Date: 5/11/2020 7:49:42 PM

City/State/Zip: Mebane, North Carolina 27302

Company Complaining About: President Trump

Description

I received a text message from (855)940-4448. "While President Trump protected our nation from a pandemic, Biden protected China's feelings. WEAK LEADERSHIP! Get the whole story: <https://bidenfact.com/ea6fb>

I did not click the link, but I can only imagine the lies it spreads. This is irresponsible, offensive, and completely inappropriate. The people sending this type of unwanted messaging to the American public should be prosecuted.

Ticket: # 3970593 - Suddenlink Service is Paid In Full, the deactivated modem remotely due to a billing problem and now refuse to restore service despite being paid

Date: 5/11/2020 7:51:32 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

I have been a Suddenlink customer for over 10 years with no payment problems. Unfortunately, COVID 19 claimed the life of my father, whose bank account was being used to autopay for the service every money, when the bank froze his accounts. I contacted Suddenlink customer service multiple times but they never answered their phones. The local office was closed because of Corona virus. They finally deactivated the modem remotely before I could get anyone to answer their customer service numbers. I finally managed to reach a customer service representative to pay the outstanding bill using my personal credit card, and they committed to reactive the modem within 24 hours. After 36 hours the modem still was not reactivated. I called customer service again, and waited on hold for over 1.6 hours with no one answering the 800 number. I tried again the next day, and the person said that they could no reactivate the modem because I no longer had an account with Suddenlink, despite having paid in full and restored by service and the past due bill. I requested they reactivate the account as it was in good standing, but they said they could not do that and I had to contact the account verification team. I called them, but they were not open until the following Monday. I called the account verification team on that Monday, and they told me that I was not allowed to pay my bill by credit card, even though Suddenlink did that 3 days before, and that I had to contact my bank, have my credit card payment reversed, and then go down to my local Suddenlink office and pay the bill by check. I told them that my local office was closed permanently by Covid safety and would not be open anytime soon, and they said I then had to mail a check in for the payment and then they could talk further with me. I said, that is crazy, the bill is already paid in full, and perhaps it might be better that I find another internet service provider who could better treat me as a customer. They said that was an option for me, but they were the only internet service provider in my area. I said that is a monopolistic abuse of their privileges as the only internet service provider in our area. They said the choice was mine as to whether I wanted to be a customer, but as of this time, I did not have a contract with them.

I then called AT&T but they said they can not provide service, so I am now stuck with only Suddenlink. This is bad. So I called back Suddenlink to create a new service account. They were happy to create a new service account and charged me \$117 for service for the next month. I explained I already had the equipment and everything in place. They said to start new service, they needed to send out a technician, but they have no technicians available because of corona virus. I explained that I already had service in place that somehow got turned off and my account canceled by accident after I had paid my outstanding bill in full, and that all they needed to do was reactivate my modem and we should be good. They explained that after taking even more money from me for services this month going forward, they could not activate my modem because they had changed their internal software and had no ability to do that. I said, how could you deactivate a modem, but not be able to reactivate it. They said they were sorry, and would try to reach out to the local service team to see if they could reactive it. I said that would be fine and have them call me. I heard from no one. I

later got an e-mail that they had scheduled a technician to perform a service call in 2 weeks when I told them that noone would be at the property to meet them. Ugh!!!!

Really!!! I am seriously, this is my choice for internet services in the United States of America. They bill in advance for services they don't/cant deliver deliver for weeks? They don't hire enough people to answer their phones? They don't have systems in place that allows them to provide services for their customers? They cancel contracts and accounts despite those accounts being paid in full? For all this, I still pay more and more money and get nothing and I have no alternative choice as competition to turn to for internet services?

I paid my past due amount and account was in good standing, they canceled account, then asked me to reverse making payment to make the account in good standing, then repay the account by mail after they accepted payment, then canceled my account, then created a new account and then just reactivated the old account, charged me for another 1 month of service and now can not deliver that service for 2 weeks.

Ticket: # 3970643 - Raising customer fees by 30% during a pandemic (!)

Date: 5/11/2020 9:02:05 PM

City/State/Zip: Los Angeles, California 90068

Company Complaining About: Spectrum

Description

When I initiated service about a year ago at the rate of \$49.99/month, Spectrum led me to believe that I'd be able to extend my rate beyond the initial year. Now that the year is up, however, they're raising my rates by 30% to \$64.99, and they're refusing to discount them any lower than that. My latest bill also warns me that "To avoid a late fee, the BALANCE must be paid by the DUE DATE." These are unconscionably sleazy business practices for a company that's pledged to "keep America connected."

Ticket: # 3970748 - AT&T Billing

Date: 5/11/2020 11:22:11 PM

City/State/Zip: Tulsa, Oklahoma 74132

Company Complaining About: AT&T

Description

During COVID AT&T sent an email stating they would not charge for data, voice or text overages through May 13th. I received my bill it's consistently 100 and change. They charged me \$260.15. I'd contacted them last week to make sure I would not be charged for any overage. They have corrected a portion of the error after a second call today. I'll have to contact them a 3rd time to get it fully corrected.

Ticket: # 3970755 - At&t's new deceptive practices

Date: 5/11/2020 11:25:38 PM

City/State/Zip: Harvey, Louisiana 70058

Company Complaining About: AT&T

Description

I tried disconnecting service at the end of April, I was told that I would have to wait until the end of the billing cycle which happens to be the 18th of May, they disconnected my devices today I am now stuck in the middle of Covid with no internet

Ticket: # 3970771 - COVID 19/ Sprint

Date: 5/12/2020 12:02:12 AM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Sprint

Description

Sprint has notified us that during COVID 19, we are supposed to have unlimited hotspot. Unfortunately while speaking to another representative last week regarding the situation, I was informed that once you use the high speed hotspot, you then have to use the low speed hotspot. I do believe that there is suppose to be unlimited hotspot because of the information that was told to me. I believe Sprint is withholding the unlimited hotspot from us. I shared with Sprint that the only reason that I utilized my hotspot more than usual was as a result of the faulty software issue which locked my cell phone last week. I had to utilize the hotspot to attempt to download the icons that did not upload onto my cellphone. There were constant messages about percentages used for hotspot when there should not have been any messages. We are in a middle of a crisis, how is Sprint helping there customers while displaying lack of concern towards the customer?

In addition, we are paying \$183 monthly for devices that are not properly working. When we are in a place where there are no open WiFi's to use, our cellular data is suppose to kick in. We have turned our cellular button on and select the LTE/VOLTE to on, but still at times have no service. It is like our cellphones have to run off of WiFi solely, when we are paying for unlimited dada us have. The service is horrible! If you do not pay attention to Sprint, they will add unauthorized charges onto your account. This was done to the account at least three times. I had to contact Sprint tine after time after time to request that the charges regarding unauthorized insurance charges for a total of four lines be removed. We are requesting to get out of the phone contract with Sprint.

Ticket: # 3970774 - Internet service

Date: 5/12/2020 12:16:28 AM

City/State/Zip: Anderson Island, Washington 98303

Company Complaining About: Centurylink

Description

On April 25, 2020, I signed up with CenturyLink for internet service at my new house. On May 1, 2020, I received a notice saying that my service installation had been delayed. Since that notice, I have called many times to get some idea of when my service will be turned on. Today, I was informed that nothing has occurred to get my service started. Meanwhile, I am desperately trying to figure how to work at home during COVID 19 without internet service. If I had had proper communication from Centurylink, I would have arranged to buy a hotspot. I have no idea what is going on, why they can't install my service. It sounds like they are waiting for someone to move to assign me a internet line. I cannot wait for that to happen. Why aren't they laying adequate line for this area. They appear to be the only service provider on this island.

Ticket: # 3970785 - Intentionally misleading the public--ie LYING on the part of CBS during "60 Minutes"

Date: 5/12/2020 12:50:36 AM

City/State/Zip: Bethel, Ohio 45106

Description

I saw an interview with Mike Pompeo on ABC in which he said he agreed with intelligence reports that the COVID-19 virus was man made in China. It was a bit confusing, but later I saw a CBS 60 minutes segment about that interview in which CBS flat out misconstrued Pompeo's words to the point the made it seem he he did NOT agree with the intelligence reports. CBS --in the way they cut the clips,made it look like Pompeo said the opposite of what I had heard him say earlier. They lied. I think you should pay attention to "dis-information" that is spread over the airways. I would ask for a review of their license.

Ticket: # 3970842 - Medicare call scam

Date: 5/12/2020 7:08:25 AM

City/State/Zip: Friendswood, Texas 77546

Company Complaining About: Us Medicare Health Records Office

Description

Someone pretending to be from Medicare scammed us into giving our Medicare number saying that they are updating all the senior's Medicare benefit to include coronavirus coverage. They asked for Medicare number, name as it appears on the card, date of birth, height, weight, primary doctor's name and clinic. They said they are doing it over the phone than mailing because mail is slow due to pandemic. They ask if high-risk individual with diabetes, etc. They sounded so convincing even gave her name Ashley Miller.

Ticket: # 3970992 - Verizon Fios Incorrectly Billing for Services Not Received

Date: 5/12/2020 9:48:54 AM

City/State/Zip: Clifton, New Jersey 07013

Company Complaining About: Verizon

Description

Verizon Fios is charging me monthly for services I do not receive. Verizon Fios has been and continues to charge me \$7.89 per month for Regional Sports Network Fee at a time when the sports it is supposed to cover are not available due to COVID-19.

Ticket: # 3971032 - price increase on internet

Date: 5/12/2020 10:07:17 AM

City/State/Zip: Paterson, New Jersey 07501

Company Complaining About: Optimum

Description

I paid \$289 dollars for my cable bill because they shut my internet down on April 7th 2020, while my son was doing homework. I was forced to pay the money because I was working from home and my son had to do his homework, they said they wouldnt turn it back on unless I paid this amount of \$289.00. I also requested to receive the Covid 19 -price freeze, for stranded households and they didnt provide me with the service, stating it was there choice , if they would honor my request. After Five hours of waiting I paid the \$289.00 .This is May and now they are charging me an additional \$389.00 for the month of May, currently .I need them to give me a affordable price for internet service, or for free. I am not able to change internet services because my apartment building is under contract with this company.

Ticket: # 3971099 - Cox Communications Service Interrupted/COVID-19

Date: 5/12/2020 10:35:05 AM

City/State/Zip: Santa Barbara, California 93110

Company Complaining About: Cox

Description

She is calling about Cox Communications.

She has internet service only.

Cox Communications has turned off her internet service.

She has called Cox on 03/31/2020 to inform them she could not pay her bill.

Cox agreed to not cut service off, but Cox turned service off on 05/11/2020 between 8-9 pm.

This is her way of communicating with her job, family and doctors.

CTR414-phone

Ticket: # 3971160 - Regional Sports Fee

Date: 5/12/2020 11:04:19 AM

City/State/Zip: Collegeville, Pennsylvania 19426

Company Complaining About: Comcast

Description

Comcast is charging every cable tv consumer \$8.75/month for a regional sports fee. This fee should be waived during the pandemic since there are no sports to watch. I contacted them to remove this service from my account but they said they can't.

Ticket: # 3971203 - Choices in TV Viewing

Date: 5/12/2020 11:20:07 AM

City/State/Zip: Oyster Bay, New York 11771

Company Complaining About: Optimum

Description

The 'Rise Up New York' concert to raise funds for The Robin Hood Foundation (relief effort for pandemic) pre-empted viewing on every NY network station including cable channels. Communist nations use this propaganda driven programming. A free and open media includes viewing choices. Be careful not to allow the insidious dimensions of communism to take hold under the guise of a worthy cause.

Ticket: # 3971235 - AT&T Mobility Covid Response**Date:** 5/12/2020 11:31:33 AM**City/State/Zip:** Orlando, Florida 32808**Company Complaining About:** AT&T

Description

I have searched the internet to get conclusive information regarding AT&T Mobility Covid 19 consumer response. I have been a consumer of AT&T mobility for over 10 years, and have 10 wireless accounts. Me and my family have been impacted economically by the covid 19 outbreak. When I look online I notice the provider is committing to not disconnecting service of consumers until June 30. However, when I try to establish this pay arrangement online or over the phone with a AT&T representative they don't have the capability to establish this arrangement. I understand this virus is no fault of AT&T or anyone for that matter, I was just hoping to see something streamlined that the company is doing for their existing consumers, especially those loyal paying customers over the past decade.

Ticket: # 3971307 - NEXTIVA COMPLAINT**Date:** 5/12/2020 11:57:51 AM**City/State/Zip:** East Haven, Connecticut 06512**Company Complaining About:** Nextiva

Description

As I'm sure you are familiar, SERVPRO is a 24/7 Emergency Services Provider. Our company, like many others, is considered to be an essential business during this unprecedented time of the COVID-19 pandemic. Being an essential business, one who provides emergency services nonetheless, means we cannot shut down – no matter what. Amidst this pandemic we have transitioned to most of our staff working remotely, which means that now, more than ever, VOIP communication is the core of our business. We simply cannot afford to run into any service issues during this time.

Over the past years with Nextiva as our provider, we have run into consistent service issues. It is incredibly difficult to reach customer care at Nextiva outside of normal business hours. Because we have high call volumes at all points during the day, not just business hours, we have been forced to find solutions for ourselves. Our SERVPRO staff has had to troubleshoot, diagnose, and rectify Nextiva service issues internally, constantly. We were forced to this solution simply because it was easier than attempting to get help from Nextiva.

Now, with the bulk of our staff working from home, these service issues cannot be easily solved by us. However, our service issues do not only consist of trouble getting in touch with customer service; we have faced continued issues with the Nextiva app not working for employees, dropping calls, not dialing out, crashing in the middle of calls, etc. These are not minor issues. We are constantly dealing with them. These issues directly affect our livelihood as a business as well as our customer's access to emergency services.

We no longer wish to continue services with Nextiva. In the past, we had attempted to end our relationship with Nextiva due to service issues. We were quickly made aware by Nextiva that we were automatically renewed an additional 3 years in our contract without explicitly agreeing. Nextiva also informed us that to terminate this agreement would result in an outrageously high cancellation fee. Moreover, Nextiva refused to recognize our service issues with them as legitimate as they had no formal record of these issues (perhaps because we would have to wait on hold for extended periods of time when attempting to reach customer care).

During the pandemic, we need a reliable VOIP provider, we cannot continue to deal with these service issues. We are requesting that we are either released from our agreement with Nextiva without the fee or, at the very least, the FCC investigate the issues we've faced having Nextiva as our provider. Though we are a "large" SERVPRO Franchise, in the grand scheme, we are truly only a small, locally owned business. If we've experienced such issues being a fairly small company, we can only imagine what issues other Nextiva customers are facing.

We hope to be released immediately from our agreement with Nextiva with a full waiver of the early termination fee due to repeated service issues. The issues I've outlined here only seem to scratch the surface of the service issues we've faced over the years. In fact, these issues have been so prevalent in our company, nearly every member of my staff is prepared to produce a written statement

regarding the various issues they've personally experienced with Nextiva while working at SERVPRO.

I hope that the FCC may be able to provide our company with some reprieve in this matter so we can continue business operations as normal. We are tired of having to create work arounds and makeshift solutions to address Nextiva's shortcomings. If you need any additional information from me or would like for me to send over the written statements as I previously mentioned, please just let me know. My contact information is below.

Ticket: # 3971408 - Spectrum Cable Rate Increase During Pandemic**Date:** 5/12/2020 12:30:09 PM**City/State/Zip:** Cincinnati, Ohio 45244**Company Complaining About:** Spectrum

Description

On March 25th Spectrum Cable demanded a \$15.00 per month increase on internet usage. In an attempt to contact them, their hold times were exceeding 1 to 2 hours. During the hold, the call disconnected. On 5/12, I finally reached someone in customer service whom stated rate increases are permitted. Since I am set up for auto billing, I ended up paying for the increase without consent. I also performed a check on the internet service which was 60% less than the 200Mb/s they were supposed to be providing. The answer from Spectrum is that they can not guarantee speeds.

Ticket: # 3971413 - Service/COVID-19

Date: 5/12/2020 12:31:53 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Consumer states that since the 05/02/2020 he has experienced no service for the past ten days consumer has been calling multiple times and they do not want to talk to him any longer. Consumer phone number was tagging an outage in the area and the call won't connect anymore. The whole past week he was told that the service was going to be up every day with a different hour. Consumer wants his service to be fix immediately. Consumer wants a credit into his account for the ten days that he was experiencing this outage. Consumer is working from home and this is affecting with his employee. Also, he was told that the FCC send a pledge out that nobody should be with no service and (b) (6) has been with no service for the past ten days. This is unacceptable consumer was charge for the entire month and consumer service won't speak to him.

ctr408-phone

Ticket: # 3971489 - Problems with Frontier Communications**Date:** 5/12/2020 12:58:24 PM**City/State/Zip:** Hanover, West Virginia 24839**Company Complaining About:** Frontier Communications

Description

We were behind on the phone bill. Because of that Frontier took away our long distance, caller id and voice mail. We were paying just enough to keep local service. We got a bill for \$181.15 which was the entire past due amount and was due by 5/8/20. I paid \$182.00 by phone on 05/04/20. The next day I called to see when they would restore our other services because before if we paid the entire past due amount, our other services would be restored the next day. I was told that there was a balance of \$43.41 due by 5/21/20. Then she said that we would have to pay the next two consecutive bills on time before they would consider restoring our other services. Since Frontier signed that Pledge during this Covid 19 I don't understand. My husband has to have a lung biopsy and we need to keep in touch with his doctors. We do not have a cell. We need our long distance service.

Sent letter of complaint to President of Frontier and complained to my state's Governor Jim Justice.

Ticket: # 3971492 - Service COVID-19

Date: 5/12/2020 12:59:41 PM

City/State/Zip: Las Vegas, Nevada 89147

Company Complaining About: Cox

Description

Consumer has a bundle service with COX. Consumer states that he has been out of TV service since the last week consumer has called many times to get his service fix but since COX tagged his location as outage, they are not answering his phone calls. Consumer states that on the 21st of this month the billing cycle ends they will charge him for the entire month when he has not had the entire month with service. Consumer needs his services to be working properly during this pandemic.

ctr408-phone

Ticket: # 3971583 - Talking to a Human Being

Date: 5/12/2020 1:24:49 PM

City/State/Zip: Richmond, Virginia 23221

Company Complaining About: Comcast

Description

I am unable to speak to a human being when I call Comcast. They make it difficult to find their phone number. Then, once you're on the phone, and prompt the system to connect you to a representative, they make every effort to Not connect you with a human, including circular prompts that take you back to the menu you started from. If you're persistent, they just hang up on you. This is absolutely inappropriate. In a time where millions of people are struggling through a pandemic and massive financial uncertainty, this should not be acceptable, **especially when you pay at a minimum \$80 a month for JUST internet service****. Comcast and Verizon have a near-complete monopoly. They should not be able to control access to something as vital as the internet, which is absolutely necessary to conduct nearly everything one does from day-to-day, including trying to find a job in a pandemic and economic crash.

Ticket: # 3971587 - AT&T Wireless phone service

Date: 5/12/2020 1:26:30 PM

City/State/Zip: Corpus Christi, Texas 78413

Company Complaining About: AT&T

Description

04-14-20

AT&T

PO Box 10330

Fort Wayne, IN 46851-0330

260-715-4686

(b) (6)

(b) (6)

Current services with AT&T

Mobile

U-Verse TV & Internet

Digital Life (security system)

To Whom it May Concern;

I would like to formally file a complaint on the service I have had to endure with AT&T representatives, also with in regards to some charges I have been disputing.

The handling of all this started with your representatives starting with the initial sale of the item. The representatives are after one thing and that is selling and acquiring the quote of sales they have to meet. I have dealt with a lot of other issues with AT&T on all your services, something happened a few years back AT&T lost the customer service they use to provide. And now we the customers have to pay the price for all the issues.

I need a response back from an AT&T Service Manager as soon as possible. I need a final answer to my issue, before I seek legal assistance from my attorney. I feel AT&T is profiting from customers like me who entrust you to take care of us, but yet we the customers are not important enough.

Let me start with the main issue on my mobile service;

Back on July 12, 2018, I went into a retail store and upgraded a device from an iPhone 6 Plus to iPhone X on line 361-425-6264. Please keep in mind this line is the line I had available to upgrade one of my devices, for which I used this upgrade for my line (b) (6) Then on/or about the 26th of July I went into the retail store and I was going to return the device, when my daughter decided to

keep the device iPhone X. We then swapped sims card and I stayed with her iPhone 7 Plus phone and she stayed with the iPhone X.

In or about the 26th of September, my daughter wanted to get the new iPhone XS MAX. She went on line and called and did a trade in from the iPhone X to the XS MAX phone. When this trade in took place AT&T added the new device iPhone XS MAX to line ending 5541. Which left the contract to iPhone X on line (b) (6) still active. We received the new device in or about October 4th 2018. The iPhone X was sent back to AT&T before October 18th 2018. I am unable to get a tracking number from USPS(it's too far back), but due to USPS not being able to trace that far back I might ran into some difficulties finding the tracking number. I did receive an email from AT&T on the 29th of October stating the following;

Trade-in Reference Number: (b) (6)
Dear RICARDO, (which the name is incorrect)

Great news! We have received and inspected the APPL A1901 iPhone X 256GB - OTH that you sent. Your AT&T promotional card in the amount of \$540 is currently on its way, and you should receive it within approximately three weeks.

If you have any questions, please feel free to visit our Request Help resources available here.

Thank you for your participation,

AT&T Trade-in Program Support Team

Well, I never received the \$540 promotional card and the installments were never removed from line 361-425-6264. I have been getting charged for this device since September 2018, reason I just caught this was because I went in on March 27, 2020. To purchase my son a phone and got the 11 Pro, at that point I was going to use line 361-425-6264 to upgrade knowing I should have that line available. When the rep at local retail told me otherwise, I explained to her I should only have 3 devices on contract and she stated no. I could not stay at the retail store long due to the COVID19 pandemic limiting to many of us in one place, and decided I would call when getting home. I started calling when I left the store at 6:30pm and I did not hang up with AT&T until 11:30pm and still did not get the issue resolved, she told me everything would be good just try to look for tracking number and call back. I tried the following day (again waiting forever), and explained I could not find tracking number from USPS. I did a couple of chats on line (also took forever) and all reps I dealt with assured me it was taken care of and there would not be any issues also insured that all notes were taken, and I would not need to repeat myself when I would call in again. Here I am 17 days later, I have been repeating and explaining over and over again with every representative and supervisor telling me different results and no one resolving the issue.

3-31-20 @ 8:23pm spoke to Nathanaly chat id (b) (6) - assured I would not have to repeat myself and transferred me to a supervisor, and guess what I had to repeat myself.

04-03-20 spoke to a supervisor by the name of Shelia she was very rude, said she isn't going to give me my money back this was a mistake done in 2018 and there was nothing she was going to do about it and basically left it like that, I will admit I was already frustrated with all of this crap and was cursing. I hung up the phone because I obviously was not getting any where with this rude lady.

On April the 7th spoke to Robert G. and he sounded very helpful, but obviously was not. I once again explained everything to him. He created a case on my promotional card for line 5541 and for line 6264 and gave me a case number and even emailed me, stating my case has been submitted with expected resolution date on April 10th 2020. And that I would be notified via email with the resolution of my case. I am still waiting for email.

On that same day my daughters Iphone XS MAX turns off by itself and wont turn back on at all. So she tries going on line to tech support and tries to get assistance on fixing the phone. (please keep in mind she takes really good care of her phones so she can trade it in when new one comes available). They could not do anything they would have to see it to repair it. Well phone is out of warranty already so I tell her to do an insurance claim on the phone for I have the family insurance on all phones. So now guess what, she calls in and well nope "you don't have insurance on this phone" they tell her. I am upset again; I call again and have to deal with unprofessional people at AT&T. I tell them I should have had the family insurance since the day I bought my sons phone (prior to the new phone on 3-27-20). They say no it was never switched over to the family and now that phone is not covered.

On April 8th I call and speak to Gian explained about the insurance issue and he said no problem I will take care of this for you. I asked him can you back date the insurance and credit me the difference because it was supposed to be cheaper than me paying individually for each line. Gian says, no problem (there is a chat for this conversation) I have taken care of it and back dated this for you, and that I would not have any problems doing my insurance claim.

I go and research my emails and received this email regarding my insurance plans dated October 2019

(b) (6),

We are pleased to announce that your AT&T Mobile Protection Pack will soon become AT&T Protect Advantage for 1.1 With AT&T Protect Advantage, there are more benefits than ever before.

The program changes will be effective October 22, 2019. Your monthly charge will increase from \$11.99 to \$15.00 per mobile number enrolled, and there will be new deductible tiers. See the deductible table below or go to phoneclaim.com/att to see the deductible amount for your device.

Here's a summary of the new benefits:

So, I go back to make a claim on Asurion and resubmit my claim and then I get an email stating it was denied.

April 13th, I chat online with Sebastian who then transfers me to Santiago (supervisor) and another show down with reps and supervisors telling different policies of AT&T.

Santiago starts to look into everything and I explain once again the whole situation and he says "well they have sent you your promotional reward of \$540.0

Ticket: # 3971621 - Suddenlink issues

Date: 5/12/2020 1:38:33 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

This will be the second time turning in a complaint. I received a call from a manager based on the first complaint, but that individual has not followed up as he said he would and the service has become worse since the call.

We now have no cable service, which their technical cant resolve because they can't identify the equipment they installed. The internet service has been intermittent starting at 0900 each day and does not return to viable service until close to 1800 each day. I have called technical support twice since and each time they tell me there is no outage in the area, they can't identify the router, and they want to send a tech out. We have had techs to the house multiple times and they say there is nothing to fix. This is proven by the fact that we have service in the middle of the night. I have asked for a supervisor or manager to call each time, and as of now, I have yet to get a call.

Suddenlink would like to say this situation is due to the Covid Pandemic, but research on our account will show the service issues predate the outbreak. I have attempted to resolve this issue with them and they have failed to follow-up as promised and the service has actually degraded since the first complaint. I have asked for a supervisor to call me each time I called, but a return call does not happen.

Ticket: # 3971622 - Suddenlink Communications

Date: 5/12/2020 1:38:36 PM

City/State/Zip: Charleston, West Virginia 25314

Company Complaining About: Sudden Link

Description

Suddenlink has been a no-show for five (potentially six as of today) service appointments. I have called them several times and just been given the run around. It was documented by one of their workers that the issue is outside of my home and something someone needs to fix, but claim they "didn't know" a person needs to physically come to do the repair. my partner is working for a COVID surge hospital and needs to have a reliable connection, they have been informed of this also, they just don't care. At all. Their reps for the most part are rude and you cannot speak with a supervisor. They need to be ashamed and they need to be condemned by the FCC and any other powers that be that can make them re-think their attitude toward customers.

Ticket: # 3971653 - Spectrum wont offer extension on payment

Date: 5/12/2020 1:47:28 PM

City/State/Zip: Garden Grove, California 92840

Company Complaining About: Spectrum

Description

I wanted to file a complaint that spectrum is not giving me an extension and is charging late fees. They pledged that due to coronavirus they won't disconnect service. I have proof that I requested an extension and they said no.

Ticket: # 3971748 - Crap customer service signal issues

Date: 5/12/2020 2:22:45 PM

City/State/Zip: Stillwater, Oklahoma 74074

Company Complaining About: AT&T

Description

I've been a customer of AT&T for two years when COVID-19 happened I was told that they were going to work with us and that they would not shut our service off due to nonpayment as long as we were attempting to take care of things when I was able to go back to work. When we went back to work I called on May 1 or 2nd to discuss my cell phone bill with them and told them that on May 8th I will pay 150 on may 22 I would pay 150 and then going into June I would 150 each week to catch up my cell phone bill the lady said that was fine that would be no problem I got a call today telling me they were going to shut my phones off on the 14th because they only promise to keep them active through the 13th they did not promise to work with us on our cell phone bills. So here I am using my phone as a work phone and I am just now able to go back to work due to COVID-19 and I am being punished by that I have had nothing but spotty service for the last two months but since they was supposedly trying to to work with people I had not thrown a huge fit but now that they are being rude and I'm helpful it's time to really get someone involved to fix the situation for me. I shouldn't have to go to the road and talk on my phone when I use it for business services instead of being able to sit comfortably in my home and use my phone. Let's not y'all about the amount of random texts I get or random spam calls I get a day!

Ticket: # 3971784 - suspected fraudulent phone call

Date: 5/12/2020 2:31:56 PM

City/State/Zip: Ripley, Ohio 45167

Company Complaining About: Medicare

Description

Medicare office requesting verification of my father's medicare number to send him a new plastic medicare card because of the corona virus pandemic

Ticket: # 3971843 - Huawei hosting of Journalists to speak to America.

Date: 5/12/2020 2:46:32 PM

City/State/Zip: Washington, District Of Columbia 20850

Company Complaining About: Huawei, Cnn, Etc

Description

<https://dailycaller.com/2020/05/11/chinese-tech-company-will-host-panel-on-covid-19-misinformation-featuring-cnns-van-jones/>

Chinese Tech Company Will Host Panel On COVID-19 'Misinformation' Featuring CNN's Van Jones
Van Jones "The Van Jones Show" 11/02/19

CNN, "The Van Jones Show."

Comments

(b) (6)

Contributor

May 11, 2020 11:34 PM ET

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Chinese telecom giant Huawei announced Monday it will be hosting a panel on coronavirus "misinformation" featuring CNN host Van Jones.

#Misinformation on #COVID19 is hitting African American, Asian, Hispanic, rural & low-income Americans hard. On May 13 @NABJ, @IAMWILL, @VanJones68, @RolandSMartin & @EbonyJadeHilton discuss keeping Americans healthy + safe. <https://t.co/iali0OFBrR>
#HuaweiNABJWebinar pic.twitter.com/XSs58j0Wdk

— HuaweiUSA (@HuaweiUSA) May 11, 2020

According to the registration page, the May 13 webinar, hosted along with the National Association of Black Journalists, "will explore how journalists and leaders across industries can come together to fight against a unified enemy: COVID-19" and how "disinformation about the coronavirus disproportionately affects communities of color and low-income neighborhoods."

Black-Eyed Peas singer Will.i.am, consultant Dr. Ebony Hilton and journalist Roland Martin will join Jones on the panel. (RELATED: CNN Basically Published A Press Release From The Chinese Military)

Huawei has come under increased scrutiny by the Trump administration for the company's extensive ties to the Chinese Communist Party. The administration has sought to block its 5G tech from being used in domestic networks due to concerns over spying and the theft of intellectual property from American competitors.

The DOJ in January opened a 13-count indictment against Huawei, saying that it has engaged in a “decades-long” operation to “misappropriate intellectual property” from U.S. technology firms. It has also been accused of developing the monitoring system for Chinese Uyghur internment camps and selling U.S. tech to Iran in violation of sanctions.

The Chinese government has repeatedly spread misinformation about the coronavirus and tried to cover up its culpability for the spread of the deadly disease. Chinese government officials have even promoted a conspiracy theory alleging that the coronavirus was actually brought to the city of Wuhan by members of the U.S. military.

CNN has also come under fire for allegations of publishing Chinese propaganda. Last month, it published a story on the People’s Liberation Army while citing Chinese state controlled media as its source.

Tags : chinese communist party cnn huawei misinformation van jones

Ticket: # 3972046 - Horrible Internet Speed

Date: 5/12/2020 3:51:36 PM

City/State/Zip: Belmont, North Carolina 28012

Company Complaining About: AT&T

Description

We cannot function on the slow internet speed, we have contacted AT&T numerous times with no resolution, speeds are too slow to work from home and for my son to do online college classes. We tried contacting Spectrum for service but was told they will not come down my road any further to service the other 12 homes down my street only service the beginning of my road which is only a mile long. We are only running at 6 MB, which is unacceptable for work or school. Covid 19 requires working and schooling from home.

Ticket: # 3972047 - Frontier Cannot Provide Service Because "ports are "full

Date: 5/12/2020 3:51:45 PM

City/State/Zip: Woodruff, Wisconsin 54568

Company Complaining About: Frontier Communications

Description

Called for new Internet service to my new home. Was told by Frontier that there are no ports available and they could not provide service. No time frame for when I could get service. Address is serviceable, and Internet is needed to work from home, especially during this pandemic. Frontier needs to fix this, now.

Ticket: # 3972102 - Suddenlink, took my modem

Date: 5/12/2020 4:07:41 PM

City/State/Zip: Lubbock, Texas 79415

Company Complaining About: Sudden Link

Description

We wanted to add a telephone to our Suddenlink service. They brought a new modem. When they left they took my modem. This was a modem that belonged to me and not one that they had provided. I was at the time not paying any rental fee because I was using my own equipment. I went to the office and had them fill out an equipment search, two months later they had not called me back or even spoken to me about the modem, which belonged to me. I fell behind on payment because of financial difficulty due to Covid-19 and because of increases to their prices inspite of what they had advertised. My service was turned off. When I tried to pay my bill it showed that I needed to pay \$100.00 for the modem before my service would be restored. I called and after being put on hold for 30 min to an hour each time I called, I was finally able to reach someone. After arguing with me, the man told me that he took the equipment charge off of my bill and he filed another equipment search. I thanked him and called to pay the bill on the automated system since they charge \$10 to pay with a person. The bill was the same nothing was taken off. I called again today to speak to a person. I was on hold for an hour and 15 minutes and was told again that the entire bill is for service. After arguing he relented that \$100.00 is for their modem. The man told me that my bill has been sent to collections and I am not allowed to pay it. The store in Lubbock is closed. I dont' even know a way to return their modem. When they stole my modem that belonged to me they gave me no satisfaction for my equipment but now they want to send to a collection agency the bill for their equipment. I went in February to Suddenlink and they filled out a form to look for my modem, they said they will call me back in 5 to 10 days, I never heard back.

Ticket: # 3972110 - Transfer of ownership request

Date: 5/12/2020 4:10:03 PM

City/State/Zip: North Hollywood, California 91605

Company Complaining About: AT&T

Description

My mother passed away April 28, 2020 because of COVID 19. The reason i am here because i called AT&T to get ownership of my mother cell phone to be under my name but AT&T refer me to you. What can i do to get the account under my name with the same number. My mother name is

(b) (6)

Ticket: # 3972118 - AOL attempts to extort money from subscribers

Date: 5/12/2020 4:12:31 PM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Aol

Description

AOL is using the COVID-19 as an excuse to keep customers complaints to an absolute minimum. I have been trying to access my AOL acct. all day, and keep getting "prove you are not a robot" and other delay tactics. All I want to do is change my Password, yet it keeps telling me it is not the right one, and it wont let me put in a new one, it gets me into the Prove you are not a robot cycle and I cannot get out of it. These large corporations are becoming way to abusive of the people who use them

Ticket: # 3972127 - Billing

Date: 5/12/2020 4:15:58 PM

City/State/Zip: Henderson, Nevada 89015

Company Complaining About: Directv

Description

Bill went from 73.73 to 140.32 Called several times to get this fix but they have been unwilling to help. Even tho I called JuanSG and left a voicemail telling them to talk to my husband cause I am busy during this COVID 19 with work and don't have time to talk. Everytime he calls they are unwilling to help. we have been trying to get this fixed since April 23, 2020. so far no one has billing willing to help.

(b) (6)

Ticket: # 3972131 - \$30.00 per month price increase in the last two months

Date: 5/12/2020 4:18:00 PM

City/State/Zip: Lake Havasu City, Arizona 86403

Company Complaining About: Sudden Link

Description

My billing has increased by \$30.00 per month in the last 60 days. I have called and recalled with we cannot do anything with the Covid 19 going on. I would like to know how the bill can increase this much within a short amount of time.

Ticket: # 3972214 - Spectrum fraud

Date: 5/12/2020 4:41:45 PM

City/State/Zip: Thousand Oaks, California 91362

Company Complaining About: Spectrum

Description

Spectrum has been randomly raising my rates without informing me, for the past couple of years. They raised them again during the Covid-19 pandemic. I called them and spoke to an agent and asked for an extension due to their "Keep American's connected" pledge, which they said they were giving me until the end of June. I also expressed that I was not going to pay them \$80 per month while they were giving internet for free to other college students, and overcharging me. I signed up at the rate of \$50 per month, and when that promotion ended it was raised to \$60. I never agreed to any price increases after that. The agent said they would adjust my bill back to \$60 per month to keep me as a customer. I am now receiving harassing phone calls threatening to disconnect my service for non-payment, and they keep sending me bills for \$75+ per month. I was left on hold for over twenty four hours to speak to an agent and try to have my bill corrected. The supervisor I spoke with is now actively defrauding me by refusing to correct my bill to the agreed amount, and saying that the agent I spoke with failed to enter it into their system, and they will basically charge me whatever they want, despite the agreement, because "other customers pay that much". In addition, my internet works about 60% of the time. When I called them on several prior occasions, it worked 10% of the time. They are defrauding me despite a contract (which I believe they recorded via phone without my consent, so there is evidence of the price agreement) for internet service they don't even provide. I expect them to honor our verbal contract and adjust my bill to the correct amount. I also expect to be compensated for the many hours of my time they have demanded of me, to try to correct their errors/fraud, which they still didn't do.

Ticket: # 3972277 - Price change with no warning and no one to talk to

Date: 5/12/2020 5:08:53 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

Every year optimum changes the price on their customers without prior warning. This year o remembered that and tried calling in countless timea to adjust the price back. I completely understand that they were overwhelmed with calls at the beginning of the covid-19 pandemic but I've been trying to get through to them for 2 months now and finally got through to the proper department who assisted me with bringing down my bill but said they could not credit the months i had paid extra that would be the billing departments job. I tried speaking with a few reps feom billing but they claim they cannot help me further and there are no supervisorsto speak with. I would appreciate a call from someone who can assistme in getting a credit fir tree difference i paid those months. Thank you.

Ticket: # 3972294 - Refuses to install new nodes and sells unadvertised speeds

Date: 5/12/2020 5:15:25 PM

City/State/Zip: Strongsville, Ohio 44136

Company Complaining About: Wow

Description

This problem started 1 year ago. We pay for 1GBPS and got 700GBPS. After covid the speed has dropped to as low as 25MBPS. The contractor has told me they have all the nodes and will not install them in a timely manner.

Ticket: # 3972329 - Windstream Agreement Complaint**Date:** 5/12/2020 5:36:18 PM**City/State/Zip:** Trumbull, Connecticut 06611**Company Complaining About:** Windstream Communications

Description

Windstream is over charging us for services that should be billed around \$500/month (we signed our agreement for \$487/month in 11.14.2016), but instead they have raised their prices to now charging us over \$800/month. We have for the past 3 years tried to let them know that we are not able to pay more than \$500/month and that we want to renegotiate our agreement, however, they say that the only way to get out of it is to pay in full for the 2 years that we have left, the only other way to lower our bill would be to sign up for another 5 years. They constantly threaten us that if we do not pay they will turn off our service (which they did in April 2020 for a couple of days even though we were in discussions with them and did pay), and now they are saying they will turn off our services on May 15. I have emailed and called every single person I have been able to find working at Windstream regarding lowering our bills and changing the agreement, explaining that we cannot afford more than \$500/month, but no one is willing to work with us other than offering their services for another 5 years. Please let us know how to proceed as we cannot afford to pay over \$800/month for these services – especially since there are service companies out there that are willing to sign us up for less than \$500/month and those companies will not even lock us in for 12 months. We feel like we are taken hostages by Windstream and having to overpay for their services for 2 more years will be devastating for us to. But we also need our phones as we are a medical laboratory starting to test for COVID-19 now and it would be very detrimental to our business if our services were shut down again. Please let us know if there is anything that we can do to get out of this impossible situation that we have been in for over 3 years.

Ticket: # 3972423 - Extremely Slow Internet Speeds

Date: 5/12/2020 6:33:33 PM

City/State/Zip: Vadnais Heights, Minnesota 55127

Company Complaining About: Comcast

Description

Signed up for 1Gbps internet service. I'm consistently receiving 30Mbps. Contacted Comcast many times and received no follow up when promised. I've been very patient given the pandemic and all, but Comcast isn't even making an attempt to work with me on resolving this and it's affecting my business since I work from home.

Ticket: # 3972472 - Suddenlink communications

Date: 5/12/2020 7:08:23 PM

City/State/Zip: Onalaska, Texas 77360

Company Complaining About: Sudden Link

Description

Suddenlink Communications. They are absolutely horrible.

The tornado hit here April 22nd and days later they disconnected the line from my house to the pole. Put a new line and hung it on my house like a water hose instead of reconnecting it. Nobody in my area has had service since the tornado. They refuse to credit our accounts.

Customer service is the worst ever when trying to call.

One man I couldn't understand refused to transfer me to someone else or a manager.

Today i was on hold for an hour and 10 minutes and instead of saying hello they just hung up.

I was told in my last call to them that nobody would be disconnected due to coronavirus. I was disconnected and also charged an extra \$300 for 1 modem and 1 box that I can not return to their office because it is closed due to the virus. It will also take over an hour round trip to drop it of they do open again.

Ticket: # 3972487 - Threat To Interrupt My Service

Date: 5/12/2020 7:19:16 PM

City/State/Zip: Greenbelt, Maryland 20770

Company Complaining About: Verizon Wireless

Description

On May 13 2020 I got my bill o the mail and called Verizon Wireless to ask about why my bill was now 341.00 when my last bill was 253.00 and I paid 118.00 of the bill. During this time we were promised by Vetizon that NO ONES service was to be interrupted or disconnected during the pandemic. I just lost my oldest brother and we had to beg for 10,000.00 to bring his body home from Amsterdam. I an 66 yrs old and I am being charged 55.00 a line plus I am.suspose to be getting the Military rate? Even if the time limit was June 30th

The deaths are still rising in the world and nothing right now is going to be normal. I would like more time during this National Crisis. Any help that you can be will be appreciated. I.calked at 6.18 p.m. waited 20 minutes and was hung up on by the billing department, because it was 7.05 p.m

Ticket: # 3972508 - RCN Internet Bill and Services**Date:** 5/12/2020 7:33:42 PM**City/State/Zip:** Washington, District Of Columbia 20019-2583**Company Complaining About:** Rcn

Description

RCN has been charging me Internet services of which I haven't been receiving. My connection speed should be 330 Mega Bits Per Second. However, after several outages, connection lost, and possibly bad wiring used to facilitate my connection it has been identified the wiring or cabling wasn't suffice and I have been paying for service connection I wasn't receiving. I contacted the company on May 12, 2020. Asking specific questions about my connectivity, functionality, and other issues with my bill. Such as why I am being charged for services I am not receiving. The company could not provide me with an effective answer.

However, they are willing to charge me during a Health Emergency Pandemic a \$54.00 fee to have a technician to come out and service their issues of which I alerted them about and they refused to give me a curiosity of finding the solution without a charge. This is total unacceptable particularly during this health crisis and pandemic. I even mentioned this to them about charging late fees.

Ticket: # 3972529 - Unwanted calls- Spam

Date: 5/12/2020 7:54:47 PM

City/State/Zip: Arlington, Virginia 22207

Description

715 pm ET, May 11 received a call purporting to be from the power company, Dominion Energy offering a 30% covid19 discount on my electric bill. Caller i.d. displayed Dominion and a 866 number. WUSA TV has reported this going on for some weeks. Can't law enforcement stop this?

Ticket: # 3972536 - Alltice not honoring pledge they advertise

Date: 5/12/2020 8:09:18 PM

City/State/Zip: San Angelo, Texas 76903

Company Complaining About: Sudden Link

Description

The pledge to keep us connected during all this pandemic was meant to be a saving grace as many of us lost work. However, last month, my service was disconnected. We got it turned back on. And again this month, and Alltice refuses to reconnect. While I acknowledge we owe the money, we have been out of work. We, as a household, were actually quarantined awaiting results last month 2 times, and could not work. When we were released, our jobs were gone. I just went back to work today, and have not yet recieved a stimulus payment. I called and tried to resolve this, to no avail. They will not even let me speak to a supervisor and will not restore service without payment. Yet they advertise that they are honoring the pledge, lying to everyone?

Ticket: # 3972672 - Impacted by COVID-19 and internet was disconnected

Date: 5/12/2020 10:30:10 PM

City/State/Zip: River Ridge, Louisiana 70123

Company Complaining About: Cox

Description

My name is (b) (6). I have internet service with Cox Communications in the New Orleans area. My services was suspended/disconnected this past week due to my inability to pay because my income has been impacted by COVID-19.

Ticket: # 3972698 - My internet, phone and the Tv service don't work

Date: 5/13/2020 12:06:50 AM

City/State/Zip: Quebradillas, Puerto Rico 00678

Company Complaining About: Liberty Cable Vision Of Puerto Rico

Description

I have been calling the company liberty cable of PR for NONSERVICE since December last year and they have send tech support for the problem and they are able to fixed the issue, I have to call them at least once a week because they tell me they will come over one day and they never showed up. The company knows there is a problem with the junction box in the neighborhood and they are just not fixing them fast enough. I have contacted them for the issues since the pandemic and my kids school have been turned in late because of the faulty service. But the sad part is I get the same bill every month without any adjustments or discounts. I'm tired of being lied too and taken advantage off. They need to be more proactive and work more diligently with their customers, we are not here to pay for a lousy service and it's more than 5 neighbors that are affected and they just keep us for last. They can easily send a crew with the basket and change the junctions box and that will help with the issue. The service is very spotty at daytime, lot of noice in the line my connection is loss due s issue and tv only works at night.

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Ticket: # 3972754 - Optimum.net and Its Insensitivity to Customers During COVID-19

Date: 5/13/2020 3:10:53 AM

City/State/Zip: Bronx, New York 10456

Company Complaining About: Optimum

Description

On Tuesday, May 12, 2020 - Optimum.net suspended my internet service for making a partial payment. <https://www.optimum.net/pay-bill/account-activity/>. I contacted them as soon as I lost my job - because I realize the impact COVID-19 is having. I was never late on a payment until the pandemic's presence, and I am a homeowner. Rather than miss a payment - I sent a partial payment on May 8th of \$20.00 on a \$59.38 bill, as well as an additional payment of \$39.38 - to restore service to an operational level today.

Ticket: # 3972789 - POLITICAL CAMPAIGNING ON-AIR

Date: 5/13/2020 7:08:43 AM

City/State/Zip: Grandblanc, Michigan 48439

Company Complaining About: Comcast

Description

EACH DAY D TRUMP GOES ON TV UNDER THE GUISE OF INFORMING THE PUBLIC ON COVID19

HOWEVER, THESE DAILY APPEARANCES ARE UNDISGUISED POLITICAL CAMPAIGNS TOUTING HOW GREAT HE IS. THEY ARE NOT FACTUAL NOR IN THE INTEREST OF PUBLIC GOOD.

JOE BIDEN MUST BE GIVEN EQUAL AIR-TIME.

Ticket: # 3972808 - Re: [FCC Complaints] Re: Internet service

Date: 5/13/2020 8:00:15 AM

City/State/Zip: Eustis, Florida 32736

Company Complaining About: Centurylink

Description

This is a follow-up to your previous request #3551744 "Internet service"

This is a follow up complaint sent to you back in September 2019 (Ticket (b) (6) regarding the none service of internet and telephone service and complete lack of company support from CenturyLink in our area to help solve these issues. As a matter of fact, there is a consensus on our area that CenturyLink is purposely disregarding our needs to inadvertently force us to disconnect service. All I get are excuses pointing out that phone and internet services is no longer regulated by the government so CenturyLink really doesn't HAVE to do anything.

I personally have repeatedly contacted CenturyLink about my internet service getting weaker and weaker and am now to the point that most days I have no internet at all (today no internet AND no phone service). The continued response is, it is what it is - we've done all we can do and if you don't like it you can cancel. They are well aware that in the rural area where I live the only other option is high priced satellite internet service that most in our area can not afford. Even now I am sending this email from my daughter's home on a wifi connected iPad because because I HAVE NO PHONE OR INTERNET SERVICE for the ——— so many number of times I can't even count.!

In this time of the COVID19 pandemic where some of us are forced to work from home, we have virtual doctors appointments scheduled, children attempting to complete classes online, and many other EMERGENCY SERVICES are being transacted through the internet, my area sits WITH NO PHONE OR INTERNET SERVICE. And CenturyLink could care less.

I have reached out to the CEO Jeff Storey after getting this email following the out break of COVID19

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| To our valued CenturyLink customers: |

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| As I continue to observe what's happening across the globe in response to the coronavirus outbreak, I'm compelled to share a few thoughts about our CenturyLink team, our customers and our communities. In my role, I'm often asked to speak about the strength of our network, which continues to perform as designed in response to increased internet traffic and video consumption worldwide. In this moment, however, what I'm so profoundly proud of is the power of our people.

I started in the telecom business more than 35 years ago, and I know what it's like to be on the front lines caring for customers. It's a privilege to serve others, which is why employee and customer

safety remains one of my top priorities. We'll continue to run our business to support customers in the safest way possible.

The CenturyLink team is singular in our goal to continue meeting your needs now and in the future. While about 75 percent of our global workforce is working from home, we still have CenturyLink employees in the field selflessly providing essential services to keep your families connected and your businesses running so you can serve others.

We recently introduced Safe Connections, a new way to work that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses. For our residential services, we've modified our processes so our technicians can complete exterior work as usual, while relying on our customers to complete interior work. For our business services, technicians are working with onsite contacts to ensure their safety and that of our customers' employees. As our business environments vary, techs are collaborating with customers on options such as scheduling work outside of business hours or finding other ways to access equipment rooms. This gives us flexibility to ensure we're supporting our customers while still adhering to recommended social distancing guidelines. We'll continue to engineer innovative ways to work together to keep you connected and all of us safe.

As a global company that serves not only individual customers and families, CenturyLink is also proud to support government and business customers. We're working around the clock and across the globe to share our expertise where it's most needed:

- We donated and installed high-speed broadband to the U.S. Naval Ship Mercy to power its 1,000-bed emergency hospital just hours after it arrived at the port of Los Angeles.
- In Washington and Oregon, we donated high-speed connectivity and are waiving fees for several emergency field hospital operations to serve coronavirus and non-coronavirus patients.
- We provided an emergency bandwidth upgrade to support increased remote access for 1.2 million students and 150,000 employees in a major U.S. city when schools closed.
- When a leading provider of remote videoconferencing services announced it would provide videoconferencing tools for free to K-12 schools, CenturyLink was there to provide the additional bandwidth, giving schools nationwide the ability to teach kids at home.
- We partnered with PCs for People to provide low-income individuals access to affordable technology during a time of extreme isolation.

Connections are so important right now – both technological and human – and we're proud our network is integral to services like remote videoconferencing, which allows friends, families and colleagues to see each other across the street or around the globe without being near.

My commitment to you remains steadfast: We'll continue to protect the health and safety of our employees; to support customer needs with urgency and care; and to proudly embrace the challenges before us.

Thank you for being a CenturyLink customer. Stay well.

Jeff Storey
President & CEO

CenturyLink

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| CenturyLink | Privacy Policy |

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| This was sent from an automated email server. Please do not reply to this message. Instead, use the contact options provided on centurylink.com.

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| CenturyLink Customer Response Team P.O. Box 4259 Monroe, LA 71211

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Mr. Storey could care less if CenturyLink customers have internet connection. What a sham.
I am reaching out again to the FCC and will continue to reach out until something is accomplished.
Regards, (b) (6)

Sent from Yahoo Mail for iPad

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[YDXD33-EM6V]

#yiv8955569924 table td {border-collapse:collapse;}#yiv8955569924 body .filtered99999
.yiv8955569924directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 3972843 - Windstream disconnected service during covid 19

Date: 5/13/2020 8:59:04 AM

City/State/Zip: Denton, North Carolina 27239

Company Complaining About: Windstream Communications

Description

It is clearly written on Windstreams website they will not connect internet service during covid 19. I live in N. C. and this is the second month they have disconnected our service. I made them aware we were laid off due to covid 19 and they demanded payment in order to reconnect service, along with charging a service fee.

Ticket: # 3972854 - inappropriate music for children and teenagers

Date: 5/13/2020 9:11:24 AM

City/State/Zip: Midland, Texas 79705

Description

On the Bobby Bones show during daytime hours i heard a song about a one night stand, very clearly about sex. This is not appropriate for a show when children will be listening, especially now during Covid when they are at home and not at school. (96.1 FM Midland Texas)

Ticket: # 3972888 - BUSINESS PHONE LINES

Date: 5/13/2020 9:41:30 AM

City/State/Zip: Nellysford, Virginia 22958

Company Complaining About: Verizon

Description

The are having a issue reconnecting our direct lines (6) say they are trying to fix but we have not had phone lines since friday morning. Please help us get this resolved we are a small real estate business trying to do as much business as we can during this pandemic AND this is not helping. WE NEED HELP PLEASE!!

Ticket: # 3972897 - FCCs Keep America Connected

Date: 5/13/2020 9:48:24 AM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

"FCC's Keep America Connected Initiative" would also include extension on exemption to bullshit data caps. So they are not extending it. Donating .00000001% of your wealth to something you don't care about doesn't change anything. Comcast and AT&T atleast fully extended everything originally asked.

<https://newsroom.cox.com/Cox-extends-FCC-pledge-and-Coronavirus-relief-offerings>

Ticket: # 3972995 - Phone internet

Date: 5/13/2020 10:38:24 AM

City/State/Zip: East Moriches, New York 11940

Company Complaining About: Optimum

Description

My phone and internet was disconnected. It also appears optimum added many fees to my bill. They are unreachable by phone and their website is down. This is against their agreement to not disconnect or over charge during this corona virus emergency. There are fees and charges added on as well.

Ticket: # 3973081 - Phone service

Date: 5/13/2020 11:08:54 AM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Verizon

Description

Every time my children call in to their class teleconference to participate in their schools distance learning program my phone service is shut off. Since their school is closed due to covid-19 my children do not have access to education

Ticket: # 3973137 - Cox Communication Outage

Date: 5/13/2020 11:22:27 AM

City/State/Zip: Mesa, Arizona 85204

Company Complaining About: Cox

Description

The consumer has Cox Communication and in the last 10 they have had numerous issues with outages with his Cable.

The consumer states that is has been out for about 12 hours.

The consumer wants them to come and fix the issue immediately, they need to be able to see news during the COVID-19 pandemic.

The consumer would like a credit if this continue, since he is paying for services he isn't receiving.

The consumer states that he is not able to speak to an actual representative, he only gets a machine saying that there is an outage in the area.

CTR-415

Ticket: # 3973188 - Access program

Date: 5/13/2020 11:40:48 AM

City/State/Zip: Jacksonville, Florida 32207

Company Complaining About: AT&T

Description

Letter was sent for access att low income internet approval on April 3, 2020. Service was established May 13, 2020. Customer service cannot give the \$10 per month rate. Monthly fees were quoted at \$72 per month. Service could not be installed in April due to Corona virus. Internet should be \$10 per month with a 1TB limit.

Ticket: # 3973211 - Metro Not following Covid 19 agreement

Date: 5/13/2020 11:46:09 AM

City/State/Zip: Fresno, California 93710

Company Complaining About: Metropcs

Description

I spoke with Metro this morning due to my phone was cut off for charges not paid. I reiterated their agreement with the FCC to keep Americans connected and was told Metro is not affiliated with T-Mobile and will not follow FCC guidelines because they are a prepay phone company.

Ticket: # 3973229 - Internet Problem**Date:** 5/13/2020 11:55:21 AM**City/State/Zip:** South Milwaukee, Wisconsin 53172**Company Complaining About:** Spectrum

Description

I have a problem with Spectrum Internet Service. The quality of there service is terrible. I am loosing internet 3-4 times per day. Suddenly they just increased a price on the service this moth it went to \$73 per moth. and They just increased the speed to 200 MBPS . I was talking to them last year telling them that I only need up to 50 mbps band asking them to reduce the speed and price. That is how Time Warner cable ran business they offered slower internet for lower price. Spectrum keep raising unnecessary bandwidth every year and increasing the price. Last Year they have told me that they will come up with a plan for lower speeds. instead of that they increased the speed again. I am self employed and my business is closed because of COVID 19 I am not getting any income. I called Spectrum and they said that they can not help me. I have to pay the rate that they have set up. Their has to be ability for people to get chipper internet. I rely on the internet to communicate with my customers and other business activities. I do not play games and do not need 200 mbps speeds. I need slower internet for reasonable price. I am hopping that FCC will be able to help me with this problem. Thank you in advance

(b) (6)

Ticket: # 3973271 - Cox communications ending services during pandemic

Date: 5/13/2020 12:04:45 PM

City/State/Zip: Norfolk, Virginia 23518

Company Complaining About: Cox

Description

Twice since the pandemic started Cox ended my services due to payment failure. Even though they have advertise that they would not suspend services due to payment due to the pandemic

Ticket: # 3973281 - AT&T WILL NOT REFUND MY MONEY FOR DEFECTIVE IPHONES

Date: 5/13/2020 12:08:33 PM

City/State/Zip: Mt Pleasant, South Carolina 29464

Company Complaining About: At&t

Description

I purchased an iPhone 8 in November 2018. From the beginning I had problems with this phone and called, went into 2 stores, tried online to resolve the problems. At one time a tech told me to delete all data 3 times which I told him no bc a warning came up. I finally did it and ended up with no phone at all. I've continued trying to obtain a phone that worked correctly all the time. 2 months ago I finally got my insurance to replace the phone which also didn't work bc after 2 weeks I discovered they sent an iPhone 6s. After more calls, trying online for hours they sent a restored iPhone 8 which again has the same problems as the original. I'm 68, disabled with heart disease, diabetes, HBP and physical limitations. Today after an hour I spoke to an ATT rep who transferred me to a department she said should cut me a check being concerned that I am high risk in this pandemic and home bound and need a phone that works correctly all the time. To shorten this I'll just say the 2 reps I spoke too were very rude and refused to do anything except charge me more money for an upgrade or get another restored and I'm sure defective iPhone 8 from insurance when it is covered by their warranty.

Ticket: # 3973293 - Unwanted Fax - daily advertisement

Date: 5/13/2020 12:13:38 PM

City/State/Zip: Houston, Texas 77063

Description

We have received unwanted daily fax advertisements from a fake fax number, 832-237-5402. The ad says "COVID 19 lines of credit".

Ticket: # 3973344 - Comcast charging for un returned equipment during Covid-19 pandemic

Date: 5/13/2020 12:26:59 PM

City/State/Zip: Bellingham, Massachusetts 02019

Company Complaining About: Comcast

Description

Comcast Without any warning charged me 440\$ for un returned equipment during the current Covid-19 Pandemic all of the Comcast stores have been closed. I was instructed at the end of March to return my equipment to the store (closed). I have tried to reach out to Comcast on several times but their automated service recognizes my phone number and sends me in a loop to a recording of the store hours for the closed store. I now cannot pay my bills or go grocery shopping due to this and they are refusing to refund me the money. I need help.

Ticket: # 3973406 - Consolidated Communications Northern VT- Lack of timely and continuous Broadband/dial up in Northern VT

Date: 5/13/2020 12:40:09 PM

City/State/Zip: Bakersfield, Vermont 05441

Company Complaining About: Consolidated Communications

Description

Pandemic hits- stay at home order in effect; burden on fiber in norther VT for connectivity. Equipment shorts, lines fry, no connection, no cell service. Have to drive 25 miles to get service to place a call to consolidated tech support. 2 weeks later problem still not rectified.

Ticket: # 3973421 - comcast/xfinity continue incorrect billing and inability to resolve me

Date: 5/13/2020 12:42:38 PM

City/State/Zip: Arvada, Colorado 80005

Company Complaining About: Comcast

Description

Comcast carries my internet, tv and phone I am a long term customer. They do not provide a solution or any one to talk to. They have a prohibitive maze of automated systems to fend off customers. Last month I submitted an online complaint. Someone did eventually call me. After a long, long frustrating time nothing was resolved. Comcast just shoots out incorrect bills, messes around with service, fails to auto debit my account then charges late fees, fails to give credits that they previously agreed to, blame everything on corona virus staffing. This started prior to the stay home orders. They failed to credit one month then proceeded to double charge me. They eliminated stars programming from my package (contracted for two years). In lieu agent told me that they would charge me then credit me for stars and to call back when that expired. That has not happened. I have set up billing three times and to date they have yet to do it. They tell you to go online or on the remote and screen to see billing. I can see it.. They are forcing me to pay when I do not agree in order to continue service. They are over charging me generally and eliminated services and substituted inferior channels. They have demonstrated that they are unwilling and unable to resolve their billing inaccuracies, and hold customers over the barrel to pay disputed amounts.

Ticket: # 3973616 - Pour Internet Speeds

Date: 5/13/2020 1:46:45 PM

City/State/Zip: Aubrey, Texas 76227

Company Complaining About: Sudden Link

Description

Suddenlink has confirmed that they have over saturated nodes in my area and they will not be fixing it for a few months because they think it due to covid-19 people working from home. however they confirm that less people will not fix the speed they just dont want to damage their new node because of the people. they charged me \$60 to have a tech come out even though I didnt request it. we now are having random outages through out the day because of the node issues and they claim their are not issues in the neighborhood but everyone in the neighborhood is being affected. They are the only provider in our neighborhood so they are handcuffing because they know even with bad customer service we cant leave. I am suppose to get 400 download and 30 upload on my current plan attached is a screenshot of my current speeds. Because I run an online ecommerce business from home, they recommended I switch to business internet because I will get guaranteed speeds, I did. After it was installed, I was told they can't guarantee my neighborhood and charged \$245 for 2 days of internet and install, when I cancelled my business plan and kept my standard plan.

Ticket: # 3973640 - Internet scam

Date: 5/13/2020 1:53:38 PM

City/State/Zip: San Antonio, Texas 78216

Company Complaining About: AT&T

Description

There is a website called Fullerspace.com that is advertising COVID 19 face masks. I ordered one for my Nurse Practitioner daughter, front line worker, and never received it. Later I discovered that we're many customers in the same boat.

Ticket: # 3973660 - altice USA disconnected and demanded money

Date: 5/13/2020 1:59:56 PM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Sudden Link

Description

I had contacted altice usa aka suddenlink in regards to the covid-19 bill help/extension and they extended my bill. the first bill was supposed to expire may 13th and suddenlink cut my service on may 11 and demanded that I pay my over due charges and late fees before they would reconnect me. I had to withdraw my bank acct 250\$ just to have my service reconnected

Ticket: # 3973681 - Service and Fraudulent Billing

Date: 5/13/2020 2:03:02 PM

City/State/Zip: Ny, New York 10034

Company Complaining About: Spectrum

Description

Good Afternoon FCC Commissioners:

I'm writing to you about Spectrum's unethical billing practices and their horrendous services. I have previously filed a complaint several months ago about their service and they never followed up to take corrective action after their many false claims that they attempted to reach out to me especially during a COVID-19 Pandemic.

For starters I disconnected Service from Spectrum effective May 1st. I was billed until May 6 for reasons unknown to me. I was also billed for their equipment which was mailed the same week with UPS. Here is the Tracking Number (b) (6)

i'm requesting a full scale investigation and I be immediately relived from their last bill dated May 5, 2020. I paid April in full on 4/21. I informed Spectrum as such time I will be disconnecting service and they failed to document such at such time after making several dozen phone calls to them throughout the month of April. I find Spectrum negligent, reckless and irresponsible. I'm seeking the FCC's immediate intervention.

Thank you.

Ticket: # 3973736 - discrimination

Date: 5/13/2020 2:25:26 PM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Sudden Link

Description

Suddenlink discriminated customer due to race, and refused to let customer talk to supervisor. refused to provided full services, use covid -19 as excuse.

we have requested to send our bill to our email account, which is not additional service we requested, it is the services they provided. we never received the email. we checked and asked to send bill out at that moment testing, so we know they can do it, stay on the line for two hours, they could not figure out how to send bill to email. and stated because covid 19, they have to call back. but covid 19 did not stop them to cut our services (WE ARE LATE ON THE PAYMENT, WE ARE NOT ASKING EXTENSION, OR NOT PAY, JUST NEED TO SEND BILL TO EMAIL, SO WE WILL NOT MISS IT. THEY CUT OUR SERVICES WITHOUT SENDING ANY EMAIL.) they have enough man power to shut services, just could not provide services.

we requested to fix the problem, they could not, we requested to speak to supervisor, they could not. But they allow their employees to discriminate customer because customer's English has accent. first lady stated yelling via the phone she could not understand me, I asked to speak supervisor. she put me back in the cue. after I told 2nd lady, what has happened to me, she put me in the cue again, just little further, to chose nonEnglish option. but they don't offer my language. I graduated at U.S, I have master degree. I have accent with my English, but I function with my life and my job. no one treated me like this. 3rd person, stated he can understand me. but supervisor is not available.

I do not believe covid 19 should becoming the reason, Suddenlink discriminate customer. and I do not understand, they have man power to shut down the services, but do not have manpower to provide the service, and of course, the charge is full.

Ticket: # 3973772 - SPRINT THREATENING TO CUT SERVICES

Date: 5/13/2020 2:33:04 PM

City/State/Zip: New Rochelle, New York 10801

Company Complaining About: Sprint

Description

Sprint had threatened that if I do not make a payment by 5/22 my services will be disrupted. I was under the impression that they could not do that after signing the keep americans connected pledge. I have been deeply affected by covid 19, my job closed, i have been waiting 2 months for unemployment, and my college classes are all online. I can't afford to lose service or i risk my schooling. I have no income right now as a direct result of covid 19. How can they sign something and then not follow it?? I contacted Sprint and they could not answer any questions, they just kept insisting that i needed to make a payment in order to avoid service disruption which I have explained to them that I have no income at the moment.

Ticket: # 3973786 - At&t Not Providing Broadband**Date:** 5/13/2020 2:34:46 PM**City/State/Zip:** Hickory Grove, South Carolina 29730**Company Complaining About:** AT&T

Description

I recently moved to a semi rural area. The only internet access at our new residence is 20 plus year old DSL left over from the BellSouth area. For \$56 month, we are getting speeds of 3.8 mbps and 128 kbps upload. That is ridiculous. At&t appears to be telling the FCC on thing, but the reality is that they are doing nothing except taking the governments/taxpayers money for things like CAF and not providing.

Covid 19 has made it clear that we need broadband and At&t may counter this with mobile hotspot but I have that too. Still very slow, and about the same as DSL. FCC please make At&t do the right thing. Either update the system or sell the area to someone that can.....

Ticket: # 3973831 - Optimum Scam

Date: 5/13/2020 2:44:28 PM

City/State/Zip: Mount Sinai, New York 11766

Company Complaining About: Optimum

Description

I am a new customer to optimum and was promised and signed up for \$84.99 for life. I received my bill for the last two months and its for \$134.38 with all fees that I was not told about "9.99 TV broadcast fee" "10.47 regional sports fee". I tired to get through to customer service for over 3 weeks. I finally got the on the phone today and they told me there is nothing that they can do. In my area Optimum is the only service so they have a monopoly here and I cant cancel as I need this service for my kids school being home schooled during the pandemic. Optimum is taking advantage of customers like myself. I am hoping the FCC can step in here and help me resolve this issue. Thank you in advance.

(b) (6)

Ticket: # 3973842 - Billing Issues

Date: 5/13/2020 2:46:48 PM

City/State/Zip: Port Richy, Florida 34668

Company Complaining About: Frontier Communications

Description

Consumer is with Frontier

Consumer said she had it installed

Consumer said within a month of having the service they wanted to disconnect her because she didn't pay her bill

Consumer said she signed up for Auto Pay and they didn't take the money out

Consumer said she was never told until the auto pay got set up, she could pay another way

Consumer said she got her bill there was an extra installation charge of \$85

Consumer said she told Frontier the man did not do the installation right and he didn't tell her the implications of what she could do.

Consumer said when a different man came in said the other guy was right and then he did what she told him to do and charged her as a new repair charge

Consumer told Frontier that she wanted to speak to a manager, and they will not give her a manager, and they hung up on her

Consumer told them she would pay the bill, and they were hanging up on her

Consumer canceled service and got no verification of the cancelation and mailed back the router

Consumer called to see if they got the modem and asked why a manager never called her back and the rep told her that the manager was going to give her a \$85 pre-paid card, but after the 2 months

Consumer called Discover and put a dispute in

Consumer said because of Covid-19 she doesn't go out much

Consumer was going to give Discover an email from Frontier

Consumer wrote a letter to Discover about the whole issue

Consumer then received a letter from Discover

Consumer said the Rep left a message on her cell phone after she told her not to use that number

Consumer said she just wants the \$85 credited back to her Discover card

CTR402

Ticket: # 3973907 - Spam text multiple times a day

Date: 5/13/2020 3:03:58 PM

City/State/Zip: Los Angeles, California 90065

Company Complaining About: Napa Auto

Description

I've been getting unwanted spam texts from NAPA AUTO. I heard it's a coronavirus scam. The numbers are slightly different everyday so I can't block them completely. Help.

Ticket: # 3973940 - Phones out for nearly 3 weeks

Date: 5/13/2020 3:14:03 PM

City/State/Zip: Sherman, Texas 75090

Company Complaining About: Frontier Communications

Description

Our phones (and internet) with Frontier have been out for nearly 3 weeks. I live on the same property with my mother. We have separate phone lines and she also has internet from her phone line. She is 92 and depends on these things. On April 23, 2020, our phones went out suddenly. No dial tone. Her internet went out also. I called Frontier on that day and got a ticket number for my phone. The local repairman called and said a train had run into a pole downtown and taken down some lines. He said Frontier was having to call in a team to work on it and it was supposed to be resolved by April 28. Nothing happened. After my initial texts from Frontier on April 23 and 24, I only received 2 more texts on May 5 and May 7. They stated, "We are aware of the outage affecting N321 Grand. We currently do not have an estimated time when service will be restored." I called Frontier several times, lastly on May 12 and was told an "advanced team member" would be contacting me soon. Have not heard from that person yet. So today, May 13, I called you, the FCC, to complain and was told to fill this form out. Ironically, our phones came on about 30 minutes after I called. But, I wanted to let you know that nearly 3 weeks went by before service was restored with minimal info from Frontier. My 92 year old mom, who cannot leave the house because of Covid 19, missed calls on her birthday and Mother's Day, Dr. telehealth calls, pharmacy calls, etc.. A policeman came to her house to check on her because her friends couldn't get in touch. He said he would contact Frontier. Their sparse communication and ridiculous time it took to fix the problem, is poor business practice in my opinion. Additionally, I called Frontier to get credit for the time we did not have our phones/internet and was told I would get credit because I had a ticket since April 23, but because my mother's ticket came later (May 5), she would only get credit for the time since her ticket was created. I find that unreasonable, because I had told them on April 23 that her phone/internet was out, too, and no one told me at that time I needed a separate ticket for her until May 5. If you can do anything about her getting credit for no service since April 23, I would appreciate it. If not, that's okay. Thank you very much for your time. Sorry for the length...

Take care,

(b) (6)

Ticket: # 3973965 - Optimum Service Issues/Covid-19

Date: 5/13/2020 3:23:40 PM

City/State/Zip: Roslyn Heights, New York 11577

Company Complaining About: Optimum

Description

Her provider is Optimum.

She was supposed to get cable, internet and phone connected.

On 05/08/2020 someone was supposed to come out and connect service and ever showed.

So, she called Monday 05/11/2020 and was told she had to make another appointment, which was schedule for 05/12/2020 from 11-2 pm.

Technician came out and said, he could not find the wires for the cable.

There was no service hooked up at that time.

So, she called in again on 05/12/2020 Representative said, she would need to schedule another appointment for 05/13/2020 from 8-11 am.

So, she called them back and the order was not put in, and told her she would need to reschedule her again.

Her next appointment is for 05/15/2020 8-11 am.

She needs her service for her job.

CTR414-phone

Ticket: # 3974149 - AT&T

Date: 5/13/2020 4:09:33 PM

City/State/Zip: Malvern, Pennsylvania 19355

Company Complaining About: AT&T

Description

My husband went to a satellite ATT store right before the Pandemic, he asked to "get an upgrade and try to keep the payment the same every month". While he was there, the salesperson changed my password and went into my account without asking for the extra security code i have on the account. My husband had no idea this was going on, he only found out when I questioned him on an email I got saying my password was changed! He came home and didn't know until the bill came that the salesperson added a new line and we were getting charged more now for that and more for his monthly payment!! When I called they said that he would have to return the phone AFTER the pandemic was over and that they would cancel the new number and that the Fraud department would be in touch. Today i find out that ATT is taking \$920.10 out of my bank account because we didn't return the phone!!!! I am not working and we cannot pay our bills and they charge us for the phone we didn't ask for!!! I called the fraud dept and they were rude and said it "was not fraud" being that my husband was in the store!!!! I don't know what to do and I am SO angry that this company would do this in the middle of everyone not having jobs...What do i do???

Ticket: # 3974360 - Failure to Provide Resolution and Restoration of Consistent Service

Date: 5/13/2020 5:35:24 PM

City/State/Zip: Lockport, Illinois 60441

Company Complaining About: Comcast

Description

On multiple occasions, through multiple means (automated, live, online, telephonic), I have attempted to contact Comcast regarding issues with my internet service. On every instance, they have provided temporary fixes that do not resolve the issue, or they have disconnected with me in progress. My service is intermittent at best and it is affecting the quality of my work. This problem has been exacerbated during the COVID-19 crisis, but is not a new issue. We have contacted Comcast multiple times about this over the past few years, with a new fix prescribed each time - none providing resolution. Now, it appears there is a minimalist approach to fix the issue. No escalation is done, no management reaches out to attempt to resolve, and there is no contact information provided to escalate the issues. By disconnecting during our communication sessions, not providing resolution, and not providing alternate ways to contact them, Comcast is failing to provide this service. There is a reasonable expectation that paid service is continuously provided to the consumer (outside of maintenance, of which none has recently been communicated) or that the issue would be resolved by the provider. This is not the case.

Ticket: # 3974402 - lack of internet service in the Salcha area

Date: 5/13/2020 5:54:53 PM

City/State/Zip: Salcha, Alaska 99714

Company Complaining About: Hughes Net

Description

Many of the residents have no or very poor internet service here.
Our kids are missing out on on-line schooling during the pandemic.
We get no information from the carriers.

Ticket: # 3974454 - Optimum service

Date: 5/13/2020 6:33:18 PM

City/State/Zip: Merrick, New York 11566

Company Complaining About: Optimum

Description

I was having an issue with my internet service right before the pandemic began and spoke with a few different people who said a supervisor would return my call. Of course i never heard from a supervisor but i continued calling every day since. Everytime i would tell a representative my issue they would hang up on me. I have my children at home doing school on line and they need the internet. I need a modem mailed to my house like they promised 2 months ago so i could upgrade my service. Im not sure if that will solve the problem but i am willing to try. I am paying over 200\$ monthly for optimum service and cant get to talk to a person or supervisor.

Ticket: # 3974481 - Radio Host is Dangerous

Date: 5/13/2020 6:48:27 PM

City/State/Zip: Freehold, New Jersey 07728

Description

This man has been dangerously spreading misinformation about COVID-19. It's been going since February and he, along with Dennis and Judi, are misleading people about the safety of the disease. They are hazards to the community.

Ticket: # 3974562 - False TV reporting on CBS News

Date: 5/13/2020 7:55:14 PM

City/State/Zip: Eagan, Minnesota 55123

Company Complaining About: Comcast

Description

Tonight (5/13) while watching CBS Evening news, an article was being done on Corona virus. During the visuals, while the reporting dialogue was proceeding, an image of an bulldozer covering a mass burial site of wooden caskets was shown, with absolutely no context. This is IRRESPONSIBLE AND INFLAMMATORY REPORTING, only designed to stir negative emotions during a horrible time.

There needs to be a public retraction of this image and CBS NEEDS TO BE FINED FOR SHOWING SUCH A LIE associated with their article. My problem is not with Comcast, it's with irresponsible CBS journalism.

Ticket: # 3974598 - credits not being given

Date: 5/13/2020 8:30:05 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: AT&T

Description

I switched to AT&T the week of black Friday in Nov 2019. I opened a new single line of unlimited data and I was told I would get a 25% discount applied to my bill because I am coast guard active duty. The clerk assisting me said that they will send an email to my military outlook account to verify my eligibility (even though I had my military ID on me) and that once I do that it will take a few billing cycles for the discount to apply (they were not specific on the timeline).

Fast forward to May and realize that my discount has not been applied. I give AT&T a call and they told me that I need to visit a store so that they can verify my military ID, so I have to find a store that is open during this pandemic to apply the discount. I did that, then I asked if I would get credited for the past months. The clerk told me to reach out to AT&T loyalty department, so I did. I was told they won't credit me; they said if I already had the discount and then it stopped all sudden then they would credit me for that time that it stopped but this was not the case. I argued that It was never applied, I did what I was told by verifying that email they sent me. They just said sorry.

I would like them to do the right thing by crediting from the time I opened the account till now. I did what I was told to receive the discount and they did not honor it.

Ticket: # 3974651 - False Advertisement

Date: 5/13/2020 9:11:02 PM

City/State/Zip: Montclair, California 91763

Company Complaining About: Frontier Communications

Description

Frontier Communications advertises 500Mbps/500Mbps speeds of service for \$39.99; however, they use COVID as an excuse to refuse service to customers. They only allow customers to receive 100Mbps/100Mbps of service while charging the customers the same price of \$39.99. Multiple technicians who have come to my neighborhood to install the internet confirmed 500Mbps is available and hardware is set up and ready for service at that speed. Please direct Frontier communications to honor their commitment and offer 500Mbps/500Mbps. As a side note, they charge a \$9.99 fee that was not disclosed at sign-up over the phone. All equipment was brought by the technician (nothing through mail) and Frontier is already charging \$75 for installation (\$25 over 3 months). This is a redundant charge.

Ticket: # 3974661 - NM Resident can only receive El Paso TX news

Date: 5/13/2020 9:25:20 PM

City/State/Zip: Las Cruces, New Mexico 88005

Company Complaining About: Comcast

Description

I live in Las Cruces NM, our cable company is Xfinity. We only receive local news from El Paso TX. Since this COVID-19 pandemic the only way the community can be aware of State of NM requirements is through the newspaper or the internet. Not everyone can afford either. Due to the extenuating circumstances it would be very beneficial for Las Cruces NM residents to be able to access a television news station on their televisions. Surrounding cities, Deming NM and Alamogordo NM are able to access both El Paso TX and Albuquerque NM television news, just not Las Cruces. Las Cruces is the second largest city in the State and we are limited in many ways due to this situation. Please consider a NM news channel for the residents. Thank you

Ticket: # 3974700 - Bill Increase

Date: 5/13/2020 10:08:44 PM

City/State/Zip: Lewis Center, Ohio 43035

Company Complaining About: Spectrum

Description

Bill increase of 10% in Nov 2019 and another rate increase of 20% in Mar 2020 during time of Covid-19 where internet is essential for work from home

Ticket: # 3974732 - Lack of our State's News in Las Cruces New Mexico

Date: 5/13/2020 11:21:00 PM

City/State/Zip: Las Cruces, New Mexico 88011

Company Complaining About: Directv

Description

Las Cruces New Mexico is located in the south east corner of New Mexico. We cannot get any state legislative news out of Santa Fe and Albuquerque because their news shows are not allowed to transmit here, we "have" to watch news from El Paso, Tx. This has been a problem for years but marked inconvenience due to COVID19. For example when our governor makes announcements about businesses and protective measures in our state we have to listen on the internet. The only live communication we see this the governor of Texas and the mayor of El Paso who's rules and announcements are irrelevant. Please consider fixing this. Insist the local cable companies broadcast at least one Albuquerque or Santa Fe station.

Ticket: # 3974758 - Billing dispute with Spectrum

Date: 5/14/2020 12:26:37 AM

City/State/Zip: Santa Monica, California 90405

Company Complaining About: Spectrum

Description

I left my apartment in December 2020, and subsequently notified Spectrum that I would be terminating my account (until I had a new apartment and would like to renew my service). Over subsequent two months I believe I was overcharged for my final bill, and was forced to call Spectrum three times to resolve without success. I also told them that I had moved out of my old address. I have since called Spectrum three times to try to resolve the billing dispute, and spoke to customer services on each occasion. On the first occasion I was put through to another department, and cut off. Second time I was cut off. I then made two online efforts to resolve, but I got no helpful answer. Subsequently (today) I spoke to the first customer services agent who was actually helpful - she told me that if I pay \$162 for the bill owing, which is the amount on my bill today, and reuse the hardware I have in my possession (at my new apartment) the billing issue would be resolved, the hardware fee would be waived. I was happy, and thankful, that finally the issue was resolved satisfactorily. She then put me through to the reconnection department who claimed they could not hear me and cut me off. I immediately tried to reconnect with customer services again online (same day) and this time was told that my previous bill had been handed off to a collections agency! I was pretty shocked as this is the first I heard of it, especially because by this point I have contacted Spectrum more than 5 times trying to resolve the issue, and it had never been mentioned. Spectrum, on the other hand, have done literally nothing and not contacted me once. They are now telling me that I need to connect with the collection agency and 'it is no longer in their hands', but they are unable to tell me which collection agency it is 'because it was not noted on the computer'. How am I supposed to deal with this? I am isolated at home because of COVID 19, I believe this entire situation is due to Spectrum negligence and this is turning into an absolute nightmare. And yet, it always seems to be on me to resolve. Can I PLEASE get a resolution to this awful situation? Thank you.

Ticket: # 3974779 - AT&T cancelled my "Unlimited" Mobile Internet Data plan without warning or consent

Date: 5/14/2020 2:34:08 AM

City/State/Zip: San Diego, California 92106

Company Complaining About: AT&T

Description

I have been a continuous subscriber of AT&T's Unlimited Mobile data plan since it was introduced alongside the iPad 1 in April 2010. This plan originally offered truly unlimited data transfer, without throttling or network management. It was only available for a limited period of time in 2010, but anyone that originally purchased it and continuously maintained the plan was allowed to keep it in a "Grandfathered" way. However, AT&T did everything possible to get people off this plan, for example cancelling it for non-use or if your billing details were not up to date. In short, they didn't want customers on this plan anymore and did everything possible to discontinue service.

In 2017, the plan was modified from its original unlimited, un-throttled data to be network managed after 22 GB, similar to the then current "unlimited" practice. Despite its change from original terms, this 22 GB was not a hard cap, but network management, solely during times of peak traffic. At no time was an upper data transfer limit described.

AT&T has now started cancelling heavy use subscribers of their unlimited data plan, without notice, during a pandemic, and using fraudulent and deceptive reasons for the cancellation. This has now happened to me after using approx. 600 GB in one billing month from April - May 2020. Their email explanation for the cancellation (see attached) explains it was "based on your request" or for "non use". This is a lie. They are cancelling people for using it too much and hoping people won't complain. Their email also states that people can "resubscribe", but of course that plan is no longer available.

I wish to lodge an FCC complaint against AT&T for 1) Their unwillingness to deliver the "unlimited" service promised under the original terms or updated network managed terms, 2) for using deceptive tactics as part of this cancellation (instead of saying I was using too much, they have lied and said I wasn't using it or asked for its cancellation), 3) cancelling the service prior to the end of the plan period (they cancelled on 5/8/20 - and it is paid through 5/15/20, and 4) doing so during the Covid 19 Quarantine / Lockdown time period, in which commitments have been made to not cancel services. This is unacceptable behavior and is happening en masse to customers who AT&T doesn't want to provide service to - flying in the face of earlier FCC agreements to deliver what was promised to customers, even if it isn't convenient or profitable to do so.

The only solution is for AT&T to restore service not only to my account but all other "Grandfathered Unlimited" accounts affected by their deceptive cancellation practices. I would end by reminding AT&T of the FCC comments from 2014. "AT&T promised its customers 'unlimited' data, and in many instances, it has failed to deliver on that promise," said former FTC Chairwoman Edith Ramirez back in 2014. "The issue here is simple: 'unlimited' means unlimited."

Ticket: # 3974790 - Internet interruption/Keep america connected

Date: 5/14/2020 3:33:23 AM

City/State/Zip: Henderson, Nevada 89011

Company Complaining About: Cox

Description

On 5/14/2020 Cox communications had disconnected my services due to non payment, they where informed on 4/13/20, due to loosing my job i would try to make payments , i made a payment 5/13/20 and they still disconnect me, they also sent me a email about the keeping america connected amd waive late fees on 3/9/20 , everything was shut down due to covid 19 which led me to loose my job i texted them on support text and they wanted me to pay them before turning services back on, keep in mind Cox pledge to KEEP AMERICA CONNECTED threw these hars times.

Ticket: # 3974803 - Counterfit products being sold on Google and Yahoo

Date: 5/14/2020 6:08:33 AM

City/State/Zip: Tampa, Florida 33611

Company Complaining About: Google

Description

I have been frequently seeing suspect advertisements on Google and Yahoo for masks with NFL team logos on them. I have a degree in Advertising from a top-10 US public university so I know a few things about advertising. The first thing that made me realize these advertisements are suspicious is that they do not include the official NFL logo on the advertisement, meaning the masks are likely using the NFL's images without their permission and therefore are counterfeit goods likely made and sold by a Chinese entity trying to amass huge profits during the COVID-19 pandemic. The advertisements themselves don't appear that different to the average person, but to me they seem to be out of place, as if they were designed by someone who doesn't use English as their first languages. For instance, the name of the company whose name I captured from Google's Ad Choices feature is "American Sport Stuffs". Why would you call it stuffs? It should be American Sports Stuff, but they added an extra S to stuff and omitted the last s in sports because they don't speak the language regularly. Also, they don't have their own website, as a Google search of "American Sport Stuffs" doesn't provide a website, phone number or physical address for this company. That is the whole point of internet marketing, to make your business's contact info found easily, but this company is hiding, only generating sales directly through clicks from users of Google and Yahoo. Please investigate American Sports Stuffs, as well as Google and Yahoo for featuring these counterfeit advertisements that put money in the coffers of Google and Yahoo but take away money from US entities like the NFL and each of its' 32 teams and thousands of employees. Google and Yahoo are harming Americans by featuring scam advertisements like these because unsuspecting Americans are clicking on these scam advertisements and purchasing them online from God-knows-where and that causes their financial information to be compromised.

Ticket: # 3974908 - verizon shut off of my phonevservice.

Date: 5/14/2020 8:41:10 AM

City/State/Zip: Plympton, Massachusetts 02367

Company Complaining About: Verizon Wireless

Description

Verizon wireless has shut off my phone twice now and charged a \$80 reconnect fee even though i told them the last time they shut it off i would having trouble with finances due to covid-19 shutdown. They are not honoring there pledge to keep people connected.

Ticket: # 3975095 - Misleading, deceived, and lied too.

Date: 5/14/2020 10:47:04 AM

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

Company Complaining About: Comcast

Description

Misleading, deceived me by granting me to make a payment in the amt of \$150.00 on 5/15/2020 after I told them I am working from home due to COVID-19. Instead I woke up on 5/14/2020 and my services were disconnected. I connected the Executive Services and was told that since I did not make a payment on 5/11/2020 my services has been disconnected and placed in some program due to the COVID-19. I asked for the call to be reviewed. The call was placed to the Executive Office 215-586-0515 on the day after I made my last payment I believe on or around 4/30/2020 or maybe on 5/1/2020. I was ensure none of my services would be disconnected. They violated the FCC Compliance policy and I want justice. There are no telling how many other customers they do this to.

Ticket: # 3975128 - Issues with switching carriers

Date: 5/14/2020 11:01:39 AM

City/State/Zip: Far Rockaway, New York 11691

Company Complaining About: Verizon Wireless

Description

On 4/27 I switched from Verizon to T-Mobile & activated he service on 5/2.I called a few days later & since I had been previously told I could return the phone to a Corporate store,called around 5/4 & was told a store in Lawrence,N.Y.& when I arrived there it was closed because of the pandemic.I called again the next day & a shipping label was supposed to have been sent to send the phone but to date It has not been received.On 5/13 I received a bill for \$30 that was due on 5/1 in addition to the \$121.68 for the previous bill which was posted to my bank account on the 5th & paid the \$30 on the 13th.

In addition,I had prior arrangements to end the serviceson 6/6/20 but being that I activated the new service on the 2nd,Verizon didn't terminate them until the 9th.

I will be emailing emails when I get the case #.Thankyou.

Sincerely,

(b) (6)

Ticket: # 3975179 - Set up phone service with suddenlink in west virginia

Date: 5/14/2020 11:19:37 AM

City/State/Zip: Nitro, West Virginia 25143

Company Complaining About: Sudden Link

Description

On 03/25/2020 I called suddenlink in west virginia to start phone service. Mine and my husband's jobs has started to begin having us work at home due to state closures because of covid 19, as a result my husband lost hours, when I requested new services I requested an estimate of the bill increase and was told the increase would be 10\$, when I received my next bill it was for 172\$ a 72\$ increase. I called and requested atleast some of the bill be reduced because I was misinformed and could not afford the bill due to reduced hours and was informed it would be much lower. The agent agreed to waive the 25 install fee I was never informed of and 14\$ additional charges I was never informed of. As of today, only 17\$ has been waived. I have asked to speak to an esc rep, as I was told they were the only ones able to adjust the bill, I have called 4 times and placed 4 call back requested, havent received a single response. I have been given the runaround, lied to by numerous agents about the bill, and still have a bill too high to afford sue to losses wages and being set up on a phone plan but lied to about the cost of said plan.

Ticket: # 3975333 - Canceled Service**Date:** 5/14/2020 12:10:47 PM**City/State/Zip:** Tampa, Florida 33612**Company Complaining About:** Frontier Communications

Description

I canceled my internet service with Frontier Communications on 2/12/2020. The billing cycle ended 2/10/2020. In March, rather than send me a prorated bill for the two days of service used, Frontier sent me a bill for the entire month. I attempted to contact the company; however, CSR availability was limited due to the coronavirus. Frontier is refusing to prorate my bill. When I canceled service on 2/12/2020, my internet service was disconnected. Why did Frontier Communications charge me for entire month of service when I was no longer able to access it? I would like to Frontier Communications to make the appropriate adjustments on my account.

Ticket: # 3975370 - Exorbitant cost to bring internet services to my home, We need a reliable internet option at a reasonable price!

Date: 5/14/2020 12:22:34 PM

City/State/Zip: Wayland, Michigan 49348

Company Complaining About: Charter

Description

My wife works for Michigan State University Extension and we have 3 children who attend elementary and middle schools and desperately need internet service in today's world with the covid 19 virus. I have been speaking to charter internet for over 10 years to try to get them to offer me services as my neighbor at the end of my property has charter internet services. Approximately 600 +/- feet from my home. They have quoted me a cost of over \$36,300 dollars. I am not a rich man and can not afford this expensive cost. Could you please help me so my family can survive in today world ? We are not asking for anything extra than just the ability to have a reliable internet service at a reasonable cost. PLEASE HELP MY FAMILY!!! Thank you! The Minch Family

Ticket: # 3975495 - Mediacom Communications**Date:** 5/14/2020 1:00:59 PM**City/State/Zip:** Indianola, Iowa 50125**Company Complaining About:** Mediacom

Description

Mediacom signed with the first roll out of agreements that internet providers would not disconnect customers during the COVID-19 pandemic due to children being home from school and doing online learning, or others working from home. I called customer service during the beginning of everything because my internet was disconnected, they said they were still disconnecting people during this time because they had to call and request this pause in disconnecting, in the initial release of this it was nowhere in the description.

They recently stated that they were pausing data caps and disconnects through June 30th 2020 in an extension agreement. This time they did include customers had to call and request it. My husband is just now getting back to work but we are nowhere near where we need to be in terms of paying the bill in full yet, so to buy some more time to get us back on track I called for the June 30th extension. There is no extension, if you request this, it is actually a request to downgrade your service, but also does not stop disconnections, even after I stated my children are still doing online learning for the time being. There also is apparently a required past due amount in order to even qualify for this, that also was not in the new agreement release.

There are several customers stating Mediacom is still disconnecting customers during this time despite requests that they can't pay their bills right now and have members at home that are required to use the internet for work or school.

Mediacom personally modified their agreement themselves as of yesterday May 13th stating monetary amounts to qualify, this was told to me personally by the customer service representative, Michelle, that I was speaking with on the phone, I checked their website and social media for this, still no update.

Now I have to somehow find the money to pay everything at once or face the disconnect and my children unable to complete the 2019-2020 school year.

Ticket: # 3975513 - Ips

Date: 5/14/2020 1:04:31 PM

City/State/Zip: Scio, New York 14880

Company Complaining About: Viasat

Description

Viasat disconnected very fast before I could pay the bill. Covid leaves us low on funds. Viasat is our only source of communication. They said I had to call them and request to have it turned on. My mother paid online. They said I should give out my personal info to someone who could do it for me. They wont reimburse my family. Agent disconnected me at her convenience.

Ticket: # 3975563 - at&t directv service

Date: 5/14/2020 1:24:44 PM

City/State/Zip: Oakdale, California 95361

Company Complaining About: AT&T

Description

I think it is very sad how at&t is treating there customers like me that is self employed and has no income coming in and living off there mom to help us out right now in this tough time , so they stop my service for non payment witch is fine but when I called on behalf of there pandemic relief deal they have they said I had to pay the past due first in order to proceed and to make a payment over the phone they still wanted to charge me a \$5.00 fee with the agent witch should be waived at this time so I had to tell them what im going through right now just to waive that fee so basically at&t is not helping there customers like they say they are. comcast is helping me , ford is ally is Verizon is and my mortgage is to but not them.

Ticket: # 3975607 - Disconnected Services During Covid 19

Date: 5/14/2020 1:46:03 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: AT&T

Description

AT&T disconnected my services May 14, 2020, this after AT&T sent out letters stating they will NOT be disconnecting any services during the Covid 19. I was on hold from 11:22am to 12:03pm. AT&T are guilty of false advertising and defrauding the public.

Ticket: # 3975661 - AT&T FALSE ADVERTISING DURING COVID 19 PANDEMIC

Date: 5/14/2020 1:58:53 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: AT&T

Description

AT&T sent out letters to customers stating no AT&T services will be disconnected during the Covid 19 pandemic. On May 14, 2020, my services were disconnected. I am a small business owner in the downtown area of Chicago and have not been able to work since March 23, 2020. Spoke with AT&T representative Karen KD029T May 14, 2020. Our call began at 11:22am to 12:03pm at which time she told me she could not restore my services due to the outstanding bill of \$547.45. I informed Karen that this is not honoring the information that AT&T sent out with the last bill promising not to disconnect services. She then says, that applied to bills that didn't already have a balance. I told her that was not the language stated in the letter. It simply stated no services would be interrupted During the Covid 19 pandemic to which AT&T lied.

Ticket: # 3975706 - Cutting off service to a minor without notice or consent from owner of AT&T WIRELESS account.

Date: 5/14/2020 2:17:20 PM

City/State/Zip: Del Mar, California 92014

Company Complaining About: AT&T

Description

I have my 13 year old Granddaughter on my AT&T account. As described in the attachment TWICE they have cut off her service without notice to me for reasons unknown. The first time she had no way to contact her mother when her Jr Hs was being EVACUATED because there was a gunman threat. And again yesterday when she was stranded at soccer practice during a pandemic. I've enclosed a chat with AT&T promising me an email yesterday to ensure correction. Never got an email. This is a safety issue for a minor and I want an analysis of my account to prevent this from happening again. Please ensure AT&T compliance.

Ticket: # 3975716 - T-Mobile Billing**Date:** 5/14/2020 2:19:12 PM**City/State/Zip:** Bronx, New York 10457**Company Complaining About:** T Mobile

Description

The consumer wants to file a complaint against T-Mobile her phone provider.

The consumer states that in March she made a payment of \$145 before COVID-19.

The consumer has never missed a payment.

The consumer states that once COVID-19 came around, they started helping consumers waive fees.

The consumer states that they charged her \$278.50 for March and for April \$241.00 and now for June they say she owes them \$800.

The consumer states they tell her that she had past overdue charges.

The consumer states that she also bought her daughter a ZTL phone and was told that the phone could be "join on demand" for a different phone as long as she pays half of the phone.

The representative told the consumer that they weren't able to do that because the phone was on a lease.

The consumer states that they never told her the phone was on a lease.

The consumer's daughter then lost the phone at the park, and she called to get the phone replaced.

They told the consumer that they were unable to replace the phone because it was on a lease.

The consumer wants her phone bill adjusted to the correct amount.

The consumer has always payed all of her bills on time, and she always pays them in 2 parts.

The consumer does not have past due balances.

The consumer states that they charge her \$5 for every payment.

The consumer wants to get a replacement phone for her daughter, because they never told her that the phone was on a lease.

If the consumer would have known that it was on a lease she would have never bought it.

CTR-415

Ticket: # 3975720 - Suddenlink Communications-Complaint**Date:** 5/14/2020 2:19:52 PM**City/State/Zip:** Austin, Arkansas 72007**Company Complaining About:** Sudden Link

Description

I have had Suddenlink Communications for Internet only for 13 months. My bill was \$68/month for "Internet 100". Suddenly, without any explanation, my bill is almost \$100 per month for the same "service" -- the service that works at about half speed. I have tested my internet speed. I have tried calling Suddenlink and was on hold for the billing department for almost an hour and a half Monday, May 11, 2020. I took a screenshot of how long I was on hold (see attached). I wrote them a letter asking them to call me and explain my bill. I have seen hundreds of complaints about Suddenlink's service, lack of customer service, not being able to reach a customer service representative, missed service calls, poor internet speed, etc. I have had enough. They disconnect my service and charge me a "late fee" AND a "reconnect fee" every single month but I have no way to contact anyone. Monday was my last attempt before contacting the FCC (and Arkansas Attorney General). I am being overcharged and do not have the service I am paying (almost double) for. I cannot reach anyone to speak with and they consistently charge me these additional fees because they choose to not answer the phone. As I said, I have seen hundreds of complaints about the exact same issue, among others, and I stand ready to file a complaint against them in court if I cannot get any results by contacting the FCC, FTC, and/or Attorney General. I would like my bill adjusted, I would like the Internet speed that I pay for, and I would like them to change their deceptive billing practices. This is a HORRIBLE company, but unfortunately I have no other options. Now that I am trying to work from home because of the pandemic, it has become a huge issue for me - I have had to pay these enormous bills just to keep working and not lose my job! They have literally shut my service off during the COVID pandemic! I did not think that was legal. I would appreciate any help from the FCC, FTC, BBB, or any other agency before filing a lawsuit. Thank you for your time and attention to this very important matter.

Ticket: # 3975727 - COMCAST bill gouging

Date: 5/14/2020 2:21:43 PM

City/State/Zip: Madison, Connecticut 06443

Company Complaining About: Comcast

Description

Comcast bill jumped from \$159.80 to \$171.60 with no ability to renegotiate lower rate and retain same services. Spoke with customer service rep Marcia who did not offer the same package for what I was paying prior. Fees/taxes go up in January but not explanation (other than corporate greed) as to why they would not be able to keep my bill as it previously was for same services. Horribly unethical company price gouging customers as they know many are working from home and need internet at least, which COMCAST has a monopoly on. The government needs to create more competition so companies like COMCAST are unable to take advantage of customers, especially during a pandemic. The most corrupt company I have ever dealt with.

Ticket: # 3975745 - Children falling behind

Date: 5/14/2020 2:25:33 PM

City/State/Zip: Saint Johns, Michigan 48879

Company Complaining About: Frontier Communications

Description

Since COVID-19, my two children are forced do online learning which is lacking among itself. That beats the alternative of them trying to teach themselves with packets of paper lessons that he district provides. Yet Frontier Communications still refuses to to provide me with the 6mb down that I pay for or hook me up the the 25mb down that is only a few hundred feet away from my house.

Ticket: # 3975818 - Unauthorized Charges for Services not Rendered**Date:** 5/14/2020 2:47:10 PM**City/State/Zip:** Pittsburg, California 94565**Company Complaining About:** Comcast

Description

I had originally ordered internet services through Comcast aka Infinity. I received the services for One entire day at the beginning of the Pandemic. An Irrate customer service rep shut my services down for a service from 3 years previously. Due to the COVID 19 I am able to leave my home and have underlying health conditions. I asked for them to pick up their equipment that they shut off and no response. Well on May 3rd they went into my account and took out \$219.00 without my authorization. I never received the services as originally agreed. Their web page stated as long as you haven't had past services within the last 6 months you are eligible for services. I was cleared and services rendered for one day until the disruption. Shady Comcast!

[Ticket: # 3975829 - att refusing to switch billing plan without physically going to a corporate store](#)

Date: 5/14/2020 2:49:23 PM

City/State/Zip: Takoma Park, Maryland 20912

Company Complaining About: AT&T

Description

Our household has 3 immune compromised members. ATT offered a \$15/mo prepaid plan which would served Shari, my partner and my needs. We are both on one bill in her name. While her # was no problem to move to the new plan, they were requiring me to go physically to a store to make this administrative change. ****note**** the primary corporate store near me in Silver Spring MD has been voluntarily closed due to the pandemic!

I initiated this change before the start of another billing cycle, and yet, adding insult to injury, another month's charges have accrued.

All I want is assistance making the plan change and to have these new charges reversed.

Ticket: # 3976020 - propaganda call

Date: 5/14/2020 3:39:42 PM

City/State/Zip: Louisburg, North Carolina 27549

Company Complaining About: Republican Party Of North Carolina

Description

Call full of political slurs and false information, including blaming others for pandemic deaths.

Ticket: # 3976044 - Harrassing phone calls

Date: 5/14/2020 3:44:39 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Card Services

Description

Another thief telling me that since I have such a great payment history, they are going to give me a zero interest! Yesterday they told me that because of the pandemic, I didn't have to make a payment! Most of the time they call from numbers that have been discontinued. Yesterday they called from the bank that we use! I am sick and tired of these creeps, but mostly enraged because I know that they get some poor souls to fall for the crap they are dishing out. Please find a way to put a stop to this!

Ticket: # 3976079 - Complaint on Spectrum/Charter Services**Date:** 5/14/2020 3:57:32 PM**City/State/Zip:** Fairhope, Alabama 36532**Company Complaining About:** Spectrum

Description

I made attempts to reach Spectrum to cancel service on 4/15 and 4/16. The wait time to reach a representative was extremely long due to COVID. I went their website to see if I could cancel service, even tried the chat feature they have, but the message says they cannot cancel services online and one must call 833-267-6094 to cancel service, which I did try. I sat on the phone waiting to speak to someone for over 20 minutes one day and the same the next. My complaint is that I made attempts to reach them prior to the next billing cycle, which was 4/17/20. I moved out of my house and ceased using internet service with this company on 4/14/20. My equipment was mailed back to them via UPS on 4/22/20. My husband was not able to get through to a live rep until 4/19/20. Because the cancellation request was received on 4/19/20, two days past the beginning of the new cycle, Spectrum is charging me for an entire month's service, \$119.99. I am filing this complaint because 1) they only have 1 source for a client to cancel service... the phone. They need more options for a client to be able to cancel a service other than just the phone. Especially considering there is a pandemic at the time causing higher than usual wait times. 2) how is it even right for a company to charge you an entire month for only 2 days of service? I have made several attempts today to speak to a rep, then her manager and then the manager above that manager and no one was willing to help prorate my bill for the 2 days of service. They said they would need proof that I tried calling in, which seemed pointless to me because the lady said they wouldn't have known to cancel the service without me actually speaking to a representative. So what point would proving I made many attempts to reach them have helped me in any way? My phone call history does not go as far back as when I made those calls.

Ticket: # 3976080 - Cox cable misinforming

Date: 5/14/2020 3:57:40 PM

City/State/Zip: Gainesville, Florida 32607

Company Complaining About: Cox

Description

I saw Cox said they would not disconnect for hardship right now. I called for assistance and they said they were unable to stop anything when I asked for a couple extra days. I spoke to 3 people who were all unable to assist me and basically told me the disconnections were still happening. So on top of my faulty equipment Cox lied to everyone in a pandemic.

Ticket: # 3976175 - Cricket Wireless

Date: 5/14/2020 4:29:55 PM

City/State/Zip: Bartow, Florida 33830

Company Complaining About: Cricket

Description

Cricket Wireless Complaint

Consumer didn't understand why NO FEE's was waived for March, April and May. for her services.

Consumer shared that Cricket is not on FCC Website for the listing of names that fall under the COVID 19

Ticket: # 3976228 - Metro PCS

Date: 5/14/2020 4:46:23 PM

City/State/Zip: Bartow, Florida 33830

Company Complaining About: Metropcs

Description

Consumer feels her parents cellphone bill wasn't waived for March , April and May during the COVID 19

Ticket: # 3976351 - Call From AT&T Office of the President

Date: 5/14/2020 5:38:17 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: AT&T

Description

Today, I received a call from Reno Childs from AT&T's Office of the President at 4:12pm CST. My Childs immediately began to defends AT&T defaulted promise. AT&T vowed not to disconnect any services during the COVID 19. My Childs number is 1-469-377-1226. I informed Mr. Childs that there needs to be a cohesive message from the hierarchy to the phone representatives. I just spoke with AT&T last week and was told not to worry and I wouldn't have to make arrangements until after May 25, 2020. Again, AT&T have lied to the public regarding no disconnecting services during Covid 19.

Ticket: # 3976361 - Threats to disc my service**Date:** 5/14/2020 5:42:27 PM**City/State/Zip:** Hackettstown, New Jersey 07840**Company Complaining About:** Comcast

Description

I recieved a threatening letter from Xfinity today threatening to disconnect my residential service for using "a mechanized dialing service"! I called Xfinity 877-842-2107 to ask what exactly is a mechanized dialing system. They told me that my account, (b) (6) is "making more calls than I am allowed too". I went from one rep to another and they did in fact confirm my service can be disconnected if this continues. I assumed maybe one of my children was doing something on XBOX, but that was isnt the case.

I then realized exactly what is happening. My wife was furloughed to the Coronavirus in April. She has not been able to get through to the NJ Unemployment department. She has not yet been paid. The calls these people want to disconnect my service for, are the desperation of a housewife and mother, trying to get information on her NJ Unemployment. I advised the person speaking to me to Google "NJ Unemployment problems" and read some of the horror stories people in NJ and across the US are dealing with. He was obviously not US based and had no empathy or understanding.

Utility companies are bending over backwards to help people, as are banks, mortgage companies and food businesses. Xfinity is threatenting to disconnect my service for making call after call to the NJ Unemployment numbers. I advised "Richard" that in addition to our landline, my cell, my wife's cell and even my 13 year old's cell have been calling non stop for my wife's benefits. I have no missed a mortgage payment or anything. I have excellent credit, as does my wife. We havent missed any Xfinity payments either. How dare this utility threaten to disconnect service during a national emergency and pandemic! The State of NJ is still on lockdown.

This company cannot disconnect the lines of poor souls trying to get money for food and bills! Please tell me the FCC can weigh in to put a stop to this. This is an insult and horrible treatment of customers. They did even offer an "I'm sorry". I mean, pretend to show empathy and understanding. This company is horrible. I should not be threatened and treated like we did something wrong. Xfinity should advise their security people what exactly is going on in the US. I even asked him if he called any of these numbers to confirm they are NJ Unemployment. I'm so angry right now. My wife is upset and crying. Are you kidding me?! One of the guys I was speaking to was asking for my voicemail PIN! As if he was going to play my messages. I told him I would never give any PIN to anyone over the phone.

Ticket: # 3976391 - fox late afternoon news host

Date: 5/14/2020 5:56:00 PM

City/State/Zip: Midlothian, Virginia 23112-7319

Company Complaining About: AT&T

Description

i do not usually watch fox news but by accident turned it on. it is so sad to see news host down play the covid virus and make so many false statements. out country is better than this. they are contributing to the death's of many american's they scare me to death. they are so political and shove there disinformation to the public. this hurts the USA. they need to be taken off the air. this news channel should be fined.

Ticket: # 3976424 - Covid-19

Date: 5/14/2020 6:13:04 PM

City/State/Zip: Palm Springs, California 92263

Company Complaining About: AT&T

Description

I've been a customer for over 11 years and called AT&T to see if they were offering any assistance due to the virus. I'm a disabled senior, have paid my bills on time but now due to losing my job find myself seeking help. I was treated as if I were someone with a bad relationship with AT&T. I was told to reduce my services dispute the fact they have increased my bills without explanation and I just paid what they billed. Their hidden fees and lack of disclosure is troubling. This Company has been fined by the FCC before due to hidden charges I think it might be time again to take a look at them.

Ticket: # 3976452 - Verizon not canceling my service as requested

Date: 5/14/2020 6:29:42 PM

City/State/Zip: Mechanicsburg, Pennsylvania 17050

Company Complaining About: Verizon

Description

I have been contacting Verizon (called multiple times) over phone requesting to downgrade my service by removing TV service. However, I am being told they will not be able to do that because of COVID-19 situation. I used email, online chat, phone but in vain. I have exhausted the options to get the service downgraded.

Ticket: # 3976455 - att billing

Date: 5/14/2020 6:31:56 PM

City/State/Zip: Lantana, Florida 33462

Company Complaining About: AT&T

Description

i have access internet 10monthly during covid i called t fix slow internet and was told they cant send tech due to covid and i would get 140 credit for this. never got and i asked to get phone and was told i would get box and tech would come for that. they never did and phone never worked! i called n called in april! they said they would jus credit back and take phone off! its may 14 and im still being billed and threatened internet cutoff! when i need for kids homeschool during covid! this is unfari phone never worled and i cant get anyone to fix issue i spoke to cust sve 4 times they all tell me it will be fixed and never has my service is up for cutoff in 3 days! i cant afford to pay especially not something i never had!

Ticket: # 3976535 - Shutdown of internet service during pandemic

Date: 5/14/2020 7:23:53 PM

City/State/Zip: Redlands, California 92374

Company Complaining About: Charter

Description

My bill is currently past due \$190 and spectrum is shutting my internet down when they legally aren't supposed to due to pandemic

Ticket: # 3976547 - Xfinity Cable

Date: 5/14/2020 7:33:53 PM

City/State/Zip: Acworth, Georgia 30101-6284

Company Complaining About: Comcast

Description

I have not had cable for 7 weeks. I have been calling you all and getting the run around since Thursday, April 2nd. Xfinity sent a tech out to my house twice. The first tech brought a cable box in a trash bag when we had already determined that our box was fine. The first tech never even entered our home. The second tech came out on Sunday and told us that our outside lines were bad. He also replaced a moca filter with no success. The tech also replaced wires in the house and removed an ampler that was no long connected to anything. We were told that a supervisor would call us or come out to our home on the following Monday or Wednesday. That has not happened. We have been without cable services for the 49th day yet Xfinity continues to call, email, and text "Overdue Account" notifications. We have called Xfinity 2-3 times a day for 7 weeks. We have attempted to go the the Xfinity store on two separate occasions and was not allowed inside due to COVID-19 concerns. So now that 49 days have passed and our cable bill is past due, Xfinity is threatening to disrupt services that we are not currently receiving on May 24th which I imagine will add on a reconnect fee when Xfinity finally gets around to resolving our issue. Please help us. I am a Social Studies Teacher and Disabled Marine Corps Veteran. I would love to be able to watch the local and national news on a daily basis to know what is going on in the world. Please help my family.

Ticket: # 3976588 - Sprint won't stop sending bills for closed account

Date: 5/14/2020 8:02:57 PM

City/State/Zip: Kent, Washington 98030

Company Complaining About: Sprint

Description

We instructed Sprint representatives to close our account in November of 2019, and confirmed it would be current/closed with no balance.

We were sent to collections in error in March 2020. We were then promised through several interactions that our account should have been closed out, bills continued in error, and they would fix the issue and we were good to go (can provide interaction numbers upon request).

As of today, 5-14, I have been dealing with customer service via the slowest chat responses imaginable (phones are unavailable due to staff shortages, COVID-19 related I'm sure) for over 3 hours, where they are proceeding to tell me I never requested the account be closed. Despite being told by 4 previous supervisors that the account was A. Closed, B. At zero balance, and C. that we'd not see another bill.

This is insane - I've spent over 24 hours dealing with customer service over something that should have been done the first time. To fix this: ensure my account was closed completely, zero out anything on your end that remains open due to your errors, and never contact me again.

Ticket: # 3976599 - AT&T Disconnection and Late Fees

Date: 5/14/2020 8:16:16 PM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: AT&T

Description

Despite AT&T's promise to uphold the FCC's request to stop disconnections and late fees during the pandemic... we received a text from Accounts demanding payment and threatening suspension of service, and when I reviewed the bill, there was a late payment charge... albeit small, it was there, billed on 4/21/20.

Just wondering if anyone else is being bullied by Accounts?

I have copies of the texts and statements, but this form's uploader wasn't working.

Ticket: # 3976623 - Re: [FCC Complaints] Re: Ticket #3304139 unresolved inactive account no service

Date: 5/14/2020 8:33:59 PM

City/State/Zip: Brooklyn, New York 11210-9998

Company Complaining About: Optimum

Description

This is a follow-up to your previous request # (b) (6) unresolved ..."

In the middle of a Pandemic.... my service is off. More commercial belle by the improper Administration. I don't have any FRN's/credits. I do not a printing press or access to private usery Banking system.
Sent from my iPhone

> On Aug 23, 2019, at 9:12 AM, (b) (6) wrote:

>

> Private checks issued to the bankrupt corporation for a total of \$1,600.00. I'm going to file a suit for involuntary servitude and ID theft ; et al On behalf of the myself and silent majority ALL foffers at the FCC pretending to to official Trustees of the Moroccan Empire your fired, your fired your fired. As stated you will not assist me.

> I still have no service ; your cannot make me use your private commercial paper/credits to conduct business.

>

> Sent from my iPhone

>

>> On Aug 23, 2019, at 8:20 AM, FCC <consumercomplaints@fcc.gov> wrote:

>>

>>

Ticket: # 3976651 - Consistent Inconsistency via Cox

Date: 5/14/2020 8:55:03 PM

City/State/Zip: Portsmouth, Virginia 23703

Company Complaining About: Cox

Description

Since February, my services have consistently been getting cut off (bi-weekly) by Cox. There are unwanted discrepancies in my billing that I have continuously tried to settle; yet to no avail due to poor customer service experiences. By the end of February, I coordinated an in-person appointment and received temporary closure until the pandemic (March). Despite the FCC's national announcement about allowing services to endure until further notice, instead discontinuation of my services has endured on a bi-weekly schedule. I want my billing issues to be accurately resolved, the FCC announcement honored, and Quality Assurance to investigate Cox's Customer Service agents.

Ticket: # 3976662 - Consistent Inconsistency via Cox

Date: 5/14/2020 9:04:36 PM

City/State/Zip: Portsmouth, Virginia 23703

Company Complaining About: Cox

Description

Since February, my services have consistently been getting cut off (bi-weekly) by Cox. There are unwanted discrepancies in my billing that I have continuously tried to settle; yet to no avail due to poor customer service experiences. By the end of February, I coordinated an in-person appointment and received temporary closure until the pandemic (March). Despite the FCC's national announcement about allowing services to endure until further notice, instead discontinuation of my services has endured on a bi-weekly schedule. I want my billing issues to be accurately resolved, the FCC announcement honored, and Quality Assurance to investigate Cox's Customer Service agents.

Ticket: # 3976668 - Consistent Inconsistency via Cox

Date: 5/14/2020 9:07:45 PM

City/State/Zip: Portsmouth, Virginia 23703

Company Complaining About: Cox

Description

Since February, my services have consistently been getting cut off (bi-weekly) by Cox. There are unwanted discrepancies in my billing that I have continuously tried to settle; yet to no avail due to poor customer service experiences. By the end of February, I coordinated an in-person appointment and received temporary closure until the pandemic (March). Despite the FCC's national announcement about allowing services to endure until further notice, instead discontinuation of my services has endured on a bi-weekly schedule. I want my billing issues to be accurately resolved, the FCC announcement honored, and Quality Assurance to investigate Cox's Customer Service agents.

Ticket: # 3976732 - Unlimited account cancelled twice

Date: 5/14/2020 10:17:14 PM

City/State/Zip: Spring Valley, New York 10977

Company Complaining About: Red Pocket Mobile

Description

We purchased a monthly unlimited calling plan from Red Pocket Mobile for my son. His phone got shut down four days ago. We called Red Pocket who told us it was because he used too many minutes. The phone is currently used for his remote schooling due to the pandemic. I explained this to them and they said to send an email and they would restart it. They finally restarted it this evening but after two hours it got shut down again. We asked if his month can be extended or if there is any way to avoid this problem but we got no answers.

Ticket: # 3976772 - Frontier Communications won't provide service

Date: 5/14/2020 11:03:54 PM

City/State/Zip: Arlington, Washington 98223

Company Complaining About: Frontier Communications

Description

FRONTIER NEEDS TO PROVIDE PHONE AND INTERNET TO OUR HOUSE. I was told that this property was served by Frontier prior to building my new home. When I finally moved in during December 2019 we made sure cables were run from the Frontier Communications pedestal on the corner of our property into our home. During January 2020 we selected a phone and internet plan with Frontier. After multiple appointments scheduled to install service (which were either no-show or canceled by Frontier), we were contacted and told that they were unable to install service. Evidently the reasoning is that they have lines in our development running to our property, but somehow don't have enough "lines in the street" to connect us to service. I believe every single house in our neighborhood of 17 homes has service from Frontier as Frontier is the company that brought lines into the plat when it was done. No other company brought lines in when the plat was done, and I am sure Frontier had to execute an agreement saying they would serve the homes in the neighborhood and maintain their equipment, yet they are unwilling to provide us service. My understanding is that they don't want to run any more lines in the street to connect to our neighborhood, and a Frontier engineer told me that there are a couple of homes in the neighborhood who have been connected to "multiple twisted pairs" meaning that before all houses were built, some homes used their dedicated lines plus more in order to improve their speeds (which evidently Frontier must have unfairly allowed). My family and I are now in a situation with COVID where both my school-age daughters are unable to school from home and my wife and I have to work from home as well, and we are unable to do that. This is a serious issue and isn't right, that Frontier contracted to provide service to the properties in this neighborhood and will not or cannot serve my home. I live in a gated community and am a few hundred yards from Interstate 5, and how can I not get phone service or internet when they agreed to serve this neighborhood? That isn't right! I am only about 1700 feet off the end of a runway at Arlington Airport... how can I not get a land line? Frontier needs to solve this issue right away. Just because we are only 1 home in a neighborhood doesn't mean they can choose not to serve only us. My kids need to be able to complete school online just like the rest of the kids, and I need communications to do that.

Ticket: # 3976774 - insufficient service /poor customer/tech service /pixelation from the main line

Date: 5/14/2020 11:10:11 PM

City/State/Zip: Kingstree, South Carolina 29556

Company Complaining About: Spectrum

Description

i was contacted by charter i return the call no answer they sent two memos i replied to the first memo no reply ,i called a local number i received a call from a local number i asked the gentleman from spectrum did some one call me from this number he said no one call from this number i spoke to customer service rep she told my rates were grandfathered in because my promotion ran out of promotion and the rates i have is what i have settle with but before they bought the company they said our rates would not be raised i had three tech"s come to my house each tech came up with a different solution since january they never check the main line outside of my residence where squirrels usually eat the line and when it rains service is poor after the rain after storms service is poor when raining for days overall i contacted my senator office because this is a ongoing problem since this company took over i have pictures of the pixilations and memos .with me being a high risk of underlying conditions from issues occurred while i was in campaign serving my country and covid-19 put me at risk my realties in lake city has the same problems of pixilation and neighbors on my block i am coming to make a decision of changing , a investigation needs to be done as they refer you to executive branch that has Reps that stick to script that is not beneficial to the consumer

Ticket: # 3976834 - JUNO Email Screen Freeze-Up Due to Too Much Scrip Advertising

Date: 5/15/2020 3:38:34 AM

City/State/Zip: Philadelphia, Pennsylvania 19152

Company Complaining About: Juno.com Free Email Service, Formerly Net.zero.com

Description

I am a senior citizen, and I some times must rely on email to do many things theses days. I could not even open an AMAZON account due to Juno screen freeze-ups that lasted over an hour, even with an Amazon Helpdesk person on the line waiting with me for the Juno email screens to load every 15 minutes or so. I do not believe they should be allowed to virtually disable communications by flooding accounts with on-line advertisements to such a degree. With COVID-19, Communications is vital, and Juno is interfering with it for the greed of advertising dollars. Isn't there a limit to what Juno can get away with ?

Ticket: # 3976837 - Major still ongoing problem with AT&T landline phone billing

Date: 5/15/2020 4:52:33 AM

City/State/Zip: Oakland, California 94610-1354

Company Complaining About: AT&T

Description

******Since this very long description needs editing as, I think it would be much more useful to the personal at the FCC and AT&T if I were to attach an MS word file attachment that I wrote & would likely be easier & more logical for others on your end to read. Thus if you think the file attachment is more clear and easier to read, ignore the long description below and use my MS word file attachment to send to AT&T which is the party about whom I'm addressing my complaint. read below if you desire!!! I've had and still have landline phone service with the same line and phone number since December, 1994 which is about 26 years. My landline phone service was great for about the 1st 15 or so years until AT&T involved themselves (that is to say they took over my service from SBC Global). SBC Global was reasonably priced, Their customer service was also great, helpful and pleasant which was great and I didn't have to argue or beg for repair service when my phone's external wires caused my phone system to not work well or not work. I would say that if I needed to call SBC Global, my former phone service provider & had a phone problem SBC Global would send out a repair technician who would gladly come out to find and fix the problem with my internal and external wiring, phone jacks or wiring in their outdoor box/station. The SBC technicians stick around in order to make certain that their repairs worked perfectly. Their customer service was also great, helpful and pleasant which was also true for the SBCglobal repair technicians.. OK...Here's the scope of my major ongoing problem with AT&T in a nutshell. From about September through December 2018 & January 2019. My land line phone service began to have terrible static to the point of not being able to have phone conversations due to the degree of the noise of the static which made it near impossible to have a back and forth conversation with another person as the static drowned us out and garbled everything each persons words within the conversation. The static was so bad that when anyone would call and leave a message on my voicemail, the voicemail messages were also indecipherable from the static. Thus after not being able to put up with not being able to use my phone for 5 months due to the degree of static, on February 4th, 2019 since I could no longer bear dealing with the problem with the phone static, I called the AT&T repair number, pressed several prompts requested by their robot computer and then was asked to hold briefly so that AT&T's computer system robot can send a signal to or through my phone to check out whether or not my phone or phone wires were in order. About 4 - 7 hours later, I received notice that I had an AT&T repair appointment for February 5th, 2019 from 8:00 AM and 12:00 PM. I was awake extremely early to make certain that I would be awake and present in case the technician needed to contact me as well as my being home to let the technician in so that he/she can diagnose and fix the problem with my phone. I sat around waiting for the technician who never showed up during that 2/5/2019 morning and left me hanging without even bothering to let me know that he/she would not be coming to my home so that I wouldn't have to sit around wasting time until 12:00 PM which caused me to miss even more work along with the disappointment & disgust from my co-workers. I spent a good deal of time trying to contact someone at AT&T who might deal with repair appointments in order to find out why the technician did not show up at my home. I explained what occurred and asked her if she could connect me with the repair or appointment department. The rep with whom I spoke connected me to another department where another rep found out something was wrong with my appointment but she didn't say anything specific. She had someone set up another morning 8:00 AM -12:00 PM repair

appointment for February 7, 2019 about which I was stood up once again by another repair technician and lost another day of work while waiting for the technician who didn't care to contact me not come to my home. THIS WAS THE FINAL STRAW FOR ME. I followed up by sending a complaint to the FCC about my problems with AT&T in regard to having(AT&T) actually get my phone repaired immediately no matter what. In my FCC complaint, I stated that I refuse to pay AT&T money for a service that I couldn't use given that it's not functioning well enough to be able to use it during that period. Since my phone had so much static that I'm unable to converse on it about 80-90% of the time, I'd be throwing money into a deep pool of quicksand for paying for a service that doesn't work nor paying a company that collects money while not caring that the service that they're providing is faulty because they really don't care. Roughly several days later, I was contacted by a representative from the AT&T office of the Vice President who seemed to want to find a resolution for my above mentioned problem, He told me that he would try to have a technician to be sent out at some point to take a look at the lines & try to diagnose the problem with my phone. However, I found out several weeks later that when this technician came out to diagnose my phone problem, I was away from home having surgery after my car was rear-ended at a stoplight and I wound up at a hospital. Obviously he had no way of getting into my house since I wasn't home to let him in nor was I told nor able to know when he would come to my house. During May 2109 after I filed another yet another complaint to the FCC about the same problem above. Mostly that complaint was mostly about AT&T not undertaking serious measures to definitely have my phone problem corrected to the point of it being fully functional. The second part of my complaint was about being consistently stood up by the AT&T repair technicians which only cause me to waste my time waiting and not being able to work. Shortly after the above newest FCC complaint, I received a phone call from a female representative from The AT&T either office of the vice president or office of the President. During our conversation, she asked me for a date that I could be available & she made a phone repair appointment for July 25, 2019 between 8:00 AM –12:00 PM. I thanked her for it. However the technician did not phone me while I was waiting for him to show up at my home on July 25, 2019 nor did he phone me. When I saw the time was about 1:40 PM, I was heading out the door to get to work since the cutoff time was 12:00 PM. The AT&T technician called me and said that he was running late and was unable to do fix my phone problem. I asked him why he didn't call me way before 12:00 PM which was the closing time window. He said he was busy. I asked him if he could come to my home in order to repair the problem On the Following Wednesday July 31, 2019. He said he asked he would ask his supervisor and he would come at 8:00 AM on that date. I added that could you please not be late or be a no show so that my problems with my phone would finally be resolved & a emotional relief given that this entire one plus year was an exhausting struggle and a useless chase that I want to be over and finished.

Lastly, I want to mention that AT&T was billing me for my monthly land line phone service despite the fact that they were well aware of the fact that they were aware that my phone isn't/wasn't functional. AT&T had to know that my phone wasn't working based on my multiple FCC complaints that are transferred directly to AT&T from the FCC nor would any AT& T repair technician come to my home to repair it up to that point in time. They have doubled or almost tripled my monthly service rate during the year plus problem with my phone that was usually not usable even though I made it extremely clear that I don't intend to pay for phone service that isn't functioning for the most part to AT&T via my FCC complaints to and about AT&T. At&T is now currently charging me.\$

Ticket: # 3976857 - Comcast Billing Complaint**Date:** 5/15/2020 7:18:47 AM**City/State/Zip:** Miami Gardens, Florida 33179**Company Complaining About:** Comcast

Description

Comcast/Xfinity Service Address: (b) (6)

Account Number: (b) (6)

Comcast/Xfinity Service Account Balance: \$700 plus

This is an official complaint against your Comcast representatives which is due to their unfair business practices of subjecting me to a series of disability discrimination, especially during these difficult times with the Coronavirus crisis.

Around the Summer of 2018, I traveled to your Comcast Service Center within Hollywood, Florida to request for new service and to eagerly take advantage of your Internet Essentials program as a disabled person that was and still is receiving low monthly Social Security income.

Unfortunately, I was wrongfully denied to sign-up for your Internet Essentials program and when I asked your Customer Service agents to give me a reason they would just repeatedly lie to me by saying I did not qualify.

Overall, I did receive my Comcast equipment for my new TV & Internet service but over a long period of time I would usually struggle to make my extremely high monthly payments even after I would sometimes receive small financial donations from my family and friends.

More recently, I did feel very much threatened and intimidated by your aggressive Comcast equipment collection agents at my home, and I also felt very uncomfortable with the constant email notices to unfairly return my Comcast equipment.

I also experienced some episodes of anxiety when I would receive several disturbing phone calls from your Comcast agents that were demanding for an enormous \$700 bill payment that would also occur as your company was repeatedly charging me a monthly bill during my disconnected Comcast service.

Presently, I still have no Comcast Cable TV service which blinds me from watching important Coronavirus news reports, especially the mandatory updates from the President of the United States and his Coronavirus Response Team of Experts.

I also do not have any Comcast Internet service which prevents me from properly communicating with my doctors, my other healthcare professionals and it also impedes me from getting other relevant survival information from the internet.

Ultimately, I am requesting for an immediate major reduction or complete waiver of my \$700 plus bill, and an immediate restoration or reactivation of my Comcast TV & Internet service, and also a monthly discount billing within your Comcast Internet Essentials program.

Your immediate attention and assistance towards this urgent matter is greatly appreciated.

Respectfully,

(b) (6)

[Redacted signature block]

Ticket: # 3977159 - HughesNet scammed me

Date: 5/15/2020 11:10:37 AM

City/State/Zip: Bedford, Virginia 24523

Company Complaining About: Hughes Net

Description

Hughes net sold me their internet so I could work from home through pandemic. Once installed I got my work computer and the internet would not work. Hughes net then advised me their internet is not compatible with a virtual private network. Advised me to send their equipment back and provide them tracking number and they would refund me \$533.22. Now that they have the tracking number they tell me they will not refund the full amount, only \$249.99.

Ticket: # 3977167 - Xfinity COVID-19 problems

Date: 5/15/2020 11:14:39 AM

City/State/Zip: Hopkinton, Massachusetts 01748

Company Complaining About: Comcast

Description

Xfinity problems: I tried to help my mom with Xfinity issues. She is 92 and in the hospital with COVID-19. She is on a fixed income and wanted to know options to decrease her bill. I am her proxy. I asked Xfinity for package options for my mother's Xfinity account. I did not ask to change her account, just wanted options to review with my mother. Xfinity would not work with me. They wanted to talk to her or have her call. They knew that she was in the hospital, with COVID-19. I asked how she could cancel her account and was told she would need to go on-line to her on-line account. She doesn't have an on-line account. They said she could not do it by mail. So, I couldn't get options and she can't cancel, if she chooses to because she doesn't have an on-line account. I could manage to get her an on-line account, BUT, I can't because the bank card number associated with her account was hacked and of course her card number changed. So it goes in circles. As far as Xfinity is concerned, she calls from the hospital or I put in the last 4 diigits of a card that doesn't exist any more. Bottom line: Xfinity has made it impossible for me to help my elderly mother.

Ticket: # 3977199 - FCC Broadband Coverage Map is not accurate for Charter/Spectrum for (b) (6)

Date: 5/15/2020 11:23:58 AM

City/State/Zip: Dryden, New York 13053

Company Complaining About: Charter

Description

Hello, this map is not accurate for my address: (b) (6)

[https://broadbandmap.fcc.gov/#/location-summary?version=jun2019&place_name=\(b\) \(6\) 0York%2013053,%20United%20States&lat=42.4555&lon=-76.276486&tech=acfosw&speed=25_3&vlat=42.456804294184565&vlon=-76.28030550000005&vzoom=14.616888425932583](https://broadbandmap.fcc.gov/#/location-summary?version=jun2019&place_name=(b) (6) 0York%2013053,%20United%20States&lat=42.4555&lon=-76.276486&tech=acfosw&speed=25_3&vlat=42.456804294184565&vlon=-76.28030550000005&vzoom=14.616888425932583)

Charter/Spectrum does not provide internet service to West Lake Road. I have called and spoke with them for the last 3 years and they refuse to run cable on the existing poles to my house from the nearest intersection of Route 38 and West Lake Road. They had previously told me May 2020 (in 2018, 2019, and in 2020), but I called two weeks ago and they it was not likely to happen until 2021 or if I wanted to pay \$20,000.00. With the Pandemic, it is becoming extremely difficult to keep sane as well as stay connect to my workplace. Both my wife and I are working from home and are negatively impacted by the lack of broadband service. We are expecting our first child in July and most of our appointments now have to be via telemedicine. Not to mention trying to 'see' our family members with video conferencing which barely works. I would love to pay for service or have the map reflect it does not exist and Charter is not meeting its commitment to expanding broadband access in Central NY.

Ticket: # 3977207 - service and billing

Date: 5/15/2020 11:25:26 AM

City/State/Zip: Philadelphia, Pennsylvania 19122

Company Complaining About: Comcast

Description

I have a bundles plan with Xfinity and I'm struggling with paying my bill on time because of the pandemic. I continue to pay my bill in full even though it a couple of days late Xfinity continue to attach late fees. What can be done so they can stop the late fees

Ticket: # 3977237 - Spectrum Unable to Deliver Advertised Upstream Data Rates in Durham, North Carolina

Date: 5/15/2020 11:32:17 AM

City/State/Zip: Durham, North Carolina 27701

Company Complaining About: Spectrum

Description

Hello FCC Team, Spectrum (dba Charter Communications) in Durham, North Carolina advertises a residential cable internet service called Spectrum Internet Ultra 400/20. This service included 20Mb/s of upstream throughput. Due to the COVID-19 Pandemic, the service is now over-subscribed and my family receives 2-3Mb/s upstream during peak business hours Monday-Friday. I have engaged Spectrum over 15 times since April 23rd regarding this issue, and the Service Provider has acknowledged a node oversubscription issue within the carrier infrastructure. This is the only high speed ISP that is available for my home in Downtown Durham. Spectrum refuses to provide any time table of when the fix will occur-- I need the help to the FCC to: 1) Enforce fair and equal access to high speed data services for my wife and I to do our jobs. 2) Enforce mis-advertised data rates. Thank you!

Ticket: # 3977299 - Internet service laws during covid question?

Date: 5/15/2020 11:52:34 AM

City/State/Zip: Gladewater, Texas 75647

Company Complaining About: Hughes Net

Description

I noticed somewhere that the fcc posted a rule about service providers can't refuse you Service if you can't pay during these trying times . So I have a question if you cancel hughsnetsatellite internet does that void out the anti consumer cancellation fee ? (Website not meant for mobile) void out the anti consumer

Ticket: # 3977315 - No service/ COVID-19

Date: 5/15/2020 12:00:52 PM

City/State/Zip: Goshen, Connecticut 06756

Company Complaining About: Optimum

Description

Consumer states that for the past three weeks her internet service has been very inconsistent. Consumer states that the internet comes and goes. Consumer has call multiple times consumer service and they seem not to care all they do is transfer her to the technical department, but they never answer the phone. Yesterday consumer was waiting on the phone for two hours. Consumer cannot be without internet service during this pandemic. Consumer states that the consumer service does not care unless your will order new services. Consumer wants her service to be fix immediately.

ctr408-phone

Ticket: # 3977389 - Internet Installation

Date: 5/15/2020 12:24:21 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Verizon

Description

Hello,

I placed an order with Verizon Fios on Thursday, April 16th, 2020 for internet service. I know that with Covid-19 companies are in-home service but Verizon has not been able to give me an update on when they would be able to install internet when internet is integral for me to maintain employment while working from home. I know for a fact that they were able to send a technician to install my neighbor's internet within the last week.

Ticket: # 3977478 - Frontier Unreliable Service During COVID-19**Date:** 5/15/2020 12:53:49 PM**City/State/Zip:** Andrews, North Carolina 28901**Company Complaining About:** Frontier Communications

Description

He has Frontier for services. His landlines and internet is not working and have been inconsistent over the last two years. He has called over 50 times. In the last weeks he has called more than twenty times for service issues. He is paying for services that he is unable to use. He cannot watch YouTube or stream Netflix for example. He is in a small rural area and is one of two doctors that serve a community of 5,000. When his phone services are not working he is unable to perform his duties as a physician and serve the community. It is a matter of life and death where especially during COVID-19. He was on the phone trying to file a complaint with them but the phone service disconnected. He is asking that they ensure the services he pays for are being provided consistently.

Ticket: # 3977489 - Internet Provider Predatory To Seniors

Date: 5/15/2020 12:58:15 PM

City/State/Zip: Hobe Sound, Florida 33455

Company Complaining About: Comcast

Description

After many many hours trying to resolve this issue with Comcast customer service, supervisors, and their customer retention department, remains \$1139.90 in these predatory charges for 9 months of Comcast services billed under a non-necessary duplicate account for one residence. Initially, we just asked to add some windows and door security for new square footage added. Upon discovery of this gross error and dispute of said error, their various customer service departments were a mixture of fairly competent and concerned Americans who promised resolution and then outsourced poor English supervisors incapable of anything other than internal contradiction and ultimate refusal to correct this error. A minimum of 10 hours was spent on the phone to unsuccessfully resolve this. Additionally, as of recent COVID-19 events, we are unable to get through to anyone to return their equipment.

Ticket: # 3977578 - Google is blocking our Regional ISP Email

Date: 5/15/2020 1:22:41 PM

City/State/Zip: Kalispell, Montana 59999

Company Complaining About: Google

Description

We are a regional ISP in Northwest Montana since 1994 with thousands of customers using our email which Google routinely blocks for various reasons such as "too many emails" from us or other innocuous reason.

These blocks are particularly frustrating during the Covid-19 crisis as it delays or prohibits us from communication with our customers, first responders and EMS services who use our mail server and try to communicate with others who have GMAIL or hosted by Google email accounts.

We have sent many emails and contact forms over the years to try and correct this problem, since we should be trusted by GOOGLE since we are a long established reputable CLEC in the internet space.

We are asking the FCC to help get these blocks removed as it flies in the face of open internet and necessary communication.

(b) (6) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 3977608 - inappropriate text

Date: 5/15/2020 1:30:18 PM

City/State/Zip: Harrisonburg, Virginia 22802

Description

I receive the following text: "Corona Virus Patient kindly ready and reply <http://bitly.ws/8yWv>" - I do not have corona virus and have not requested any information

Ticket: # 3977645 - Unwanted Texts

Date: 5/15/2020 1:39:43 PM

City/State/Zip: Sarasota, Florida 34234

Company Complaining About: Chinaownsjoie.com

Description

Received this unwanted text: FACT CHECK: Joe Biden opposed President Trump's coronavirus travel ban until it worked. Wendell, here's what happened: <https://chinaownsjoie.com/2jn>

I have asked them multiple times to stop. They won't, and use a different number each time. This is the third GOP text I've received in 2020 and I want it to STOP. Texts use up my data plan, and I've been on the do not call registry for many years. I'm including a screenshot of this one, but had already deleted the other texts.

Ticket: # 3977768 - Inconsistent Service

Date: 5/15/2020 2:20:21 PM

City/State/Zip: Berkley, Michigan 48072

Company Complaining About: Wow

Description

Over the past two weeks I have called Wow four times about complete internet outages, but to date have not had the issue resolved. I work from home by myself and need reliable service that I pay for to be provided. Between the outages and false download speeds it seems as though I am not getting what I am paying for. It has become evident that Wow is failing to maintain their infrastructure during the pandemic. Wow needs to be held accountable to their inaction to provide services paid for and their inadequate infrastructure maintenance.

Ticket: # 3977851 - Comcast service disconnected

Date: 5/15/2020 2:50:45 PM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Comcast

Description

Due to COVID-19 consumer has been unable to make a payment.

Consumer made a payment arrangement to be made on 5/24/20.

Consumer's TV services were turned off today even though a payment arrangement was in the system.

Consumer contacted the provider and they confirmed the payment was in the system.

Consumer would like Comcast to turn her service back on and hold to their end of the agreement.

CTR404-phone

Ticket: # 3977863 - Safelink lifeline agreement

Date: 5/15/2020 2:54:35 PM

City/State/Zip: Brooklyn, New York 11207

Company Complaining About: Safelink Wireless

Description

Consumer would like to know with the Pandemic, did Safelink make an agreement with the FCC to give customers a certain amount of data and free minutes

Consumer stated if carrier did agree; how much data and minutes should the consumer expect to receive?

Consumer stated carrier gave unlimited talk and 5 gigabytes of data

Consumer stated she has no more data, please contact her by phone

Consumer would like to know how long will the agreement be in place, for the unlimited talk and additional data?

Ticket: # 3977879 - Billing Issues

Date: 5/15/2020 3:04:36 PM

City/State/Zip: Washington, District Of Columbia 20011

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T as her carrier
- She has cell service
- She states in February she was in an accident and they disconnected her service
- She states in March she decided to switch carriers to Consumer Cellular
- She states Consumer Cellular was unable to port her number due to her account not being active
- She states she keeps receiving bills from AT&T
- She states she has been paying on her outstanding bill
- She reached out to AT&T
- They advised she still owed a final bill
- The consumer states she cancelled her service in March
- She was not able to use the service from AT&T during this pandemic
- The consumer states they reinstated her account and they disconnected it in the same day
- The consumer wants this bait and switch addressed
- The consumer wants the bills to be addressed as the charges have been escalated grossly
- The consumer states she was quoted different amounts of what she actually owes
- The consumer feels her bill should only be \$188 due to this was the amount due on 3/28/2020

CTR405-phone

Ticket: # 3977895 - lack of channels at the same price

Date: 5/15/2020 3:10:59 PM

City/State/Zip: Rahway, New Jersey 07065

Company Complaining About: Comcast

Description

Its a damn shame Comcast got rid of Starz & Cinemax. Now you want us to pay extra for them and you gave us EPIX which shows old movies and the same crap on 4 of its channels. All this during a pandemic. It's robbery!!! I have no choice but to use it because it is what is in my area but really once you took away premium channels that I was already paying for, then the price should've been adjusted to a lower rate. Especially now during this crisis. Shame, shame, shame!!!

Ticket: # 3977928 - RCN Billing Practices

Date: 5/15/2020 3:24:20 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Rcn

Description

My husband and I are both currently unemployed due to COVID-19. RCN indicated they will double our bill the first week of August to \$88. They then sent a copy of the FCC press release showing their agreement with the FCC expired before then. Even though I explained multiple times that while we could afford the current balance with unemployment benefits, that there was no way we could afford having the bill double in the next several months while DC is still under a stay-at-home order through June, they refused to work with us to maintain our current rate. This seems completely against everything the FCC is currently working towards to support consumers. While RCN is currently offering lower rates for higher internet speeds, we have not asked for that-- we simply want to maintain our current rate. If RCN maintains the current rate for another year, we will be able to have critical internet access while we job search and get back on our feet financially.

Ticket: # 3977967 - Unwanted text

Date: 5/15/2020 3:37:00 PM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: None

Description

I'm receiving a mass text against Joe Biden. Today's text "FACT CHECK: Joe Biden opposed President Trump's coronavirus travel ban until it worked. Robert, here's what happened:" and a link. I did not solicit these and want nothing to do with them. They are coming once a day for two days in a row.

Ticket: # 3977991 - comcast/xfinity

Date: 5/15/2020 3:45:22 PM

City/State/Zip: Boones Mill, Virginia 24065

Company Complaining About: Comcast

Description

we ended our TV and internet service because we sold our house. It took us awhile to get by the ups store because of the coronavirus and everything going on with it. Even though we it got back to them within their time frame, they still charged us \$175.37 for un-returned equipment.

Ticket: # 3977998 - Billing

Date: 5/15/2020 3:47:30 PM

City/State/Zip: Nashville, Tennessee 37206

Company Complaining About: Comcast

Description

i have been a customer with xfinity for 5 years and it seems like it gets worse as the years go by. I am currently being charged for equipment and I think the way xfinity is handling is totally unfair. I was suppose to return items to them hence the reason my bill came up to 295. Keep mindful, I have been paying for the equipment my whole time with xfinity. On 05/13/2020, I had contacted them about this issue and also informed them that i no longer have the equipment due to my car being towed. Before all of that, I had also mention to them that I will do my best to get it out to them and that I work a lot. And now that COVID 19 is here (cause I am a medical professional), I have no time to get to them. They did not offer any other solution but just to bring it back. So I had to be stuck with this equipment. Back to Wednesday. I had contacted them to dispute this charges and afterwards, they have made it seem as if this is resolved. Today (05/15/2020) I had checked my account to see that the charges are still there. I did not get any help. Actually its been harder to deal with this company since the pandemic and they are not making anything easier. I had to disconnect from the chat due to working. So that still leave this problem unresolved. I had tried to report the issue internally and I keep being directed to the assistant, which I can't stand. I don't do well with automatic systems. I am tired of calling them every 3 months for something. xfinity never gives me peace. All I want to do is enjoy my services and pay my bill. Another issue is the fact that I had also tried to ask about paying for the equipment due to it being towed away and from my understanding, it seems as if they are going to bill me for the equipment without a limit. I need to know how much it is cause I am not paying for anything beyond its worth cause they want money. Thanks

Ticket: # 3978007 - Car insurance Scam

Date: 5/15/2020 3:48:38 PM

City/State/Zip: Cambridge, Massachusetts 02141

Description

Company called me claiming that I owed money on a car insurance plan. I don't own car insurance, and they hung up immediately after I said I had none. Likely taking advantage of people under hard times from COVID. Phone number was 2066361924

Ticket: # 3978039 - X-Finity disconnection

Date: 5/15/2020 3:59:07 PM

City/State/Zip: Sarasota, Florida 34276

Company Complaining About: Comcast

Description

My Cable tv, Internet & Home Securities we're terminated on 2-27-2020. On 3-13-2020 X-Finity took upon itself to start billing for all services without my consent. I had been trying to contact the company that limited hours of operation drastically. I held for hours at a time for a representative. I would hold until I got the message No one is available to call back at a later time or access the account online.

I have been calling X-Finity I spoke to several people.

I have been disconnected on 2-27-2020 yet on 3-13-2020 X-Finity reconnected services.

I am being billed for limited services that are not connected. At no point in time did I access speak or to anyone With X-Finity about this. I finally have been able to get an operator on 5-6-2020. Today on 5-15-2020 I have spoke to Jose 1101313 advising him to fully disconnect services because I have not had services since 2-27-2020.

This account had been terminated and activated several times. I have not watched TV since 2-15-2020 I have not been able to access my alarm since 2-15-2020 I have not been able to access the internet since 2-15-2020. I have not received any services after 2-27-2020 the Manager Sergio with Comcast stayed the bill is a final bill. There is no cancelation confirmation # to be provided. My Home Service Alarm to secure the property have not been able to access.

I have not been able to speak to anyone about why I have not been able to access even the Home Security part!

I know I am not the only person with an issue in this are or even nationally.

If services are to resume without knowledge that is wrong. Once my services were terminated the alarm that was set to secure the property was disconnected also. I have not been able to reconnect the alarm. This is very scary being we are in a national pandemic. I have been disconnected for non payment then to be reconnected at 100% full price not the emergency plan rate. That is wrong. This whole situation is wrong and is taking advantage of disabled elderly and people who are fighting for our lives. Comcast stayed that because X-Finity choose to

Ticket: # 3978050 - Abundance of Breaking news updates

Date: 5/15/2020 4:02:43 PM

City/State/Zip: Rochester, New York 14620

Company Complaining About: Dish Network

Description

I get WHAM TV13 programming channel via Dish. I DVR "General Hospital" since I work all day. When I go to play the segment, I am constantly getting interrupted breaking news updates during the time frame from 2:00 p.m. - 3:00 p.m. Daylight savings time. This is getting irritating with the cutting news channel because they consume most of the time that "General Hospital" is on. I end of missing most if not all of the segment. Lately, it is the COVID-19 pandemic but before that it was news stations that was thinking news worthy information to cut into the programing.

Ticket: # 3978169 - telephone service

Date: 5/15/2020 4:43:13 PM

City/State/Zip: Ravenden, Arkansas 72459

Company Complaining About: Centurylink

Description

Underground cable above the ground, down a gravel road, in multiple places for 3 miles. Service goes out every time it rains, someone runs over cable, road grader runs over, etc. Service out for 4 weeks during covid pandemic. Customer is RN at major hospital with telephone as the only way of contact.

Ticket: # 3978249 - Reoccurring sprint shut off during coronavirus

Date: 5/15/2020 5:00:30 PM

City/State/Zip: Perry, Michigan 48872

Description

Hello,

As of the second week in March 2020, I, (b) (6), lost my job as warehouse stocking in marine and fishing supplies. At this time, I called sprint to notify them I had lost my job and was unable to make the monthly payment. As of May 15th I have had my services shut off for the 7th time. I called and complained each time, which was 3 times per week for the first 20 days after I lost my job. Today, may 15th sprint would not return my service without a \$352 payment, which was intended for my rent payment. My data is my only means of applying for jobs at the moment. After the 7th call, I believe sprint has truly violated their pledge not to disconnect service. Now eviction and being homeless along with service disconnection are my major concerns.

Ticket: # 3978270 - Transferring my number

Date: 5/15/2020 5:08:20 PM

City/State/Zip: Louisville, Kentucky 40223

Company Complaining About: AT&T

Description

I am the owner of my business, and my business phone number is with AT&T, which I ported from my previous provider when I signed on with them in 2018. Due to the COVID 19 and working remotely, I decided to purchase a cell phone with T-Mobile to start using as my business phone number because my "personal" cell phone is with them. T-Mobile has made five requests for the phone number, but AT&T won't release my main business number, which is (b) (6) [REDACTED]. I have spent numerous hours on the phone with both companies trying to get this issue resolved over the past six weeks, but they can't seem to work out the problem, and I'm paying both phone bills at the same time until this is resolved. I am completely worn out over the whole situation. Please Help!

Ticket: # 3978318 - Stop SPAM callers

Date: 5/15/2020 5:29:33 PM

City/State/Zip: Fort Washington, Maryland 20744

Description

My problem is constant SPAM and unknown callers calling my home and cell phone numbers. I have tried blocking the numbers , that hasn't worked. They find knew numbers to call from. I have unlisted numbers....that hasn't worked either. This has been occurring for years. It temporarily stopped during this pandemic, but has picked back up again these past few weeks. How can I or you get this to stop?

Ticket: # 3978344 - Verizon Business ignoring internet outage for a Pharmacy during COVID-19

Date: 5/15/2020 5:45:24 PM

City/State/Zip: Maspeth, New York 11378

Company Complaining About: Verizon

Description

As a pharmacy in NYC during the COVID-19 pandemic, we experienced internet interruption. We had been experiencing intermittent internet issues up until this point, but the internet went out completely during a time of high traffic, essentially impeding our ability to serve our community. Verizon was attempted to be contacted multiple times, and every single time, we were left on hold or we were told the issue would be fixed "by the next business day". It took Verizon 6 weeks to send us a replacement modem, even after they had told us multiple times that they were mailing one out. In conjunction to the modem issue, there was also an input line issue, which we were guaranteed would be fixed and no repair had been done for 3 weeks. It took us 6 weeks to regain our normal internet access. We are an essential business during the epidemic and we find it astounding that a major communications company was unable to respond in a time of crisis.

Ticket: # 3978368 - Phishing phone call from Amazon.com's REAL phone number but it was not them

Date: 5/15/2020 6:04:06 PM

City/State/Zip: Carrollton, Texas 75006-4326

Company Complaining About: Amazon - But It Was Not Amazon - But Someone Using Their Phone Number

Description

Got a call today from V51600153000002 (Unknown Caller) using the REAL Amazon phone number of 1 888 280 4331

It asked if I had setup Prime account and to enter a number to let them know. I did not setup a Prime account - but I do have an Amazon account. The person wanted me to give them information but I said I needed to confirm WHO they were first. The person said my account was hacked from Colorado and that they had signed up for Prime for \$119??? and they wanted info from ME to prove who I was? they said my account was put "on Hold" and I told him to LOCK IT. I asked him to confirm part of the numbers from my last order and he said he could not do it because the acct was "on hold". He then said he could confirm my address info and I said anyone could have that. Then he said an email - which WAS NOT mine and I told him that was not mine. Then he said he wanted me to login to my computer and follow his directions to hit some keys. I told him that he needed to tell me ALL the keys now before I would do anything. He said I was being un-cooperative and he could not help me.

I looked up the phone number for Amazon and called it - but it is not being answered now due to COVID-19. I also tried to send a warning to Amazon.

Is this a known phishing SCAM phone call?

Ticket: # 3978377 - Spoofing interfering with disaster operations

Date: 5/15/2020 6:06:50 PM

City/State/Zip: Mathiston, Mississippi 39752

Description

My cell number has been spoofed. I work in emergency response and getting calls from all over the state interfering with COVID operations.

Ticket: # 3978435 - Price Gauging during COVID19

Date: 5/15/2020 6:43:39 PM

City/State/Zip: Richmond, Tx, Texas 77407

Company Complaining About: AT&T

Description

AT&T price gauging during COVID 19 with a bill of \$211.48 called: (Dispatch on Demand). These services was: "No Fault Of My Own". AT&T product was defected. I been a loyal customer for over six years. I spoke with a representative by the name of Mrs. Hope. She mentioned to me that I will not be responsible for these charges and she is taking care of the matter now. Believing that the matter was getting taking care of at the time we was on the phone. Not knowing she failed me as a loyal customer. I received my phone bill through the mail and noticed that Mrs. Hope did not clear up the charges as promised. Please I will like for these "Dispatch charges" be dismissed as guaranteed by AT&T representative Mrs. Hope. I have a family of four kids and out of work. I do not have extra money to "Give Away". Your assistance will be greatly appreciated. Take care.

Ticket: # 3978440 - Comcast Block & Covid19

Date: 5/15/2020 6:46:00 PM

City/State/Zip: Frederick, Maryland 21703

Company Complaining About: Comcast

Description

Block for unpaid balance can't resolve with Comcast because dept is unavailable 3 kids cannot attend online school in MD because of this. No other service provider in area

Ticket: # 3978477 - Overcharged for service call.

Date: 5/15/2020 7:14:31 PM

City/State/Zip: Patchouge, New York 11772

Company Complaining About: Optimum

Description

Optimum charged me 80\$ for a service call. When the technician arrived he traced the problem to the telephone poll where he fixed a wire on the poll and then everything was working fine. Optimum claims that since he fixed some wiring in my home (totally bogus) that I must pay the fee. What's to stop optimum from just periodically cutting off service to homes and then charging 80\$ to turn the internet back on? This kind of price gouging in the middle of a global pandemic is inexcusable, and shameful. I even have a picture of the technician on a ladder working on the street connection.

Ticket: # 3978531 - incorrect billing (again) by Direct TV - similar problem in March 2020

Date: 5/15/2020 7:56:22 PM

City/State/Zip: Purcellville, Virginia 20132

Company Complaining About: Directv

Description

Due to coronavirus closure in the Outer Banks, NC, I suspended Direct TV service on March 26 to our rental house (non-resident owners prohibited from entry to Outer Banks until this week!) However, I was billed for last month (\$168.57) and then billed for another \$140 yesterday, even though service was to begin today May 15. I had a similar error last March and needed to contact you then. I need a credit for April 15 - May 14 when TV service was officially suspended.

Ticket: # 3978679 - UNWANTED CALLS FROM BUSINESSES AND SCAMMERS

Date: 5/15/2020 10:22:18 PM

City/State/Zip: San Pedro, California 90732

Company Complaining About: Apple

Description

RECEIVED A CALL TO MY LANDLINE FROM "APPLE" ACTUALLY 4 CALLS THAT DAY DAY.I HAVE NEVER DONE BUSINESS WITH THEM AND THESE CALLS CAME DURING A TIME OF COVID-19 CRISIS WHEN THERE IS VERY LITTLE BEING SOLD BESIDES EMERGENCIES THIS HAD TO BE A SCAM CALL.

Ticket: # 3978705 - cable box issue

Date: 5/15/2020 10:43:38 PM

City/State/Zip: Hastings On Hudson, New York 10706

Company Complaining About: Optimum

Description

I have been contacting them for 6 weeks and still no resolution they send bills and want payment for service we are not receiving they claim fed x doesnt deliver that is a lie they blame everything on covid 19 if they are essential they should not be able to have every location closed but the bronx which is hot spot if they cant provide they should be billing customers .

Ticket: # 3978717 - Unauthorized charges placed on my bill by my ISP (AT&T)

Date: 5/15/2020 11:11:10 PM

City/State/Zip: Los Angeles, California 90032

Company Complaining About: AT&T

Description

I received an unauthorized service plan for unlimited Internet services for \$30 per month applied to my bill for the months of March - May, 2020.

I noticed an increase of \$60 per month on my March bill. Then another increase of \$30 per month. When I checked closer, I had two Internet plans that I was being billed for simultaneously. One for \$60 was my regular plan that I've had for years. Another for an Unlimited plan that I did not order or authorize.

When I called AT&T, I was informed that AT&T added this service for all of their customers to "help" them during the Pandemic. I did not need this nor did I want it. After trying to skirt to issue, I escalated the issue to a supervisor who informed me that an employee had added these unauthorized serviced to my account unbeknownst to me.

Ticket: # 3978735 - Suddenlink not providing the speed I'm paying for

Date: 5/15/2020 11:52:31 PM

City/State/Zip: Grass Valley, California 95949

Company Complaining About: Sudden Link

Description

I am paying Suddenlink \$75.48 per month for 100 Mbps Internet access service. I've been on this plan for a few years, and while I've been relatively satisfied most of this time, it has deteriorated significantly the last few months. I realize that there is no guarantee that I'll always get the full 100 Mbps down and 7 Mbps up speeds, I've frequently been suffering with down speeds below 10 Mbps for hours at a time during peak usage periods. Prior to the last few months, my lowest down speed was usually at least 40 Mbps at peak times. I know that my equipment and setup are not causing the speed decrease, since I can still experience the full rated speed of the connection at times during off-peak periods. I also realize that there have been many more users online from their homes during this period due to the pandemic, but Suddenlink should either have increased their network capacity or offered a rate reduction to account for the deteriorated service. I'm still paying the full amount monthly for the service, but overall I'm getting less than half the bandwidth I previously got from the service. If Suddenlink isn't going to increase their network capacity to handle the current usage levels, I want a 50% rebate of the fees I paid in March and April and a 50% reduction of my monthly bill until they can deliver the rated speeds I'm paying for.

Ticket: # 3978765 - termination of internet

Date: 5/16/2020 1:16:38 AM

City/State/Zip: Gilbert, Arizona 85296

Company Complaining About: Cox

Description

Cox communications terminated services for non paymet when i did make a arrangement and am behind due to loss of hours and wages due to covid 19. I did pay the payment arrangement as promised and then was disconnected at 930 pm same day. Reached out to customer service and said I need to pay more money to have services restored. I work from home and can't have internet shut off also have 3 kids that have to home school as well.

Ticket: # 3978944 - AT&T not honoring the covid pledge

Date: 5/16/2020 12:28:58 PM

City/State/Zip: Available On Request, Oregon 97201

Company Complaining About: AT&T

Description

I have been financially impacted by the covid pandemic but att is threatening to disconnect if I do not pay in full. This is inconsistent with what has been promised on fcc site.

Ticket: # 3978951 - Verizon Price Gouging and Misrepresentation**Date:** 5/16/2020 12:39:24 PM**City/State/Zip:** Duluth, Minnesota 55803-9342**Company Complaining About:** Verizon Wireless

Description

I purchased a Verizon Jetpack hotspot on their recommendation for my home internet need in October of 2018. In March of 2020 I lost service when the speed dropped, probably related to COVID19 evacuations. They provided a work around to continue my service at an affordable rate. They instructed me on how to switch plans as necessary to retain consistent service. Now they are accusing me of manipulating my billing and they are charging me over \$300 a month due to overages to work from home. They will not credit these charges as they have over the past 2 months, now claiming this was never intended to be a permanent fix. They claim the Jetpack was never intended for home internet use. As a rural customer with no other internet provider options, they now feel they can take advantage and price gouge.

Ticket: # 3978968 - Constant internet problems with no resolution

Date: 5/16/2020 1:03:10 PM

City/State/Zip: Lancaster, Kentucky 40444

Company Complaining About: Windstream Communications

Description

I have had Windstream for the past 2 ½ years. During this time I've contacted windstream to fix the extremely slow speeds and the constant outages over and over. The last tech that came out told us we're can keep calling but Windstream is headed for bankruptcy and, in his experience, they aren't going to truly try to fix the problem. I gave up calling for nearly a year but it's a constant issue and trying to contact them again I've only received an automated reply that someone will get back to me in 2 days and that was 6 weeks ago. I know with covid things might be slow but I pay my bill the day it's presented every single month yet they can't even get me the almost 3 mbps that I pay 80.00 a month for on a consistent basis.

My neighbors (I live in an RV park) do not have their internet constantly going out. We've replaced all wiring in our rv so we know it's not us but they try to blame it on us without even trying to fix what's wrong. I just want what I'm paying for.

Ticket: # 3979011 - FCC Complaint Against Cox Cable

Date: 5/16/2020 1:36:38 PM

City/State/Zip: El Cajon, California 92019

Company Complaining About: Cox

Description

On 24 April 2020 I filed a complaint with the FCC re disconnection of service by Cox Communications in breach of their 13 March 2020 agreement with the FCC not to disconnect services due to the pandemic, and contrary to my own conversation with Cox Communications on 24 March 2020.

On 24 April 2020 when I spoke to Operator Mary she advised that despite Cox's assertion, services were still being disconnected for non payment and late fees were being attached. This was subsequently confirmed in the last statement received from Cox Cable.

On 24 April 2020 Operator Mary assured that no Cox Cable services would be disconnected where customers had advised on an in ability to pay due to the pandemic.

On 16 May 2020, my services were disconnected, and would not be reinstated until all arrears were paid. Operator Ollie was aware of the Cox Cable pledge to the FCC stating that the pledge "was only valid until 15 May 2020", which in effect was the day prior.

Cox Cable, after not honoring their pledge to the FCC to not disconnected customers, went ahead and disconnected me on 24 April 2020 as they had no process in place to support their claim to the FCC, and then at midnight of the day after, disconnected with late fees and penalties accrued payable before being reconnected.

Ticket: # 3979017 - Xfinity/Comcast billing for a cable box that was returned since March 2, 2018

Date: 5/16/2020 1:45:58 PM

City/State/Zip: Pinecrest, Florida 33156

Company Complaining About: Comcast

Description

On March 2, 2018 a Comcast Technician came to service my cable box, he gave us a new one and took the old one. Since that date I have been billed for 2 boxes instead of 1. I found out in Aug 17, 2019 that I was being still charged, I contacted the vendor they offered to fix it, open an investigation and give me credit. On March 23 2020 we received a new box for a 2nd TV installed for my adult son after Covid-19 and found out I was still billed for the box returned on March 2018. I called Comcast and they again said they would give me the credit and remove from bill, and that someone will call me back. Never happened! On April 29 2020 I called again (I have a ticket number and names of persons I spoke with) and they offered (again) to give me credit and remove box from my account. Still box is billed on my account and no credit has been given. Today May 16, 2020 I called again and they are repeating the story... they say the ticket opened was closed, they gave no credit and still bill me for a box that I returned on March 2 2018. I asked to talk to a supervisor, was sent to the fraud department, the gentleman who answer hang up after I explained my situation. Please help me!!

Ticket: # 3979037 - Racism Being Braodcast on the Radio

Date: 5/16/2020 2:04:28 PM

City/State/Zip: Madison Ht's, Michigan 48071

Description

Todd Schnitt's radio broadcast is constantly spewing hatred towards the Chinese and the Corona Virus. On Friday's broadcast he basically stated not to trust any Chinese. Although he said Chinese Communist, it can still be construed as Asian Americans to those who cannot tell the difference and cause racial attacks on innocent Asian Americans. His broadcasted opinion can be likened to Anti-Semetic Propaganda coming out of Germany in the 1930's.

Ticket: # 3979041 - Telecom refuses to allow phone calls**Date:** 5/16/2020 2:05:56 PM**City/State/Zip:** Beaverton, Oregon 97007**Company Complaining About:** Zippy

Description

Our FIOS internet service was transferred from Frontier to Zippy in the middle of the pandemic. In the process, they replaced our hardware router to model Greenwave G1100. This model does not allow us to use our pre-existing telephone services. Router blocks tmobile signal booster. Router also blocks the commercial-grade VOIP service. I asked Zippy to deactivate SIP ALG to enable us to use either of those phone services. They flat refuse. I asked Zippy to activate our pre-existing (but not currently subscribed) landline service (acknowledging that I'd have to pay for additional service). Zippy flat refuses.

As a translator and a federal appointee of US Commerce, I provide a critical service to multiple government agencies. Fortunately, I am able to telework during the government-ordered shutdown -- but only if I have a functional phone service. I am also caring for a terminally ill family member and need to call hospice and doctor frequently -- which I have been unable to do since the router was replaced. Everything worked fine until router was replaced.

Further compounded by a tmobile cell tower outage in my neighborhood since March, which is why tmobile signal booster is critical. There's no mobile telephony without it.

Ticket: # 3979093 - Suddenlink No Shows

Date: 5/16/2020 3:19:40 PM

City/State/Zip: Bullard, Texas 75757

Company Complaining About: Sudden Link

Description

I have had Suddenlink scheduled for over a month. Got a reminder call the evening before reminding me of appointment for new install of Cable tv and internet to a brand new home. 3 hour window time - nobody showed. I called and waited for a return call for 90 minutes. After speaking with the rep he said a tech would call me back in 15 min. No return call. I put in another phone call to Suddenlink - wait 45 minutes - she tells me that someone will get back to me in 2-3 days due to COVID 19. No explanation except COVID as to why tech did not show. My in-laws moved to Texas back in September of 2019 - it took them 2 months, multiple trips to the local Suddenlink office, multiple phone calls to get their tv and internet working. I do not understand how this company is allowed to stay in business with these kind of practices. They need to show up for appointments and call ahead.

Ticket: # 3979096 - TERRIBLY Slow Speeds, customer service made it WORSE

Date: 5/16/2020 3:22:38 PM

City/State/Zip: Little Elm, Texas 75068

Company Complaining About: Sudden Link

Description

Called to activate new, recommended modem, did not activate. Opted to re-activate the old modem that did work, Suddenlink activated it, now speeds are terribly slow, far worse than they were before trying to activate the newer, better modem. (I pay for 1000 Mbps down/50 Mbps up, with unlimited data and no throttling, and am currently getting 20 Mbps down and 2 Mbps up, best case) Called customer service 5+ times the past 24 hours and get treated like a moron, being told to restart modem, etc. Takes over an hour just to get a person on the phone. I am trying to be reasonable, given the pandemic, but this is beyond unacceptable.

Ticket: # 3979123 - Overage Billing; Misrepresentation by Suddenlink Communications**Date:** 5/16/2020 3:47:11 PM**City/State/Zip:** Truckee, California 96161**Company Complaining About:** Sudden Link

Description

Hello,

I was charged an additional \$75 for overage data on our account. When I called customer service to review the charge, we spent over an hour look at the data charts and information. It was clear that Suddenlink's monitors and recording devices were incorrect, as it was logging 70-80+ GBs of usage a day on some random days, even on days where we were not home for the majority of the day. On days we were home and using the internet, we had reasonable data usages. We never have had an overage in any other month and presently use not more than 60-70% of our data allowance despite that we are actually working at home everyday under the current circumstances. The data overage alleged by Suddenlink was prior to the Covid-19 issues and at a time when we not generally home during the day. We have a password protected account and there is no basis to claim that someone "stole" our internet and used substantially more data than we use on an everyday basis. Suddenlink attempted to make this argument and I advised them that it was completely inaccurate. It is clear that Suddenlink knows that their data is inaccurate and they are trying to use it as a means to overcharge our account.

The second time I called Suddenlink customer service they told me that they had reviewed the issue and would provide a \$75 refund on the next statement. This never occurred. I called a third time to Suddenlink and was told that no refund was ever issued.

I believe Suddenlink not only cannot prove any data overage if forced to do so, but has acted in a fraudulent and inappropriate manner by intentionally advising that they would provide a refund when it was never going to occur. It is clear now that I was given this information to make me "go away" and hope that I would not continue to pursue the issue. Lying to customers should be stopped and result in sanctions against the company.

Ticket: # 3979225 - Optimum cable

Date: 5/16/2020 5:40:27 PM

City/State/Zip: Newark, New Jersey 07107

Company Complaining About: Optimum

Description

My family has been affected by covid 19 not working at the moment I use the wifi so my kids can do there homework for school they are doing homeschooling do to covid 19 the cable company disconnected my wifi on a Saturday so how can my kids do they homework that the teachers give them called customer service it said no need to talk to customer service I must pay my full bill on there website it says they signed keep Americans connected pledge but they are still cutting people off I need help a.s.a.p.I need my service on for my kids.

[Ticket: # 3979245 - Operating without a license](#)

Date: 5/16/2020 5:50:08 PM

City/State/Zip: Adrian, Michigan 49221

Company Complaining About: 99.3? Bent Oak Church

Description

a person is operating a radio station without an fcc license, a search showed it was expired in 2001. This would be less troubling if it were not for the misinformation being spread on the station regarding COVID-19.

Ticket: # 3979302 - No internet services

Date: 5/16/2020 6:55:18 PM

City/State/Zip: Carolina, Puerto Rico 00983

Company Complaining About: Liberty Cablevision Of Puerto Rico

Description

Since May 1,2020 i have been calling the company to report that there is a problem with my internet service. the company send a technician at the begging of this month and he told me it was not my house that he believe is the outside source. Liberty said that on may 4,2020 the company allegedly made some repairs to correct the problem. The service was fine for a week and the problem started again. i called again and they suggested to change the modem and increase the megs from 30 megas to 200 megas, i agreed and they later came to my home and installed the new modem. But the service is still the same. I have internet for 8-10 hours and the rest of the time it comes and goes for hours. My family can work nor study from home due to this and during this pandemic i think the FCC should look into this. I paid my liberty bills no prevent for not having services and even paying i still dont get the services.

Ticket: # 3979332 - Amateur radio-repeater interference

Date: 5/16/2020 7:45:27 PM

City/State/Zip: Hillsdale, New Jersey 07642

Description

Sirs: for the past several days, an individual or individuals have been maliciously jamming the K2QW amateur radio repeater. This has caused difficulty in carrying out our health and welfare net conducted at 2pm on Tues and Fri during the current pandemic. We would appreciate your help to resolve this problem. Thank you. (b) (6)

Ticket: # 3979344 - Internet issue with speed and non resolutions

Date: 5/16/2020 8:11:55 PM

City/State/Zip: Frankfort, Illinois 60423

Company Complaining About: Comcast

Description

I had Comcast 1G Download speed purchased on May 13th,2020. After the install, was done. I noticed Download speeds of 140MPS and then speeds even slower. After over 8 hours in Chats and on phone with Technical Support. I am now being told I need a technician to come out to home and yet they cannot, because of the COVID-19 issue. Yet, I was sent a notice of TECH can come into home, for brief instances of issues. I am now being told that I will need a virtual phone call to address the issue. I am now waiting on another phone call and no resolution to the issue.

Ticket: # 3979447 - Internet speed

Date: 5/16/2020 11:56:35 PM

City/State/Zip: San Jose, California 95122

Company Complaining About: Comcast

Description

I have 1 gb speed plan, but I did not get that speed I pay for. I have called so many times about the issue, but they did not fix the problem and blaming because of the covid 19 everyone is using the internet. One of the representative told me that they have to install the "digital booster" outside the line, but they refuse to do so.

Ticket: # 3979579 - unlimited long-dissident calls

Date: 5/17/2020 11:15:37 AM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Frontier Communications

Description

company gave us a "unlimited long-dissident USA voice plan" with no restrictions and shut off service after using 3000 minutes (in middle of Covid-19 season!!) by time opening the account i was insured that this is a "unlimited plan" was never informed of any restrictions

Ticket: # 3979588 - No Payment Plans**Date:** 5/17/2020 11:36:49 AM**City/State/Zip:** Hadley, Massachusetts 01035**Company Complaining About:** Spectrum

Description

Charter - Spectrum is a cable company that does not provide payment plans and will disconnect your service if one payment is late. This is not acceptable.

In addition, this will occur even with a COVID-19 Extension request. I collect a disability check the last week of every month and they refuse to offer a payment plan that would accommodate that. Please look into what my rights are as a disabled person during this virus. Not allowing a change in payment date, payment plans or preventing disconnection during COVID-19 IS UNACCEPTABLE. I requested an extension but they said the collections and disconnect would continue and that I am required to call back to turn the service back on. My confirmation number is (b) (6) Please contact them to correct this situation. 1) I need to make a billing date that will coincide with my disability check. 2) I need to be assured that no disconnection will take place. Thank you.

(b) (6)

Ticket: # 3979607 - CopperWear Mask TV Ad

Date: 5/17/2020 12:35:28 PM

City/State/Zip: Lansing, Michigan 48910

Company Complaining About: Comcast

Description

CopperWear Mask TV ad claims "now available". My order was placed on 4/29/20. The status of my order, as of today, 5/17/20 is "Back Ordered". This is deceptive advertising! I wanted a mask ASAP for the Covid 19 virus. They promised 2-3 week delivery. Now, after 3 weeks, my order isn't even close. Their Phone #: 800-706-2991.

Ticket: # 3979669 - FOX NEWS

Date: 5/17/2020 1:43:49 PM

City/State/Zip: Venice, Florida 34293

Description

I was under the impression that a news agency with an FCC license has to tell the truth? Fox News is lying right on TV about the corona virus and people are listening to their advice. THEY ARE CAUSING DEATHS WITH THEIR LIES. Isn't this against FCC rules. FOX NEWS constantly lies to viewers.

Ticket: # 3979690 - Internet and Phone Issues**Date:** 5/17/2020 2:06:55 PM**City/State/Zip:** Lakewood, New Jersey 08701**Company Complaining About:** Optimum

Description

As an Optimum/Altice customer, I've been experiencing extremely low internet speeds the past few months. It's been really challenging reaching Optimum with the obvious covid19 environment. Recently, my phone service stopped working. Optimum isn't acknowledging it's their issue and after a frustrating week trying to get hold of them, they want to charge me a service fee to come fix the issue. They're also not acknowledging the internet slow downs on them. They're blaming covid on the problem. I'm very sympathetic to that, but it's highly unfair to pay premium pricing for internet and phone when the service isn't good and in addition, be charged for a service call when the phone isn't working altogether

Ticket: # 3979740 - Targeted Political Gaslighting

Date: 5/17/2020 3:14:55 PM

City/State/Zip: Beavercreek, Ohio 45432

Company Complaining About: Unknown

Description

Received targeted unsolicited text message with my name from 855-939-4163 to my personal cell phone: "FACT CHECK: Joe Biden opposed President Trump's coronavirus travel ban until it worked. Wes, here's what happened: <https://chinaownsjoel.com/u60>"

Ticket: # 3979746 - Internet service disruption

Date: 5/17/2020 3:20:02 PM

City/State/Zip: San Jose, California 95120

Company Complaining About: Comcast

Description

I have Internet service with Comcast. I am supposed to received \$500Mbps for downlink. However, at best, most of the times we hardly received 10 Mbps. Further, we have constant service outages that I have called many times. They acknowledge the problem in this area but does not seem to do anything about it. My daughter who is college student failed a midterm because we had Internet outage just 15 minutes before the exam starts. She had to drop the course. She is straight A student. I am also a University of California Professor and I have difficulty holding my meetings uninterrupted. I had to cancel some meetings because of these outages. This is my area of research and I have designed the most advanced modems when I was working 20 years ago at AT&T research Lab. Since the outage is in the area, the problem cannot be contributed to our modem. They already acknowledge that. They are not providing a service that they are charging us for that service. They must be held accountable for this. We pay monthly our bills in full while we are not receiving the service that we are promised. They blame it on COVID-19 while this is an infrastructure issue. It seems that they are not upgrading/repairing their stations that are the recipient of the signals form home modems.

Ticket: # 3979753 - Assistance with Sprint Pcs

Date: 5/17/2020 3:27:22 PM

City/State/Zip: Portland, Oregon 97294

Company Complaining About: Sprint Pcs

Description

Service Plans incorrect and not as I was told. Prematurely charged and 2the amount . the charges caused overdrafts and NSF charges from my bank when they had already been paid. Disconnected us during COVID -19 and had said they wouldn't . Now sent me to collections and I had only used prepaid service for one month. The other phone was broken . I would like these charges reversed and the reimbursement for the errors and excessive times that premature and incorrect billing amounts were submitted to my bank causing over 200 in overdraft fees, as well as the defective phone that i had purchased to be fixed or money returned . As well as the correction of billing and services to be as I was told and agreed to , my name cleared from credit bureau negative reporting .

Ticket: # 3979763 - ISP overselling their network and advertising perhaps false repairs

Date: 5/17/2020 3:50:52 PM

City/State/Zip: Coral Springs, Florida 33076

Company Complaining About: Blue Stream

Description

Bluestream ISP has been telling us that they have been doing repairs to help ease consumer bandwidth due to covid-19. The "repairs" have been going on for a while and they fail to provide a time table each time the ISP and consumer communicate about slow internet speeds. The consumer continuously has extremely high ping and slow and fluctuating internet speeds during the day which is only alleviated during the late hours of the night between 2-8 am EST. The consumer replaced the main wires outside and inside, the router, and the modem to account for the 200 MBPS speed and they find themselves receiving fluctuating speeds (wired) from 20-180 mbps, never at a consistent speed. Bluestream has failed to provide speeds these past couple of months and it is unethical to send a technician over to our house every time we complain about internet speed when the family has a person with a compromised immune system trying to practice social distancing while a bluestream representative said "I don't care if I have to send 5 technicians to solve your problem" before I mentioned social distancing. What can be done is for someone from a higher authority to investigate this unethical company who refuse to update their equipment and who fail to provide stable internet for a whole city and issue an ultimatum to fix and update their equipment to provide consistent internet speeds and low ping at all times, including when the network is saturated during holidays and covid-19, especially since we pay for speeds we do not receive and a lot of work is done from home now, especially since money is made off of playing console.

Ticket: # 3979770 - Complaint against Optimum Wireless**Date:** 5/17/2020 3:55:58 PM**City/State/Zip:** Brooklyn, New York 11221**Company Complaining About:** Optimum

Description

Due to the Pandemic I was not able to pay my monthly Internet bill. I proactively called in to request an extension in March and in April. I was told I would not be disconnected due to non payment. On Sunday April 17th, my services were in fact disconnected. I was not able to call in and speak to a rep directly without paying the past due balance. I had to call from my boyfriend's phone. Once I was able to get through I spoke to at least 10 reps and I was given different info each time. I had to pay over \$350 to get service restarted when initially I was told if I paid a past due it would be restored. I was up sold on a new plan and mobile service. I will not be able to pay my rent or buy food. They company has on their website that they signed the "keep America connected pledge" I was told by the rep that there is record I called in on April 21st for an extension yet I was still disconnected causing me even further hardship. Optimum has accepted Federal funds but is not passing the help on to their customers, Furthermore, I should not have to pay to speak to a representative or use someone else's phone to be able to reach a rep.

Ticket: # 3979798 - Internet issues

Date: 5/17/2020 4:35:13 PM

City/State/Zip: Oakville, Connecticut 06779

Company Complaining About: Optimum

Description

Ever since the pandemic started Speeds during the day have dropped below 5mbps when I pay for 100 and ping spikes are common.

The technician of optimum came, checked the wiring which he said was perfect and blamed my modem. He said since it was my modem causing the problem that I would have to either sign up for the Optimum protection plan which was a 6 month contract for 7 dollars each month or an \$80 charge. The technician left and issues persisted. I contacted the company but the phone rep hang up on me, I then contacted a worker who ran a test on my node and said there was "high usage", I asked if he could get someone to fix it and he said he didn't know any outside plant workers in Connecticut. The downloads and pings are horrendous, I cannot go on zoom calls without lagging for school and downloads are worse than dsl. Prime time is absolutely awful, the connection is only good at 12am when no one in the neighborhood is on. I am requesting that optimum repair my node as per their worker and reimburse me for every month of the protection plan they mislead me to sign up for- because my modem was working perfectly. I do not want a technician sent inside my home because the wiring is in perfect condition and there is no reason to risk exposure to the virus. The node repair must be done immediately especially when I am paying a \$3.50 network enhancement fee when my connection is deteriorating. The technician is only to come to my door to notify me that the repair has been done and to pick up the company modem, I will call optimum and have them provision my old modem.

Ticket: # 3979851 - FOX 4 (KHMT) and ABC 6 (KSVI)in Billings, MT

Date: 5/17/2020 7:04:40 PM

City/State/Zip: Forsyth, Montana 59327

Company Complaining About: Fox 4 (khmt) And Abc 6 (ksvi)in Billings, Mt

Description

OUR OVER THE AIR SIGNAL HAS BEEN OUT FOR APPROXIMATELY 2 MONTHS. WE ONLY RECIEVE OTA SIGNALS AND HAS BEEN ROUGH DURING THIS CORONAVIRUS STAY AT HOME. I HAVE CALLED THE STATION AND THEY SAY THEY ARE WORKING ON IT, BUT THAT WAS A MONTH AGO. PLEASE HELP!!!!!!

Ticket: # 3979863 - Cancellation billing from Spectrum

Date: 5/17/2020 7:34:26 PM

City/State/Zip: Beavercreek, Ohio 45432

Company Complaining About: Spectrum

Description

I feel taken advantage of by Spectrum. I have online statements (to save the company money), I have dealt with outages with no reimbursements, and I have ongoing rate increases since signing up- I have not complained any of the aforementioned items. Now that I have canceled my service, they are billing me for an entire month, albeit I only had service for 6 days in that month. I don't mind paying for what I used, but they should not be allowed to bill me for "services" I didn't use.

This is too much! Please do something to help them stop this practice. It is wrong, especially when so many are feeling the impact of layoffs due to COVID19.

I just want to pay for the days I had service.

Ticket: # 3979868 - International Calling Charges**Date:** 5/17/2020 7:42:48 PM**City/State/Zip:** Jersey City, New Jersey 07310**Company Complaining About:** Verizon Wireless

Description

Hi, I have been charged \$500 towards international calling minutes. I am from India and I regularly use internet calls over Facetime or Whatsapp to stay in touch with my family. During the month of March, my facetime calls to my mother have been charged to my bill by verizon. My average monthly bill is \$20 so this is 25 times higher and equal to two years of phone bill. I am not aware of the technicalities but it seems that Verizon is aware that such things can happen but failed to warn me or even allow me to block international calling from my account. I have been requesting the company for the past two weeks now to reverse these charges. These charges are extremely punitive to a customer who is not aware of the technicalities which can convert an internet call to a regular call. Moreover, I continue to use facetime and have not seen charges in my April bill. This is an extreme abnormality that such high charges "appear" in only one month's bill. I am requesting the FCC to please ask Verizon to reverse these charges and not put customers under further stress in middle of a pandemic. Again, all calls were made by going to the 'Facetime' app and using the contacts from there. In my 6 year history with Verizon, I have never incurred such high charges. This is not normal usage behavior or pattern. The history will show that.

Ticket: # 3979915 - Consistent Outages and shortage of other options

Date: 5/17/2020 8:51:50 PM

City/State/Zip: Pilot Point, Texas 76258

Company Complaining About: Sudden Link

Description

Tuesday 5/5/202 I started having issues with out networking being unavailable. My wife is currently working from home and was not able to adequately complete task that she needed to complete that day and had to leave the house due to this issue during the Covid-19 period. It is now 5/17/2020 and we are still experiencing issues even after having a tech come to our house. Originally we were told on 5/5/2020 that the issue would be fixed in 48hours. Later we found out that the issue stems from 05/03/2020 from what one representative had told us.

Ticket: # 3979936 - Charging Fees For Services Not Poviding

Date: 5/17/2020 9:12:46 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Spectrum

Description

Spectrum has passsed along to its customers (even for us customers who don't even watch sports) a \$13.50 per month Broadcast TV Surchrge for sports channel. Since the Covid 19 pandemic, there has been no sports being played to watch but they continue to bill its customers for "Other Charges" at \$13.50 per month broadcast tv surcharge.

Ticket: # 3979955 - Constant Internet Outages/Lapses**Date:** 5/17/2020 9:37:19 PM**City/State/Zip:** Springfield, Oregon 97477**Company Complaining About:** Comcast

Description

Throughout the last few years, despite replacing the provided gateway device multiple times, removing extraneous splitters, replacing old cabling, and doing everything in our power overall to correct the issue, our internet connection has become progressively worse. However, the provider insists that nothing is wrong, that all is functioning properly, and that there is no outage present. They've become entirely unwilling to render assistance, even before the pandemic began, to the point of leaving us on hold for hours only to hang up at the end without acknowledgement when we call for support.

It is my assumption that some section of the cabling running below-ground to the outdoor junction before it reaches our home, has a fault (as everything beyond that junction has been replaced at least once), and is potentially in need of replacement, even though the provider insists nothing is awry.

Ticket: # 3979992 - Phishing email ???

Date: 5/17/2020 10:45:15 PM

City/State/Zip: Ardenvoir, Washington 98811

Company Complaining About: Unknown

Description

Received this today via email..:

NoReply@esd.wa.gov

Sun 5/17/2020 3:06 PM

Please complete the COVID-19 benefit registration form process below:

https://wxc.wga.ov.com/activate_benefid/7GpddvX7EXVest61XHogrm

This is an automated process and takes just a few seconds.

Sincerely,

The Washington State Security Department

Ticket: # 3980026 - Violation of Privacy - Possible Identity Theft

Date: 5/18/2020 12:55:47 AM

City/State/Zip: Trussville, Alabama 35173

Description

I received a letter from Verizon wireless concerning an issue with a letter. The letter stated someone used my business name to open or attempt to open a line for a cellphone. I sent a Verizon a certified letter and they failed to respond to my request. Additionally, their customer service lines are horrible and every time I attempted to call the lines had a 35-45 min wait and before they blame it on COVID-19 this was before COVID. Additionally, I have personal account Verizon and the customer service lines are always heavy hold times - thus terrible customer service. Now they are leaking or allowing someone to attempt to use my business name to open an account without my authorization. Verizon has yet to respond to my written request about who applied, was this online? if so, what is the IP address - if this was in the store do we have video footage?

Ticket: # 3980027 - Violation of Privacy - Possible Identity Theft

Date: 5/18/2020 1:00:30 AM

City/State/Zip: Trussville, Alabama 35173

Company Complaining About: Verizon Wireless

Description

I received a letter from Verizon wireless concerning an issue with a letter. The letter stated someone used my business name to open or attempt to open a line for a cellphone. I sent a Verizon a certified letter and they failed to respond to my request. Additionally, their customer service lines are horrible and every time I attempted to call the lines had a 35-45 min wait and before they blame it on COVID-19 this was before COVID. Additionally, I have personal account Verizon and the customer service lines are always heavy hold times - thus terrible customer service. Now they are leaking or allowing someone to attempt to use my business name to open an account without my authorization. Verizon has yet to respond to my written request about who applied, was this online? if so, what is the IP address - if this was in the store do we have video footage?

Ticket: # 3980042 - Account restrictions during covid 19

Date: 5/18/2020 1:59:51 AM

City/State/Zip: Kansas City, Kansas 66103

Company Complaining About: Sprint

Description

Sprint has limited my account even after calling and formally requesting covid19 assistance during the pandemic. Sprint is in violation of the fcc promise to keep connected during this pandemic while I wait for unemployment from my state for covid-19 assistance.

Ticket: # 3980059 - Denied Internet Essentials from Comcast

Date: 5/18/2020 5:06:20 AM

City/State/Zip: Warrenville, Illinois 60555

Company Complaining About: Comcast

Description

On 4/15/20 I had to cancel my internet service of approx 9 years due to lack of funds. I have been denied several times by Comcast for their low income Internet Essentials due to being a customer within 30 days. This is causing hardship to me during the COVID-19 crises. Within the past 2 weeks I was overnight in the ER due to illness. I am unable to have a televisit with my doctors due to no internet. Last week I had to pay a doctor \$100 for a missed televisit because I couldn't find anyone who would let me come over and use their internet for my appointment. I do all of my banking and bill paying online. I am unable to do this without internet. Illinois is under at stay-at-home order so libraries and other entities with free internet are closed. Lack of internet is affecting my mental and physical health. Comcast's website states they are giving 2 months free internet. Not to me. They keep refusing to give me the Internet Essentials and state I have to be without internet for 90 days. Even during the COVID-19 crises? That's inhumane. You won't be able to reach me by phone. My cell phone isn't working and I can't afford a new one. Please help!

Ticket: # 3980064 - Internet phone cable

Date: 5/18/2020 6:07:48 AM

City/State/Zip: Norton, Massachusetts 02766

Company Complaining About: Comcast

Description

Had my service disconnected last month during pandemic after comcast advertised they were not shutting off service during covid 19. I am disabled on a limited income. I called comcast and couldn't get thru. I messaged them thru messenger and received a message back 3 days later. I was told my service was not shut off but it was. I had no phone cable or internet. When I explained this I didn't receive a response and still haven't. I paid the bill and my services came right back on. This company is horrible and customer service even worse.

Ticket: # 3980066 - Cable and video was shut off at 5 am

Date: 5/18/2020 6:30:56 AM

City/State/Zip: Monessen, Pennsylvania 15062

Company Complaining About: Comcast

Description

I woke up to no video service because of non payment notified them I am out of work due to pandemic and unemployment t wouldnt be here till the 29th was told they would hold till then today shut off. Spike to customer service and was told no conversation was posted highly uoset

Ticket: # 3980077 - Shut off cable

Date: 5/18/2020 6:46:56 AM

City/State/Zip: Monessen, Pennsylvania 15062

Company Complaining About: Comcast

Description

I contacted comcast and told them I was out of work on the 11th due to the pandemic I also stated I get no unemployment till the 29th was told they would hold the suspension till then I again notified them on the 14th and told them the same, this morning cable was off so I chatted with them at 6 am today was told to record was made Nd I was suspended. I am displaced because of the pandemic I have no money and they refuse to hear it

Ticket: # 3980086 - Slow Internet Speed

Date: 5/18/2020 6:53:14 AM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

This is my second complaint in a year about the internet service of Comcast /xfinity. They regulate internet speed frequently, I never get more than 50% of promised speed, apart from when they send their technicians to fix non existent issues, to pretend as if there is some sort of an issue at the location. The agent visit will fix internet for few days and then it will return to the bad internet speed. During the pandemic their speed has been 20% of what they promised and I paid for. This morning the speed check on their website indicated I was getting 0.1 MB while they charge me for 100 MB speed.

Comcast has equally poor customer service, you can spend hours on Customer service phone or chat or texts without getting anywhere.

FCC has also failed to protect American interest by allowing Comcast and Verizon monopoly on internet. How are we going to thrive and stay ahead in this information and 5g age with the Comcast and Verizon monopoly and equally teeth-less FCC?

Ticket: # 3980185 - Internet and cable outage

Date: 5/18/2020 9:07:09 AM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

Our internet has been down since 5/14/20. We are working from home due to COVID 19 and without internet we can't work from home. We made several calls and had many techs come out, but they can't fix it because they are subcontractors. Suddenlink refuses to send a maintenance tech to replace the cable box, which the nodes are burned out per techs. There are at least 4 homeowners affected by this outage.

Ticket: # 3980187 - AT&T overage charges

Date: 5/18/2020 9:08:29 AM

City/State/Zip: Gretna, Louisiana 70056

Company Complaining About: AT&T

Description

Consumer claims AT&T is charging her overages on her home phone.

She only has 200 minutes on her home phone service due to the bill being so high.

She is being charged \$77 overages on her home phone.

The only reason she has gone over is due to the pandemic.

Consumer would like all of the overage charges to be waived.

CTR404-phone

Ticket: # 3980215 - Verizon Equipment

Date: 5/18/2020 9:22:23 AM

City/State/Zip: Philadelphia, Pennsylvania 19149

Company Complaining About: Verizon

Description

The consumer states that during the pandemic they cut her service off and charged her fees and are demanded her equipment back.

The consumer had cable and internet with Verizon.

The consumer states that she spoke to a representative and they said that she will continue to receive fees for the return of the equipment.

The consumer states that the bill went from \$544 to \$1200 now.

The consumer told them that because of the pandemic she cannot return the equipment because of stay at home orders.

The consumer states that a UPS truck was driving down her road and she handed it off to them so they should be receiving it.

The consumer would like for them to get rid of the bill for the equipment because it was out of her control on when she would be able to return it because of the pandemic and stay at home orders.

CTR-415

Ticket: # 3980240 - AT&T U-verse Service

Date: 5/18/2020 9:36:20 AM

City/State/Zip: Norcross, Georgia 30093

Company Complaining About: AT&T

Description

I am currently a U-verse customer for a very long time and I called AT&T and spoke to a Ms.Claire and told her I wanted a 2nd receiver for my living room tv and she told me the price would be \$10.00 a month which I do not have a problem with that but she wants to also charge \$49.00 for the receiver and \$99.00 to have someone come out and install I advise her that I was told because I am a existing customer and I am getting a 2nd receiver I will be treated like a new customer and does charges will be waived now I am being told differently I am extremely frustrated and especially with this Covid19 pandemic don't need the additional stress from AT&T we are all going through a lot right now and I am requesting this charges be waived or I'll call all of my services with AT&T and get firestick or Hulu and is was cheaper than AT&T

Ticket: # 3980247 - Can't listen to music

Date: 5/18/2020 9:39:15 AM

City/State/Zip: Harrisonburg, Virginia 22802

Company Complaining About: Assurance Wireless

Description

I can't listen to music at home during covid-19! I just want to listen to spotify. I have a account to listen on You guys just won't let me.

Ticket: # 3980258 - Spectrum Billing Services**Date:** 5/18/2020 9:46:47 AM**City/State/Zip:** Walton Hills, Ohio 44146**Company Complaining About:** Spectrum

Description

Spectrum billing is inconsistent and keeps showing I owe a past due balance for the month of March and April. When I've spoken to several agents and they indicates my records are accurate and I have a credit with Spectrum. However they've interrupted my service which interfered with my work day because I couldn't get internet for my computer. When I look at my current bill it doesn't reflect my credit and indicates 3 of the services have gone up in price without notice during a COVID-19 emergency. I want my credit and the increased waived for 1 year or until the COVID-19 emergency is resolved.

Ticket: # 3980297 - Comcast bundle

Date: 5/18/2020 10:07:21 AM

City/State/Zip: Surf City, New Jersey 08008

Company Complaining About: Comcast

Description

I bundle with Comcast in FL&NJ. Stuck in FL due to pandemic & Comcast refuses to extend my seasonal rate. Offered cancer drs letters but to keep my phone no it will cost me \$54/mo a no I had when I switched to Comcast. No consideration given by US Co to US problem. Shame!

Ticket: # 3980304 - Comcast/Xfinity automatic increases

Date: 5/18/2020 10:08:46 AM

City/State/Zip: Keswick, Virginia 22947

Company Complaining About: Comcast

Description

Comcast has a history of increasing charges without increasing service every 8 to 12 months, but now it is increasing fees every 3 months or sooner without improvement to equipment or changes in service. One year ago, the charge was \$34.51 less; in seven months, it increased \$8.64; 4 months after that, it went up another \$1; then, in one month, it increased \$25. I'm constantly having to call and go through a huge hassle to discover the reason for the increase and to get them to lower the charge. My service in this area began 4 years ago at less than \$90. Nothing has changed, in fact, I've eliminated some service. I'm 73 years old, and it is an excruciating experience to have to constantly call. I have no choice if I want service, or I will have to pay for wiring installation by Century Link. Isn't this a violation of antitrust laws and an example of predatory behavior, especially in the time of the pandemic????

Ticket: # 3980305 - Interference on K2QW and W2RN Repeaters in New Jersey

Date: 5/18/2020 10:09:00 AM

City/State/Zip: Saddle Brook, New Jersey 07663

Description

For a weeks now the K2QW and W2RN Amateur Radio Repeaters in N.J. have been experiencing malicious interference on the repeaters. This includes keying the repeater for long periods of time with no call letters or identification.

At times foul language is transmitted. As these repeaters are being used for the health and welfare of Amateur operators in the current Covid-19 crisis we have had to shut down operation.

Ticket: # 3980385 - Comcast Issues - Keep America Connected**Date:** 5/18/2020 10:46:03 AM**City/State/Zip:** Chicago, Illinois 60643**Company Complaining About:** Comcast

Description

She is struggling because of Comcast's billing. They change the program and then they have to bill her for new boxes, and equipment. This causes excessive rental fees. She has paid \$200. Her bill was paid in full as of March 13th. Comcast should not have disconnected her service; her internet, TV and Phone - Keep America Connected; they charge late fees, disconnect fees and restore fees and they are not supposed to. Now they have disconnected her service as of May 17. Her bill was over \$296 per month.

Resolution the caller seeks is that her bill should not be almost \$300 per month and they should not have turned her service off; there is a pandemic going on. She wants her service back on and her monthly bill to not be this high. She has not asked for all the upgrades that are causing Comcast to have to update her equipment; that should go along with her service. ***CTR386-phone***

Ticket: # 3980407 - Optimum Online Long Island NY

Date: 5/18/2020 10:53:24 AM

City/State/Zip: Albertson, New York 11507

Company Complaining About: Optimum

Description

Optimum Online on Long Island, NY has been providing atrocious service since March. Ever since schools have been closed due to COVID-19 and the state has ordered all non-essential workers to quarantine, Optimum's service has been horrible. Day after day things just get worse. We have a 200Mbps download by 35Mbps upload package. We have never seen 200Mbps but maybe 185Mbps and that was well before January 2020. Their services started suffering slightly in early 2020 but come March, things have gotten much worse. Our average speed is 4Mbps download and 8Mbps upload.

Forget streaming television (which is our main source of TV in the home), our children are using distance learning programs which requires live conferences. It is entirely impossible at the speeds Optimum is providing. We have to "tether" our kids school devices from our cell phones in order for them to do their school work.

We have tried to contact Optimum number of times with their live chat online because their phone lines state that we get faster service that way. Their online chat system may have crashed because we wait for hours. I tried to call last week and I waited nearly an hour but a representative finally answered and at first told me that they do not see a problem with service. I explained the problem and they put me on a 30 minute hold, which I just could not do.

Altice owns Optimum and it seems as if their customers are unimportant to them. We have tried filing complaints online but their online system is broken as well.

Ticket: # 3980457 - Billing issues w/ spectrum

Date: 5/18/2020 11:10:27 AM

City/State/Zip: Birmingham, Alabama 35215

Company Complaining About: Spectrum

Description

I had a previous complaint with Spectrum that caused problems. Thinking that the problem was solved I have continued to pay me bill. There is always a problem with my account . Since February it seems that I spend more time on the phone with spectrum. I feel with everything that is going on with COVID consumer should not take advantage of there customer. I suffer from bipolar disorder and this really stressful. Please help me (b) (6)

Ticket: # 3980458 - 1(844)568-1130

Date: 5/18/2020 11:10:30 AM

City/State/Zip: Brooklyn, New York 11230

Description

This company is trying to solicit masks during COVID-19 pandemic. It is not a solicited call/text and they are trying to sell products through telemarketing.

Ticket: # 3980482 - Safe Link Lifeline

Date: 5/18/2020 11:16:42 AM

City/State/Zip: West Allis, Wisconsin 53214

Company Complaining About: Safelink Wireless

Description

The consumer is having issues with his Lifeline provider.

The consumer completed all the steps and application process but they keep denying his credit on his account.

The consumer has Lifeline through Safe Link.

The consumer spoke to Safe Link and they told him to wait 7 days, yet he has been waiting since April 15th.

The consumer wants them to enroll him now, he has been waiting very long and needs help due to COVID-19.

CTR-415

Ticket: # 3980496 - COVID-19 No Reasonably Priced Internet Access**Date:** 5/18/2020 11:20:42 AM**City/State/Zip:** Dayton, Ohio 45417**Company Complaining About:** Directv

Description

She recently signed a 2 year contract with DirecTV. She is without internet right now during the pandemic. DirecTV sent flyers to her home advertising a bundle of internet and TV for \$88. She called to take advantage of the bill because she has kids at home that need internet and she is currently paying \$85. One child is in middle school the other is in high school taking high school and college classes. She has to sit in a parking lot for them to use wifi and get their homework done. She was told that the promotion was for new accounts only and she would only be able to add Internet if she paid an additional \$59 a month. She is not working because of the pandemic and her husband is a disabled veteran. The service rep, Sara, was unwilling to assist her and wanted to transfer her to customer service, but customer service transferred her to speak to Sara. Sara was rude to her and continued to use a revolving door tactic to over talk the consumer and stonewall her. The consumer asked for a supervisor and Sara started talking again and antagonizing her, refusing to escalate the call. She put her on hold for 45 minutes. The consumer is a dialysis tech and performs dialysis for her husband and does not understand why Sara was so unwilling to her. She just signed up for service in February and does not understand why the company is unwilling to offer her a rate that is currently being offered.

Ticket: # 3980567 - Comcast COVID-19 Disconnection and Billing**Date:** 5/18/2020 11:50:50 AM**City/State/Zip:** Fairfield, California 94533**Company Complaining About:** Comcast

Description

She is having trouble with Comcast. They have been taking money out of her account. Last year she had \$800 taken from her account and she has been disputing the deduction with them since last August. Before this billing issue occurred her bills were paid on time. They claim that this is related to the security system equipment that she had, but that equipment was returned in the local drop box. The amount due was paid. She disconnected service because her and her elderly husband was unable to remember the code and she was charged \$25 for everytime she had to call and deactivate the alarm. A few months ago Comcast stated that they says that she owes over \$700. The bills have been erratic and are difficult to keep up with her. Despite COVID-19 her service was cut off yesterday. Her and her husband are elderly and are unable to get access to valuable information because of Comcast disrupting her services. She was told she has to pay \$417 to have services reconnected but she does not have that money to pay. She received another bill stating that she owes over \$1700, which cannot be true because she has been paying the bill price. She is asking that Comcast investigate her account and the amounts that were wrongfully disconnected. She is also requesting that the services be restored immediately.

Ticket: # 3980616 - Optimum COVID-19

Date: 5/18/2020 12:05:01 PM

City/State/Zip: Valhaleystream, New York 11581

Company Complaining About: Optimum

Description

The consumer wants to file a complaint against Optimum whom she has cable and Internet service.

The consumer states they told her they wouldn't cut her service.

They told her they would adjust the last month bill because of a promotion they failed to address.

The consumer received a notice saying they would cut her services off and was on the phone with them this morning and was to receive a follow up call on whether they would cut her service off or not.

The consumer needs her service, she is a New York City Teacher and needs the Internet during the COVID-19 pandemic.

The consumer needs to also make sure her bill gets adjusted like she was told.

CTR-415

Ticket: # 3980623 - help with my service

Date: 5/18/2020 12:07:09 PM

City/State/Zip: Orlando, Florida 32806

Company Complaining About: T Mobile

Description

Right at the beginning on the Covid 19 crisis my phone was shut off leaving us with no phone at all in the house in the middle of an emergency. I did work it out to have it turned back on only to suffer dropped calls slow internet and poor service. I am in the middle of Orlando, FL. no reason for slow calls slow internet and dropped calls, I have felt so trapped and taken advantage of. Tmobile hasnt had to provide good service or a product that works as billed. After hours of waiting on the phone to get to speak to unemployment and then the call drooping also have a T-Mobile hot spot signal booster and still dropped calls calls that are not clear and super slow internet Im told turn off my LTE and use 3 g yet I pay for LTE and nothing seems to be taking place to fix any of it its only getting worse..I also have a iphone xr so its a new phone more than capable of not dropping calls Please help i have contacted them no less than 10 times for this issue

Ticket: # 3980635 - Transferring my number

Date: 5/18/2020 12:11:16 PM

City/State/Zip: Louisville, Kentucky 40223

Company Complaining About: AT&T

Description

I am the owner of my business, and my business phone number is with AT&T, which I ported from my previous provider when I signed on with them in 2018. Due to the COVID 19 and working remotely, I decided to purchase a cell phone with T-Mobile to start using as my business phone number because my "personal" cell phone is with them. T-Mobile has made five requests for the phone number, but AT&T won't release my main business number, which is (b) (6). I have spent numerous hours on the phone with both companies trying to get this issue resolved over the past six weeks, but they can't seem to work out the problem, and I'm paying both phone bills at the same time until this is resolved. I am completely worn out over the whole situation. Please Help!

Ticket: # 3980661 - Comcast Phone Intrference

Date: 5/18/2020 12:21:17 PM

City/State/Zip: Beech Island, South Carolina 29842

Company Complaining About: Comcast

Description

The consumer is calling about Comcast Xfinity whom she has bundled services.

The consumer has issues with her phone service.

The consumer states her calls drop and with COVID-19 going on she can't make a complete call with her doctors on the phone.

The consumer states its been an on going issue and they say that they will come out and fix something but they never do anything.

The consumer states that its in all of the lines in her community because everyone has this issue.

The consumer needs them to fix her phone lines immediately.

CTR-415

Ticket: # 3980665 - Suddenlink Internet Speed and Phone Service**Date:** 5/18/2020 12:21:55 PM**City/State/Zip:** Minden, Louisiana 71058**Company Complaining About:** Sudden Link

Description

We have called Suddenlink several times concerning the internet speed. They came out, looked things over and told us everything is okay. I disagree. I own a business, Impressions Advertising Specialites, LLC, in Minden, Louisiana. I can hardly get anything done on the internet because of the speed. When checking emails, you have to wait sometimes up the 30 seconds before it appears on the screen. When sending emails, the same issue. I spend more time waiting on the internet than I do working. They told us "it's because of the Covid-19 and more people are working from home and the children are out of school and on the internet which slows it down." This is an unacceptable answer to my problems. The phones may work one minute and down 30 minutes to several hours. I have reset the system so many times. I am not the only one in our area with this problem. We need your help.

Ticket: # 3980722 - Service/COVID-19

Date: 5/18/2020 12:38:27 PM

City/State/Zip: Aldrich, Missouri 65601

Company Complaining About: Nomad Internet

Description

Consumer states that Nomad Internet cancel their services due to no-payment. Consumer states that he needed to cancel the auto pay due to a fraud activity into his account. Consumer needs his internet back. First of all consumer service should never been interrupted due to a no-payment during this pandemic. Consumer has call the company many times and he has not been able to get his internet back. Consumer wants his internet back.

ctr408-phone

Ticket: # 3980812 - Interruption of bundled service

Date: 5/18/2020 1:06:23 PM

City/State/Zip: Chattanooga, Tennessee 37421

Company Complaining About: AT&T

Description

Consumers provider is AT&T for phone and internet. Consumer has been without landline/internet service since the Tornado April 12th (Easter). Consumer has reached out to provider over a month ago. An in house technician was supposed to be at her house between 8-12 - Friday 5/15 (no show). She was told they would be coming again today 5/18. She was told by a technician today that they would not be out due to having to ordering cable which could take a week or so. Provider is scheduling appointments when they know they cannot fix her service.

Consumer wants provider to be honest with her when scheduling appointments.

Consumer also asked for a credit and provider refused. Consumer must work from home during COVID-19 and needs her services. Consumer wants her services restored ASAP.

CTR 392-phone

Ticket: # 3980860 - Speed/COVID-19

Date: 5/18/2020 1:19:58 PM

City/State/Zip: Cutler, Ohio 45724

Company Complaining About: Windstream Communications

Description

Consumer states that he is paying WindStream for high speed internet and that he is not receiving the high speed. Consumer states that his internet works 10% of the time and the rest is out or very very slow. Consumer has address this issue to his provider consumer service department and they still have not been able to resolve this. Consumer states that this has been going since the day the move to the residence. Consumer wants his service to be fix and improve. Consumer will not pay for high speed internet if wind stream is not able to provide him with. Consumer wants a refund for this type of fraud. Consumer wants his service fix. Consumer should not be having problems with his service in the middle of a pandemic.

ctr408-phone

Ticket: # 3980894 - sudden disconnection of internet and phone lines in a healthcare facility

Date: 5/18/2020 1:29:16 PM

City/State/Zip: Levittown, New York 11756

Company Complaining About: Optimum

Description

We are a healthcare facility. The bill for optimum which was due on April 30th, 2020 was not paid due to various changes due to COVID pandemic. In this situation, Optimum disconnected the internet and phone service without any prior warning. This caused a question raised for inquiry by you (FCC). I would appreciate if you (FCC) take proper action so that this sort of inconvenience does not occur in future and ask Optimum to compensate us for this episode of trouble. At present we have paid the bill in full.

Ticket: # 3981028 - Unauthorized attempt to withdraw money in spite of our agreement

Date: 5/18/2020 2:04:58 PM

City/State/Zip: Irvine, California 92603

Company Complaining About: Verizon Wireless

Description

Greetings and thank you for looking into this matter. I contacted Verizon in March 2020 and requested deferred payments due to Covid-19 and having financial difficulties. The customer service approved my deferred payment until the end of June 202 and recommended that I turn the auto-payment option off on Verizon's website. And I did immediately. A few days ago, I realized that Verizon has turned the autopay on and attempted to withdraw money from my checking account. Because there was not enough funds in my account, my bank charged me a fine of \$22! When I went back to my account on Verizon website, my autopay was on and it warned me that if I turn it off, I will loose my \$20/month saving for having autopay turned off. It seems as Verizon claims to help their customers during the Covid- 19, in reality, they lack integrity and honesty by causing more aggravation and cause for undue expenses and waste of time for calling my bank and spending time explaining the situation. Thank you for your help.

Ticket: # 3981034 - Optimum Altice

Date: 5/18/2020 2:06:15 PM

City/State/Zip: Hillsdale, New Jersey 07642

Company Complaining About: Optimum

Description

We have had issues with optimum internet (and TV) since last year. We pay extra for the upgraded internet package and wifi is basically non-existent. We restart constantly, and 90% of the time without success. We reach out often and there is just NO way to reach them. We would like to cancel but with the pandemic, we have not been able to do so. We would like this to be resolved with some help.

Ticket: # 3981043 - Slow internet speeds

Date: 5/18/2020 2:07:04 PM

City/State/Zip: Odessa, Florida 33556

Company Complaining About: Spectrum

Description

We moved into our new house December of 2019 and are paying for the 400mbps through Spectrum Cable. We have NEVER had speeds above 300mbps (directly connected to the box). Now with the pandemic the service and speeds are even slower, yet we continue to pay for the enhanced speed. We have had technicians to our house and they advise the system in our area is overburdened and does not have enough bandwidth to provide the higher speeds.

Ticket: # 3981070 - KACP and Frontier service

Date: 5/18/2020 2:13:09 PM

City/State/Zip: Cookville, Tennessee 38501

Company Complaining About: Frontier Communications

Description

Consumer's provider signed the Keep Americans Connected Pledge.

Consumer lost his job due to COVID-19.

Consumer received a notice of account past due.

The letter states that his account is past due and that his service may be disconnected if not paid.

The letter also states your service can be maintained if you pay the amount starred.

Consumer paid the starred amount that was subject to disconnect and they disconnected him the next day.

The provider claims only certain states are subject to the KACP.

Consumer would like some answers from the corporate level about this billing issue as well as his services to be restored as soon as possible.

CTR404-phone

Ticket: # 3981180 - Switch and Bait during COVID-19

Date: 5/18/2020 2:47:42 PM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: AT&T

Description

Called AT&T May 15, 2020 2nd refurbish phone from AT&T volume does not work. Customer of 30 yrs. paid for new phone. Never was advised that old contract was being cancelled. New contract charges are \$156 more to have a phone that works

Ticket: # 3981195 - Internet service

Date: 5/18/2020 2:51:39 PM

City/State/Zip: Valley Springs, California 95252

Company Complaining About: Comcast

Description

I am trying to get Comcast/xfinity service. We are in dire need of service now with homeschooling and COVID19. They are the broad band co. That services our area. We are 1/2 mile from their main access. I keep being told no construction is scheduled for our area. Tho they refuse to tell my why and or how I can get construction to our area. No one else can service us. They don't service us I'm in dire need for homeschooling!! I dint know what to do. 19

Ticket: # 3981274 - Fraud Charge against Comcast Xfinity

Date: 5/18/2020 3:07:00 PM

City/State/Zip: Dover, Delaware 19901-0219

Company Complaining About: Comcast

Description

I am filing this complaint against Comcast for the possibility of fraud.

In May 2019 I signed up for internet service with Comcast Xfinity at a rate of Twenty Nine Dollars and Ninety Nine Cents (\$29.99).

I started having the problem of losing service multiple times a day, and on occasion for eight plus (8+) hours or more. We did not contact Comcast at first due to the fact that in the past when there were problems it was never Comcast's fault, but also because we were warned by other Comcast customers that it was a typical problem with their service which Comcast puts off correcting for extended periods of time. On May 4, 2020 I went thorough the Comcast service they provide over the phone to see if that would correct the problem. It did not - the problem continued.

I contact Comcast to report this problem and I was told that Comcast was unable to send out their service people for customers having intermittent service problems to check and repair the problem due to the Coronalvirus, this service was only for customers who had lost total service. They could not provide in home service for intermittent service problems. However, they would be giving the intermittent service problem customers a Twenty Dollar (\$20.00) a month credit for the duration of the Coronavirus restrictions.

On May 15, 2020 I got my monthly bill in the amount of Forty Nine Dollars and Ninety Nine Cents (\$49.99). I contacted Comcast to have the bill adjusted to reflect the Twenty Dollar (\$20.00) credit I had been told about. That person didn't know anything about this credit.

I then contacted Comcast Corporate Headquarters. The first person I spoke with asked what my problem was only to realize that I was talking to a dead line - which I assume I had been hung up on. I called them back and spoke with a representative who was very polite, and said she would have someone contact me to try to solve the problem. They scheduled a Service Rep to come to my home between 3:00 and 5:00 PM THAT DAY to check out the service. Keep in mind this was the service they supposedly COULD NOT provide. The Service Rep check out the lines at my home, and said he couldn't fine a problem. They would have to send someone out at another time to check the line leading to the home from the pole. I again lost the connection twice the next day.

I then received a phone call from someone named Frank who stated he was with Comcast Corporate and wished to discuss my problem and see what could be done. After explaining the situation he said he would check my file and get back with me and see what they could do. He gave me his phone number - 410-931-5980 - and I could call him back any time from 12:30 pm. I was busy and unable to call Frank.

On May 18, Frank called me. Frank informed me that the only thing he could do was offer my a new rate package promotion they were having at Thirty Nine Dollars and Ninety Nine Cents (\$39.99), and

a Twenty Dollar (\$20.00) credit for Two (2) months only. This is unacceptable. They now want to charge me more for service they have been unable to provide, and only two (2) months of credit. I assume this is fraud - or at the very least price gouging. We are fully aware that the cable providers are losing customers in great numbers - mainly due to the extremely high rates they charge and the inability to provide reliable service and need ways to compensate for the lost revenue. However, ripping off existing customers is not the answer.

I am requesting that my monthly bill remain at the Twenty Nine Dollars and Ninety Nine Cents (\$29.99) and will be glad to forfeit the Twenty Dollar (\$20.00) originally I was told would be given to intermittent service customers.

Ticket: # 3981317 - AT&T - Not refunding my money \$43.49 after I return their NOT Working extender within 14 days of return policy

Date: 5/18/2020 3:18:36 PM

City/State/Zip: Placentia, California 92870

Company Complaining About: AT&T

Description

I order this WiFi Extender to improve the Wifi in my home, since day one they sold me the wifi service and said the router that they gave was good to cover the wifi within the home but we have lots of dead spots and having issue working from during the corona virus issue. They suggested that I should buy their extender. when I did that the extender didnt work even after I spend 3 hours with tech support. Si I told them I will return the extender and the tech support said it was ok for me to return it. Now AT&T do not want to refund the money even after the policy of 14 days return. They already charge my card and still have issue giving my money. Please help. See the 2 attachments for your reference.

Ticket: # 3981400 - Internet Availability at School

Date: 5/18/2020 3:41:58 PM

City/State/Zip: Bronx, New York 10459

Company Complaining About: Other

Description

Good evening,

I am writing with concern that internet companies will only provide free wifi for 60 days, however, schools in New York City transitioned to "remote learning" as of March 23rd. 60 days would officially end somewhere around May 23rd, however, our school year does not end until June 26th and have not discussed summer school.

My school is located in the Bronx; which is the poorest county in the State of New York and one of the poorest districts in the nation. While I understand you are a member of the FCC's press office, I would like to request that you forward this message to your constituents as a request for an extension for free wifi until the pandemic has ended.

The press release dated for May 13th suggests that tomorrow would last day that children could have internet access if their service began 60 days ago.

Please let me know who I should reach out regarding this matter. Thank you.

Best,

(b) (6), Principal

Ticket: # 3981403 - Comcast Cable Billing

Date: 5/18/2020 3:42:29 PM

City/State/Zip: Georgetown, Delaware 19947

Company Complaining About: Comcast

Description

The consumer is having issues with Comcast.

The consumer states that because of COVID-19 all the stores are closed and the only communication he gets is 800 calls saying they can't answer all calls and never gets assistance.

The consumer used to get the Hockey package \$140 a year.

The consumer states that for some reason they have a new system and he asked for the Hockey package this year like he always does.

This time they told him it would end at the end of baseball season.

The consumer states that they cut out the NHL channel and were forcing him to pay an addition \$26 for the next 3 months.

He was having issues and had to pay \$40 for a technician and ended up having the service back.

The consumer states that he is getting charged another \$26.

The consumer would like to pay \$140 every year like he always has for the past 22 years.

The consumer can't ever speak to a human being and thinks he must have added extra thinks he didn't need.

The consumer would like some help and get this package to what he always had paying \$140.

CTR-415

Ticket: # 3981431 - False Prophet**Date:** 5/18/2020 3:49:51 PM**City/State/Zip:** Amelia Ct Hse, Virginia 23002

Description

I owned a retail store at the time I sought outside the box so I thought was a True to bible Prophet.. WRONG...Made a huge mistake. In November 2019 I sent in a what was called a seed offering never got to speak to the Prophet but some other people which background sounded like a Call Center. Never heard anything until April 01, 2020 since then it has been a horrible nightmare. The more I block his numbers, he comes up with another. I have sent STOP to numerous calls as a reply, I have even blocked these numbers, It appears he has used every area code 855, 989,844, 708 now working on 205 area code numbers leaving message about somebody trying to take something from me(nobody but him) about someone in my family is doing something to me (Lie if I ever heard of such). I have received 28 calls to date, Blocked numbers 4 (how do you call from a number that is blocked?). I sent a certified cease and desist letter which was signed for to 310 Riverside Dr. #103 New York 10025 dated April 09, 2020; since the letter I have received 11 phone calls. I called his office dated 05 18, 2020 at 9:25 am ; I received another call same date at 1:18 pm from a (205) 708-2470. My telephone number has been on DO NOT Call Registry since 2000. This person is definition if insane. This harassment, stalking, texting and calling needs to STOP ASAP. This Covid-19 (losing loved ones) issue is big enough to deal with do not need harassment and all the above

Ticket: # 3981602 - Suddenlink - Bryan, TX - Billing

Date: 5/18/2020 4:42:21 PM

City/State/Zip: Bryan, Texas 77807

Company Complaining About: Sudden Link

Description

I have had such a problem getting to talk with anyone about my billing problem, and I have spent a total of 24 hours on the phone trying to solve multiple issues. The first issue was trying to get a technician out since we had moved. The first appointment was missed by me since we moved that day and the attic was blocked. Then, the next 3 were missed due to Suddenlink's own negligence. Once the technician arrived, things were better. He was kind, understanding, and knowledgeable. Previously, I was told that my rates would not increase because of the move and I would retain my deal after the move. Once the issue of establishing internet was resolved, I then got charged more than double my rate. The only reason I have TV and Phone on my bill is because when I first signed up, I was told it would be cheaper to bundle those three together than just to purchase the internet plan I desired. I called several times, asked to escalate and talk with supervisors or have a call back, and I never got any of them. I understand with COVID-19 that lines will be busy, but prior to this, any issue I had was solved in 1-2 calls totaling 2 hours max. I have had to call in 10+ times and spend 24 hours on the phone, which I could have used to be working instead. I was promised that my rates would not change, that my issues would be solved, that a technician would be on time and not miss 3 appointments, that a technician would call if re-scheduling was needed, and that this would be solved as fast as possible. Additionally, they do not have support over email, and at times, they are hard to hear. I looked for disability contact information so I could contact them via email, but the only thing I could contact them for would be a Closed Captioning Issue. They state they got rid of email support, but that doesn't comply with ADA laws for hearing impaired. Since the closest in-person location that is open currently is 400+ miles away from me, I can't feasibly access a store location to talk in person.

Ticket: # 3981614 - Net10 No Service During COVID19**Date:** 5/18/2020 4:48:21 PM**City/State/Zip:** Red Bay, Alabama 35582**Company Complaining About:** Net10

Description

Her and her husband have Net10 service. They have not had service for months during COVID19. They would go to the store each month and buy 1000 minutes and put the minutes on the phone. March 27 her husband went to buy 1000 minutes for each phone. It showed the minutes were accepted and the phones were ready to talk but she was unable to receive or make calls. She called Net10's 800 number and they said they would assist her. She has called over a dozen times trying to get this issue resolved. The last time she called she spoke with them for 45 minutes. They said they'd call her back but they didn't. Her husband went out and bought another 1000 minutes for each phone. He placed the minutes on one phone and realized it was not working. When he tried to make calls it says "Call End". They have now paid for two sets of 1000 minutes.

They are both elderly and ill and need the phone services. Her daughter went and signed her up for services with a carrier so they have access to the outside world.

The wireless numbers are (b) (6) (b) (6)

Ticket: # 3981616 - T-Mobile COVID-19

Date: 5/18/2020 4:49:19 PM

City/State/Zip: Columbia, Maryland 21044

Company Complaining About: T Mobile

Description

The consumer wants to file a complaint on T-Mobile.

The consumer states that during COVID-19 he is having unemployment issues the Department of Labor.

The consumer states that he called T-mobile back in April and explained the situation and that he shouldn't worry about it and they would call him back if anything.

The consumer states that in order to reach the May 23 deadline he would only be able to if the DOL situation gets resolved.

The consumer states that he offered them proof of everything that is going on and they didn't want that.

The consumer states that they are not understanding of anything and they pretty much say that you owe what you owe and they don't care, yet a representative told him not to worry about it because of the pandemic.

The consumer needs an extension until the pandemic is over or he is able to get his unemployment.

The consumer states that this is out of his control and doesn't want his service interrupted.

CTR-415

Ticket: # 3981630 - Unsolicited fax advertising face shields

Date: 5/18/2020 4:53:12 PM

City/State/Zip: Menomonee Falls, Wisconsin 53051

Description

I have received an unsolicited junk fax on my home office fax machine. I have no relationship with the sender and have never requested nor given them permission to fax me.

The sender is a company advertising face shields, probably trying to capitalize on the current pandemic.

My fax number is listed on the FTC's do not call list.

This appears to be a TCPA violation.

Ticket: # 3981662 - Optimum billing

Date: 5/18/2020 5:01:37 PM

City/State/Zip: Little Falls, New Jersey 07424

Company Complaining About: Optimum

Description

In 12/19 consumer negotiated a package price of \$159.40 plus tax with Optimum that was supposed to be for 1 year.

Two months in they have increased her bill.

Consumer claims every time she negotiates a price with them they find a way to change it.

Consumer is without a job right now due to COVID-19.

Consumer just called to get a loyalty credit applied but they declined.

Her bill is going up \$25 per month even though they had an agreement.

Consumer would like the bill to be put back to the \$159.40 that she was promised would be in effect for 1 year.

CTR404-phone

Ticket: # 3981676 - Fraudulent Medicare Calls

Date: 5/18/2020 5:06:38 PM

City/State/Zip: Elyria, Ohio 44035

Description

Keep receiving calls regarding mailing of new Medicare Cards confirming name, address, birthday and then asking for current Medicare ID number from paper ID card. Calls made from a man with foreign accent. When questioned as to ID number y9u are told if you don't give them number new card will not be sent to cover Covid-19 expenses which is part of Part D.

Ticket: # 3981707 - Optimum services

Date: 5/18/2020 5:19:15 PM

City/State/Zip: New Hyde Park, New York 11040

Company Complaining About: Optimum

Description

(b) (6)

Customers are being charged, each month, for a Regional Sports network fee of \$10.47. Due to the current pandemic, no regional sports are being broadcast and therefore that fee should be credited back to the customers.

Ticket: # 3981743 - Suddenlink cable/internet equipment failure

Date: 5/18/2020 5:34:02 PM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

Suddenlink cable has not come out to fix their equipment that has been down since 5/14/20. Multiple times I have told them it's not fixed. Multiple times they said they will escalate it as priority but next day it has not been escalated. 5 households are out and paying for services not rendered. All households affected are working from home due to COVID-19.

Ticket: # 3981807 - Intermittent phone and Internet service outages**Date:** 5/18/2020 6:00:13 PM**City/State/Zip:** Oak Point, Texas 75068**Company Complaining About:** Sudden Link

Description

Frequent intermittent drops in service impacting phone (911) and internet service occur multiple times per day over approximately past 2 months. Multiple calls to company, 2 on-site visits, new modems have not resolved. Chronic issues is preventing productive work-from home of 2 employed adults during COVID-19 isolation. They have potential issues at the street, tap or wiring to the house and have not given any indication of attempting to resolve at this level.

Ticket: # 3981814 - Inaccurate Corona Virus Information

Date: 5/18/2020 6:03:14 PM

City/State/Zip: Marion, Iowa 52302

Description

<https://www.kcrg.com/content/news/Two-children-with-rare-COVID-19-related-complication-being-treated-at-UnityPoint-St-Lukes-570571601.html>

This is the link to the story and it is about to be put out on broadcast news.

The second paragraph shows they have no FACT to the story.

A spokesperson for UnityPoint Health-St. Luke's Hospital said that they are treating two patients with pediatric multi-system inflammatory syndrome, or PMSI. The syndrome appears to be related to post-infection inflammation of the body's blood vessels, including those in the heart, according to officials. It is similar in presentation to Kawasaki's disease, another rare post-viral illness that affects children.

Appears To is the key. Appears to is not FACT.

Make them issue an apology for misleading the public on something that is NOT proven as a MEDICAL Fact. This is dangerous putting fear into people. This is not acceptable.

Ticket: # 3981862 - Sprint - credit adjustment not given

Date: 5/18/2020 6:34:42 PM

City/State/Zip: Prior Lake, Minnesota 55372

Company Complaining About: Sprint

Description

On March 22, 2020 I called Sprint customer service. After waiting on hold for 90 minutes I spoke with staff. I inquired if Sprint could make adjustments to my monthly bill due to financial hardship because of COVID 19. Staff indicated that a credit adjustment of \$185.38 had been made to my account and confirmation email was sent. To date the adjustment has not been made. I have called and sent chats multiple times and still no credit has been made.

Ticket: # 3981880 - Spectrum

Date: 5/18/2020 6:45:45 PM

City/State/Zip: Columbia, South Carolina 29223

Company Complaining About: Spectrum

Description

I am writing because I have had Spectrum services for years, but in the past year I downgraded to internet only. I went in the cable store in 2019, and I was given a one year special for 49.99. The cable associate i the store told me to make sure I return before 4/2020 to renew because the promotion would expire in one year. I return to the cable store in 3/2020, and the associate told me that I would have to return on April 4, 2020 and he could give me the 49.99 year long special again at that time. He said he couldn't renew it in March because it had not expired yet, and I had to wait until the day it expired for him to enter in the new code. Well everything happened with COVID and I was unable to return to the store, but I did call in and spoke to an associate. At the time that I called in, it was because I was experiencing technical issues with the internet. The associate tried to help, but ultimately decided that she would need to have someone come out. She told me that she would credit my account for the missed days. Once it got closer to the time that the technician was going to come out, I called to postpone the tech call because I didn't want anyone entering my house during the COVID scare. It was at that time that I asked about the 49.99 special, and I was told that they would have to see what specials were available at that time because they couldn't do the 49.99 special. I told the associate that I wanted the same special that the associate at the store promised me in March, but I was then told that someone had changed the code to 65.99 per year. I told the associate that I DID NOT authorize anyone to change the code to that price or change it to any price at that time. I said that no one had discussed it with me. I asked the associate if the credit was added to my account from the last call, and I was told that no credit was ever added. I was very upset. So I asked to speak to someone in their retention department because I felt that I had been lied to and that someone was tampering with my account without my authorization. The associate told me that the annual fee that was given was the lowest they could give, so whoever put the code on gave me the best deal. Then she gave me the credit that I had never received from the prior associate and transferred me to retention or the equivalent because I was told that they didn't have a retention department. The person in that department placed me on hold for a significant amount of time. She returned and told me that the 49.99 promotion was part of a two year plan and she could not give me the 49.99 special or she would be fired. I told her that everyone I had spoken to prior to her confirmed several times that the 49.99 was a one year plan, and they had said nothing every about it being part of a two year plan. She said that she was told it was a two year promotion and she would be fired if she changed it. // I am reporting Spectrum because I was never told of a two year plan. I was told that I could get the 49.99 special again in April. When I called in April, I was then told that someone unbeknownst to the associate I spoke with had changed it, and that was the lower they could go. I was lied to about the credit being applied, and then when I was transferred the final time, I would told it was a two year plan and could not be changed or the associate would be fired. I've had other issues with associates calling me for trials of cable services, promising me that I won't be charged if I ended within a certain time, and then charging me full price any way. I don't like the way that Spectrum does business, and someone should investigate their practices. Please obtain recordings of the calls so you can hear the associates have lied to me more than once. Let me know what information you need from me.

Ticket: # 3981942 - Visat is RIPPING CUSTOMERS OFF

Date: 5/18/2020 7:35:09 PM

City/State/Zip: Kingsland, Georgia 31548

Company Complaining About: Viasat

Description

You called Sat May 16th 888.650.0860 spoke with Latisha. Set up internet services and cable to start working because of Covid19. She gave work order 1811.5876 to be set up Mon from 12 to 4pm. No one showed. Technician texted me stating he only does trouble shooting services calls. They took money 150.00 plus 22.58 without consent and provided no services. Overdraft my account.

Ticket: # 3981971 - Extremely slow Internet connection negatively affecting my work for FaceBook

Date: 5/18/2020 8:03:19 PM

City/State/Zip: Everett, Washington 98201

Company Complaining About: Comcast

Description

I work remotely during Covid for FaceBook. My VPN is so slow that FaceBook's Help Desk had their system drop-off multiple times while working remotely on my computer to find my file access problem. The computer is my FaceBook computer brought home. FaceBook determined the multiple drop-offs were due to extra-long transmission delays from my computer responding to the FaceBook computers.

Aside - Even the communications with our TV are terribly slow.

Ticket: # 3981976 - Spectrum TV billing

Date: 5/18/2020 8:05:11 PM

City/State/Zip: Ruskin, Florida 33570

Company Complaining About: Spectrum

Description

I have been having issues for days to get through to Spectrum TV, you are on hold for hours or after many minutes on phone you get disconnected and they do not call you back. I have been since 5/15/20 to put my service in Florida on vacation hold prior to the new billing cycle. They are charging me full price for a whole month I am not using their service. When you turn off a service you should be prorated why do they get away with this. I am struggling during the COVID19 and there is no customer relief at all...I finally got ahold of someone today. At 7:30 pm. They do not let you quit your service unless it is exactly on the date of the new billing cycle. Now I am stuck holding on to the service as I am back in Ohio and cannot return the equipment until I get back to Florida. Cable companies need to be regulated must be they are ripping consumers. I cannot afford the bills they sent I have told them and I can't get them on the phone to cancel on the dates I have to do this there is no window. Please help

Ticket: # 3982021 - Upload bandwidth is not usable during Peak Hour

Date: 5/18/2020 8:36:59 PM

City/State/Zip: San Ramon, California 94582

Company Complaining About: Comcast

Description

I upgraded my internet since Covid-19 but it provides no help. I am advertised for 300/10 plan but during peak hours I get less than 700Kbps of upload bandwidth that's less than 100KB/s, which is far less than needed for Video conference and home schooling.

BUT this is not only my problem, my entire neighborhood is facing the same problem. It's because Comcast has oversold the plans in my community without upgrading their infrastructure and now their service is a big bottleneck and EVERYONE is facing the capacity limit.

Please help and urge Comcast to lift the upload bandwidth capacity so we can still work/study at home. THIS IS AN ESSENTIAL PROBLEM now given we have to stay home!!!!

Ticket: # 3982094 - Prolonged Service Interruption

Date: 5/18/2020 10:26:34 PM

City/State/Zip: Springfield, Missouri 65810

Company Complaining About: Mediacom

Description

The neighborhood where (b) (6) is located has had intermittent internet failures for almost 2 weeks. Mediacom is aware that this is a large scale issue but is not taking action to fix the issue in a timely manner.

Due to the COVID-19 outbreak, several people in the neighborhood, including myself and my wife now depend on working from home for our livelihood.

Please encourage Mediacom to take action to quickly fix the issue.

Ticket: # 3982143 - Suddenlink/Altice overcharging in pandemic

Date: 5/19/2020 12:56:27 AM

City/State/Zip: Amarillo, Texas 79109

Company Complaining About: Sudden Link

Description

Suddenlink gave us a data overage fee this month. Of course we went over - offices are closed and kids were sent home to do schoolwork over the internet. We never were given warning that we were nearing our cap. How many customers are they profiting off in this pandemic?

Ticket: # 3982147 - Internet fees, and ONT box issues for \$200 when it's not my issue

Date: 5/19/2020 1:15:45 AM

City/State/Zip: Los Angeles, California 90026

Company Complaining About: AT&T

Description

I don't have to pay \$10 just for a piece of equipment that's doesn't get the speed that I pay for and also there are websites that loads really slow when I had other ISPS that never happened except for AT&T. Another issue is that AT&T is trying to charge me \$99 for a technician to come to my residence especially during a pandemic that I can't afford that at the moment.

Ticket: # 3982149 - Bill unusually high

Date: 5/19/2020 1:20:37 AM

City/State/Zip: Los Angeles, California 90026

Company Complaining About: Verizon Wireless

Description

I usually get charged \$150 for my bill and now I'm getting charged \$220 for no reason and It's Verizon's fault that I'm getting charged too much and I won't be able to afford it due to the COVID-19 Pandemic. They should fix it by trying to reduce the bill as the way it was as I always used the phone and never use any addons or all that.

Ticket: # 3982154 - My phone number has been spoofed

Date: 5/19/2020 1:28:22 AM

City/State/Zip: Connellsville, Pennsylvania 15425

Description

An ex boyfriend of mine and his ex wife which is his bestie n partner in crime have made an account using phone number (b) (6) they have gotten 6 others to form a group and have duplicated an old Facebook account of mine I have been put in their group and now they have access to my iCloud I can't take it anymore my son added me to his account to help me because he had cloned my old phone and number and stole my everything I hate to resort to this but they are destroying my life by stalking spoofing all the phone numbers he's put spyware in my apps n hid them I don't have Facebook or messenger accounts on here n can't because I'm afraid to my cars been damaged his ex wife n one of them have caused a problem due to the number duplications now my medical info has been damaged I don't know what else to do I have reported it to the law n they are looking into this atm I'm so upset n scared I don't have any life at all anymore n don't know what to do the number he was using or one of them is (b) (6) ya just get to the end of your ropes and now I can't use any of my phone apps n I am like a secondary device I can't download apps n I don't want this to continue recently I have been alerted by mail that someone was able to use my Medicare card omg this has got to stop the world is in a pandemic n they've created a pandemic thst I consider to be gangstalking please put an end to this for me and report this matter to all other carriers I was told when I called that I'm calling from a qlink account no this is an at and t phone that I have to pay monthly for another 19 months this is not fair to me please contact me at (b) (6) thank you hopefully there can be an end in sight n he's totally ruined 5 other devices and two tablets as well this is by far the most vicious attack I've ever been put through I wouldn't wish this on my worst enemy

Ticket: # 3982340 - Service agreement

Date: 5/19/2020 9:32:43 AM

City/State/Zip: Ranson, West Virginia 25438

Company Complaining About: Frontier Communications

Description

Frontiers fraudulent acts of the service agreement doesn't have any statements about covid19 or affidavits service agreements that any customers agree to addendums.

Ticket: # 3982347 - Xfinity COVID-19

Date: 5/19/2020 9:40:56 AM

City/State/Zip: Miami, Florida 33167

Company Complaining About: Comcast

Description

The consumer has bundled service with Xfinity.

On April 11th the consumer spoke to Keith in the Billing department and told him that with the pandemic going on she couldn't make a payment, so they extended it to June 12th.

On May 12 the consumer spoke to Cameron and he said that they would shut off her service for non-payment and they transferred her to the billing department and spoke to a supervisor Martin whom gave the consumer an extension to June 12th and on May 16th her service got shut off.

The consumer has no TV service.

The consumer would like them to turn her service back on because it was a president order and the consumer states they signed the pledge.

The consumer would like an adjusted bill for the June 12th bill due to this interruption.

CTR-415

Ticket: # 3982357 - Service

Date: 5/19/2020 9:46:11 AM

City/State/Zip: Milford, Connecticut 06460

Company Complaining About: Optimum

Description

Consumer states that he is having problems with Optimum. Consumer states that he is experiencing poor service. Consumer has called optimum many times and they keep bailing out and never show up. There have been three times that a technical shows in their residence and they have done nothing to fix their service. Consumer needs his service to be active during this pandemic. Supervisor never call back and you leave avoicemail

Consumer wants a refund and his service to be fix immediately.

Ticket: # 3982419 - Suddenlink Internet

Date: 5/19/2020 10:17:37 AM

City/State/Zip: Marietta, Ohio 45750

Company Complaining About: Sudden Link

Description

My internet barely works I have had a technician here and was informed nothing is wrong. I was then charged \$60 on my bill for a service call. I contacted them again yesterday and after almost 2 hours I was informed there is an issue and a tech would need to come out. That will cost an additional \$60. My bill continues to increase with no explanation and now I'm being charged for service calls for issues that aren't my fault. Something needs to be done about this company. I don't know if anyone who is not having the same issues. Makes it near impossible to work from home during this pandemic. They need to get this internet issue under control

Ticket: # 3982456 - Billing

Date: 5/19/2020 10:30:40 AM

City/State/Zip: Jacksonville, Florida 32209

Company Complaining About: AT&T

Description

I am being charged almost double on my bills. Due to pandemic I did get behind made an arrangement but because my contract is up I can not change my plan and its charging me full price which is almost doubled. My bill is usually around 185. But I have yet to see that. Now my new one is over 300.

Ticket: # 3982467 - (b) (6) CONTINUAL UNWANTED PHONE CALLS FROM "DEALER PROCESSING" TO MY LANDLINE TELEPHONE

Date: 5/19/2020 10:32:38 AM

City/State/Zip: Jacksonville, Florida 32210

Company Complaining About: Dealer Processing

Description

This is a follow-up to your previous request (b) (6) "CONTINUAL UNWANTED PHONE CA..."

May 18, 2020

I am updating my complaint for the record. The harassing phone calls from "Linda, at Dealer Processing" continue to disrupt my daily life. I had hoped that the pandemic would have a positive effect and the calls would cease, but they have not. I believe this should be a high priority in our government with the FCC as the situation has gotten out of control and there is nothing I am able to do to stop this on-going hell. I am forced to screen all incoming calls and clear my answering machine each time "Linda from Dealer Processing" calls my phone number. I am forced to take my phone off the hook at night to avoid being wakened by this phone harassment which causes me severe anxiety. Since these same calls are being made to innocent victims all over our country (possibly the world) it is extremely baffling that the culprits have not been tracked down and punished. There must be a way to resolve this horrible crime with all of the intelligence and technology available today it isn't surprising that we citizens would want to know why this is not stopped. I want to go on record that I will most certainly expect a class action lawsuit against the culprits who harm my privacy on a daily basis by infiltrating into my home through my land line telephone leaving me wondering and worrying what is truly behind this cruel intention that has been going on for approximately a year or longer.

Please respond with an update on any progress uncovering the responsible culprits and any class action lawsuits that may be upcoming,

Sincerely,

(b) (6)
[Redacted Signature]
[Redacted Address]

On Friday, January 24, 2020, 12:08:57 PM EST, FCC <consumercomplaints@fcc.gov> wrote:

#yiv4868015743 table td {border-collapse:collapse;}#yiv4868015743 body .filtered99999
.yiv4868015743directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 3982561 - DirecTV Covid-19

Date: 5/19/2020 10:50:23 AM

City/State/Zip: Charlotte, North Carolina 28269

Company Complaining About: Directv

Description

The consumer states that DirecTV disconnected her TV services even though she was told they wouldn't interfere with her services.

The consumer states that they told her it was because of no payment.

The consumer states that due to COVID-19 they were to keep the services on.

The consumer wasn't even behind until this month due to the pandemic and was told they wouldn't shut her service off.

The consumers husband is the account holder, Donald Miller but she is also an authorized user.

The consumer states that she would pay \$205 for HD tv and yet the quality is horrible and would like them to fix that.

The consumer would like her services back on immediately and would like her bill adjusted for them interrupting her service when they weren't suppose to.

CTR-415

Ticket: # 3982572 - Att covid 19

Date: 5/19/2020 10:53:49 AM

City/State/Zip: East Liverpool, Ohio 43920

Company Complaining About: AT&T

Description

Att tried suspending my phone due to lack of payment even with covid 19 going on and I've been charged late fees

Ticket: # 3982594 - Service /COVID-19

Date: 5/19/2020 10:58:48 AM

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Comcast

Description

Consumer states that his internet is not working properly, Consumer states that every day he is able to receive his internet after 4:00 pm. Consumer states that Comcast is always reporting outages. Consumer works from home and this is affecting him a lot. Consumer has try to call them but they do not answer to any of his calls. Consumer will not be paying for a bad service. Consumer wants his service to be fix immediately.

ctr408-phone

Ticket: # 3982656 - Suspended Service**Date:** 5/19/2020 11:20:10 AM**City/State/Zip:** Oakland, California 94605**Company Complaining About:** AT&T

Description

On May 14, 2020 I telephoned AT&T to request an extension on payment- as I had received a disconnection notice. I was given until May 30, 2020 to pay and avoid disconnection. On May 19, 2020, AT&T disconnected my landline phone. I telephone AT&T and was told my wait would be over 2 hours. I paid the bill and called back and was told the wait would be 6 minutes. AT&T allowed only a 60 day grace period during pandemic shut downs despite California remaining shut down. AT&T now wants to bill me a fee for disconnection/reconnection when it failed to honor the payment extension date.

Ticket: # 3982710 - COVID 19 - AT&T Cellular

Date: 5/19/2020 11:34:38 AM

City/State/Zip: Brookfield, Connecticut 06804

Company Complaining About: AT&T

Description

My income has been impacted by the Covid 19 pandemic and I explained this to AT&T regarding my bill and they still managed to force me to pay and then suspend my services along with a reconnection fee assessed. I would like to have all fees waived and I would like to switch services from AT&T to another provider without penalty. I had brought it to their attention that they agreed to "Keep Americans Connected Pledge." with the FCC. The AT&T representative said that has expired and it was good for March and April.

Ticket: # 3983056 - Robotexting

Date: 5/19/2020 1:26:13 PM

City/State/Zip: Atlanta, Georgia 30314

Company Complaining About: Gp Research

Description

I received an unsolicited robotext from someone who identified as "Meg with GP Research" using the phone number 252-557-2981. After inquiring where I opted in, no answer could be provided, just that my number came from the State voter file or another public source.

The subject was regarding COVID-19.

Ticket: # 3983099 - Equipment Issue

Date: 5/19/2020 1:37:15 PM

City/State/Zip: Mangonia Park, Florida 33407

Company Complaining About: Comcast

Description

Consumer said she has a cable issue

Consumer said she has a toddler bed in her room, and it is bending the cable

Consumer said that her box is not getting a signal and she does not have TV

Consumer said she called Xfinity and they said due to the Pandemic they would not send a Tech out

Consumer said she asked it to be escalated it up to a manager and the manager Brian was yelling at her saying its not an emergency and they are not sending a tech out

Consumer asked them to not charge her for the service until she gets service, but Brian refused because she still gets internet

Consumer just wants a tech sent out to fix the issue if not then take the charges off for TV until she gets her TV back, consumer also Said the Brian should not be a manager if he does not know how to treat customers with respect and decency.

CTR402

Ticket: # 3983144 - Comcast Cut My AT&T Fiber Service

Date: 5/19/2020 1:55:23 PM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

On 5/18/2020 Comcast came into my neighborhood to lay internet fiber lines. During their work activities they cut the line for all of my AT&T services, as well as the AT&T services for several of my neighbors. I do not understand why Comcast had to cut my service providers fiber lines to install theirs. As we all are trying to work from home due to COVID-19 this is disrupting our abilities to do our jobs.

Ticket: # 3983180 - Re: [FCC Complaints] Re: Internet Availability Complaint

Date: 5/19/2020 2:04:45 PM

Company Complaining About: AT&T

Description

This is a follow-up to your previous request (b) (6) "Internet Availability Compl..."

Hello,

Now that a lot of people have to work from home and many will continue even after the pandemic we need broadband in our area. Please help facilitate this. Maybe a CAF phase 3 is in order. Or any incentive that would allow AT&T to expand it's Uverse technology and / or its wireless network.

Please advise. Thank you,

(b) (6)

Ticket: # 3983194 - Billing

Date: 5/19/2020 2:08:34 PM

City/State/Zip: Merrick, New York 11566

Company Complaining About: Optimum

Description

Promotion package expired and bill increased by \$21. per mo. As a senior, quarantined due to current issues, living on 'fixed'...very fixed... increase is hard to manage. Provider will NOT entertain new promotions until Covid-19 scare is over...no matter how long that takes. Asked to reinstall prior package, provider firmly denied request. Simply asking for consideration to reinstate promotions.

Ticket: # 3983275 - Unwanted SMS text

Date: 5/19/2020 2:33:04 PM

City/State/Zip: San Diego, California 92103

Company Complaining About: Gp Research

Description

i received this text at 10:38 AM PDT 05-19-2020 from (409) 684-4574: "Hi I'm Tam with GP Research. We're polling people living in the Las Vegas area to understand the impact of COVID-19. Will you answer a short survey?" My texted response was: "I have not give permission for your organization to text me, a violation of Do-Not-Call. Please remove this number from your database. Your information is being forwarded to the FCC. and the FTC"

Ticket: # 3983319 - AT&T is not refunding my over payment credit

Date: 5/19/2020 2:50:22 PM

City/State/Zip: Sugar Hill, Georgia 30518

Company Complaining About: AT&T

Description

I changed my at&t act. to voice over ip from pots lines. When i did this i had a credit of \$710.66 on my pots line ad (b) (6). They said i would get a check back in the mail for this. I called and t/w Brenda on 4/18/2020 and she told me the check was sent out on 4/17/2020. I never got a check for the refund. It's been over a month now. I am very busy business owner with all that's going on with covid-19 and all and really need this money back ASAP. Either send a check immediately or credit my new (b) (6) for the \$710.66 now.

Ticket: # 3983332 - Threatening to disconnect service

Date: 5/19/2020 2:53:47 PM

City/State/Zip: Rialto, California 92376

Company Complaining About: Spectrum

Description

They are threatening to disconnect my service during the pandemic when it specifically says that they will not during this time of need. I was released from my employment and with their outrageous increases in service charges it is difficult for me to pay this bill.

Ticket: # 3983338 - Optimum Internet Issues COVID-19

Date: 5/19/2020 2:56:18 PM

City/State/Zip: East Hanover, New Jersey 07936

Company Complaining About: Optimum

Description

The consumer wants to file a complaint against Optimum/Altice regarding her cable, phone, and internet services.

The consumer states that she is working from home and for the last 6 weeks she's been having issues with her internet going down constantly.

She has had a lot of technician and that there is a leak on a pole and they need maintenance crew to come.

The technician that came out today was the same one from April and they never send out the correct people to fix the issue.

The consumer is paying for services she isn't even getting.

The consumer isn't able to perform her job completely.

The consumer needs the issue fixed immediately.

The consumer needs credit for the times that she is paying for service that she is not receiving.

They were offering a \$5 credit for 2 months, so \$10 for the interruption of her not being able to report to work?!

The consumer states that the technician put in an OST referral apparently.

CTR-415

Ticket: # 3983393 - Optimum DISCONNECTING people

Date: 5/19/2020 3:16:47 PM

City/State/Zip: East Moriches, New York 11940

Company Complaining About: Optimum

Description

Optimum phones are unanswered, website down, no way to contact them. As retaliation for contacting FCC prior, Optimum has disconnected my service again. I believe in retaliation to my original complaint. There are late fees added in. Return check fees added in. Will not reconnect me as per covid agreement

Ticket: # 3983479 - unethical data caps

Date: 5/19/2020 3:38:26 PM

City/State/Zip: Manteno, Illinois 60950

Company Complaining About: Comcast

Description

Make data caps illegal, they are completely unnecessary and are nothing but a cash grab for big companies like Xfinity and att. During this pandemic, the data caps were lifted and it shows that these companies can handle more data throughput.

Ticket: # 3983532 - Intermittent HF interference

Date: 5/19/2020 3:52:15 PM

City/State/Zip: Redmond, Washington 98052

Description

I am a citizen's band base station operator. In my neighborhood, there is a signal that emits from an unknown source from the hours of 17:25pm until 11:30 am. It renders my equipment useless as the signal completely wipes out receive. 7db+. It's a constant carrier with little static. . My wife's uncle is a licensed ham, and suggested hunting it down with our own equipment. However, I'm a bit apprehensive due to the covid-19 pandemic and also looking suspicious to local law enforcement. . Is there anything the FCC can do? Or is this something I have to hunt on my own? This signal has been present for a couple years now. And is very aggravating. Please let me know what I can do as I wish not to break any laws. Thank you . Address is (b) (6) . Name (b) (6) .

Ticket: # 3983744 - Sprint - account opening COVID

Date: 5/19/2020 4:53:05 PM

City/State/Zip: Decatur, Georgia 30033-1037

Company Complaining About: Sprint

Description

Attempted to activate mobile phone service with Sprint for a resident of an assisted living facility who is not permitted to leave the facility due to Covid. After two hours on the phone with Sprint to activate service, they insist the applicant comes into a store with two forms of identification. Sprint stated there is no way around this, even though residents of assisted living facilities are not permitted to leave their facilities.

Ticket: # 3983750 - Cancellation

Date: 5/19/2020 4:54:21 PM

City/State/Zip: Mohegan Lake, New York 10547

Company Complaining About: Optimum

Description

Because of the pandemic I was forced to move with my two children to my parents' home. I called optimum/altice to cancel my service - this is when I was informed that "someone" had already called to cancel my service and that I owed the company over 300 dollars for equipment that was not returned. The fraudulent date of contact in their records was May 12, 2020. I called customer service on May 19, 2020 for cancellation. They first told me I owed the balance because I did not return the equipment since the 12th, even though I NEVER called (so for seven days I owed a balance of 300 just for equipment). They then said that I would not be charged for not returning the equipment promptly because all their locations are closed due to the pandemic, but that I still owed the 300 for not returning the equipment (even those all locations are closed). This is such a nominal issue, but their behavior during a time like this warrants some attention so that it does not happen to others. The rep then decided she no longer wanted to lie to me so she left me on hold after I requested a supervisor.

Ticket: # 3983786 - Credit Card Offer

Date: 5/19/2020 5:07:25 PM

City/State/Zip: Acton, Massachusetts 01720

Company Complaining About: Lifecare, Center

Description

Recorded message thanking me for choosing (using?) Visa etc.. I pressed 1 and spoke to a woman. I told her I have a Visa card with balance of \$7429.17 and exp. date 03/20. She asked for the card number. I told her that is confidential Then she hung up message Caller ID: LIFECARE, CENTER 1-978-263-9507 NOTE: LIFECARE is a nursing home in Acton, MA. Using that Caller ID during the Covid-19 crisis should be a crime.

Ticket: # 3983823 - Privacy Breach by WA State Department of Health

Date: 5/19/2020 5:36:56 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: Laura [i Think} Wa State Department Of Health

Description

On May 14, 2020 at 1607 hrs, my voicemail recorded a call from State of WA Department of Health # 206-224-0125. A lady by name of Laura left a message they were conducting a survey. She spoke very fast and did not sound professional at all. I had to play back the call to understand what it was about. I save the call. I did a check on the internet to see if it was real or bogus. My findings as follows: <https://www.everycaller.com/phone-number/1-206-224-0125/> According to Peoples; experience in the link a company by the name of ICF was contracted by them to do the survey. I did not authorize my number to be given out to anyone and for State of WA DOH to do that is a breach of my privacy. I believe I should be asked first if I wish to participate instead of DOH presuming I will. Know that I will not be participating in the survey and I want to know my legal rights to refuse without repercussions as the State Government has become very dictatorial since Covid 19. I look forward to a written response from FCC on how I should move forward with this breach of privacy. Thank you.

Ticket: # 3983911 - Suddenlink poor speeds poor service all around fraud

Date: 5/19/2020 6:27:32 PM

City/State/Zip: Milton, West Virginia 25541

Company Complaining About: Sudden Link

Description

I have been a Suddenlink cx for over 5 years. I pay for 400 Mbps and receive less than 50 daily on a wired connection. Multiple outages where the service can not be used at all. You call and receive no help with credit for loss of service or slow connection issues. Working from home due to covid-19 means a loss of income for my family when service is out for days at time. Latest issue I received email about new Suddenlink service installed under my maiden name at an address similar to mine. Confirmation was sent to my email. Who ever signed my name upon install. When I contacted them I was told someone using my email address and my address minus a directional code was just another customer with a similar name. Today I received email equipment is being shipped. Suddenlink was to call me back which they never did. To make things worse the fraudster is getting a faster speed and paying less. I want reliable service and the speed I pay them for. I also want a resolution to the service being installed in my name at a location I do not live and will not be responsible for. Suddenlink seems to be unwilling to fix any issues when you contact them

Ticket: # 3983954 - Internet Blockages**Date:** 5/19/2020 6:36:01 PM**City/State/Zip:** Pasadena, California 91105**Company Complaining About:** Verizon Wireless

Description

The internet on my mobile phone is frequently blocked. I tried contacting the California Commission on Teacher Credentialing (I've current licensure, and a friendly to both publicly and privately funded settings). The site spins (computer version of thinking). I was blocked from a site (for 2 weeks) that preventing a work based function of applying for COVID-19 relief funds from the CCF/Getty COVID-19 fund. The information available on my mobile internet was several weeks to a month old, and/or edited out the website information; I'm not expert, I simply defer to experts. I am 08' impacted (Fed breech), between regular assignments (I've a p/t position), am on medi-cal and food stamps for more than a year (the relevance being I'm pressed for a basic existence).

Ticket: # 3983969 - Mobile Phone Internet Blockages

Date: 5/19/2020 6:45:45 PM

City/State/Zip: Pasadena, California 91105

Company Complaining About: Verizon Wireless

Description

My mobile internet is frequently blocked from normal websites. I tried contacting the California Commission on Teacher Credentialing (I've current licensure and am friendly to both publicly and privately funded K12 schools), the site spins (computer version of thinking). The mobile internet would not allow access to the CCF/Getty COVID-19 web site for timely submission of relief application. My p/t employer struggles to stay afloat, and applying is legitimately important. I am 08' impacted (Federal breach), on medi-cal and food stamps for more than a year. Such navigation presses my existence as, for example, I missed receipt of a weekly pay check (\$200) because my 501(c)3 employer is pressed for cash. Can you advise/assist?

Ticket: # 3983988 - Direct TV

Date: 5/19/2020 6:54:37 PM

City/State/Zip: Franksville, Wisconsin 53126

Company Complaining About: Directv

Description

Promised \$300 gift card, got \$100 and some cheap USB cords. Promised price would not exceed what we had been paying for DISH, price almost doubled after 1 year. \$50 to \$60 more. Me, SSI disability, my wife laid off Covid 19 can not afford \$170+ a month. \$40 a month to cancel. They lied we want out!

Ticket: # 3983996 - Sports

Date: 5/19/2020 6:57:53 PM

City/State/Zip: Lakewood, California 90715-1130

Company Complaining About: Frontier Communications

Description

Frontier Communications is charging me (and every other subscriber) a "regional sports fee". Because of the COVID-19 pandemic there are no sports being played, hence, nothing to televise. That charge should be eliminated, since there is no service.

Ticket: # 3984063 - Suddenlink internet

Date: 5/19/2020 7:38:47 PM

City/State/Zip: Cross Lanes, West Virginia 25313

Company Complaining About: Sudden Link

Description

In March I contacted Suddenlink about intermittent internet issues throughout the day. They sent a technician out who said the problem was resolved. The issue continued to occur and I called them back, they set up an appointment for a tech to come out- which I later cancelled. I was charged a fee of \$60 and when I called to question the charge I was told an investigation would be done and I would be called and to wait for that call before I paid the bill. I was told I would receive a response within 7 days. After 7 days I called and was told it was still under review and to wait to pay my bill, and that because of covid issues I would not be disconnected. I was disconnected- paid the charge, and called and requested a callback from a supervisor twice. I did not get the call back.

Ticket: # 3984069 - Internet issues

Date: 5/19/2020 7:43:37 PM

City/State/Zip: Charleston, West Virginia 25313

Company Complaining About: Sudden Link

Description

I have suddenlink and the internet connection is constantly being lost. Due to Covid-19 we are supposed to be working from home but my wife can't because the internet won't stay connected long enough for her to do her job. It also causes me to have interruptions as well and sometimes a lot of down time that I should be working.

Ticket: # 3984079 - Suddenlink Service in WV

Date: 5/19/2020 7:53:47 PM

City/State/Zip: Saint Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

I am a suddenlink customer and i pay for 1gb download speed and 50mb upload speed. Currently during the pandemic i am working from home and have been since March. I have never gotten my advertised speed. I'm attaching my speedtest results in csv form.

Ticket: # 3984135 - Suddenlink Woes

Date: 5/19/2020 8:24:26 PM

City/State/Zip: Charleston, West Virginia 25301

Company Complaining About: Sudden Link

Description

On May 9th, I called to set up a transfer my services to my new address for the month of June. This resulted in Suddenlink disconnecting my services at my current address for 4 days while excruciatingly trying to reach a very unhelpful customer service that is obviously outsourced from another country. Due to COVID, my wife had to work from home and missed two days of work, having to take 1 day of her vacation to get paid. On the 4th day, after probably 40 calls attempting to get my service restored, and many false promises from them, they miraculously fixed the issue.

Ticket: # 3984172 - AT&T shut off phone/internet despite promises during pandemic

Date: 5/19/2020 8:53:22 PM

City/State/Zip: West Palm Beach, Florida 33411

Company Complaining About: AT&T

Description

AT&T shut my internet and phone on 5-18-2020. I had just spoke to them the week prior to being shut off, that I was furloughed and still waiting on either unemployment or my stimulus payment, then I would be happy to pay bill. They assured me I would not be shut off, but still shut me off on the day I was due to start working from home. Now I have lost income dyue to their actions. I have been their customer for 30+ years. They need to be penalized for their lies. Who shuts their customer off during a pandemic?

Ticket: # 3984175 - Negative option billing

Date: 5/19/2020 8:54:49 PM

City/State/Zip: Los Angeles, California 90032

Company Complaining About: Spectrum

Description

Spectrum has committed negative option billing since February during pandemic in los angeles. I would like broadband back to connection and charges erased from my bill before I continue payment. Thank you

Ticket: # 3984234 - Trouble services

Date: 5/19/2020 9:34:04 PM

City/State/Zip: Temple, Pennsylvania 19560

Company Complaining About: Directv

Description

Contacted my service provided because it's unfair that they shut us off during a pandemic for such a little amount due, spoke to numerous managers with no resolution what's so ever im highly disappointed as a paying customer and even during these tough times I'm appalled that they still shut us off

Ticket: # 3984255 - Internet speeds not as advertised

Date: 5/19/2020 9:47:09 PM

City/State/Zip: Worcester, Massachusetts 01602

Company Complaining About: Spectrum

Description

Since this pandemic started, my internet speeds have plummeted. I started off paying for 100mbps downloading years ago. After this whole thing hit, I was averaging 60mbps or less. And often times would be down to less than 10mbps. This is on ethernet. I literally sit there and run speed tests consecutively and I can watch the numbers jump like a pogo stick. Clearly something is wrong with the signal.

I have had technicians over replacing things and lines and boxes and whatever and the issue persists. I even got upgraded to 400mbps for the same rate I was paying before and still, the speeds are almost NEVER as advertised even on ethernet. And again, are often under 60 or even in the tens.

This is unacceptable. There is clearly a signal issue that nobody is trying to fix. I have found out my neighbors are having the same issues as well.

They can directly see the signal issue on their end when I call. But they can't tell me why or how to fix it. We work from home and need reliable internet and cannot be trying to work on DSL quality speeds.

Most of the time, the wireless speeds are higher than ethernet speeds. But still not as advertised.

Ticket: # 3984257 - Over charge direct deposit

Date: 5/19/2020 9:48:29 PM

City/State/Zip: Portland, Oregon 97239

Company Complaining About: Centurylink

Description

Dear FCC staff,

I am complaining CenturyLink cheating customer like my case. During the pandemic ,I decided to apply direct deposit so my monthly payment will be reduced \$5.00. I spoke with CenturyLink customer service; he agreed to charge me \$40 per month if I setup direct deposit. On March 21st, 2020 I received notification CenturyLink still got \$45.00. On March 21st I emailed CenturyLink to complain over charge, but CenturyLink service never responded. I remembered in April I called again CenturyLink customer service she promised to charge my monthly bill \$40.00 including tax forever as long as being a loyal customer. Instead of reducing my bill, CenturyLink charged \$52.83 on May 7. On April 6, CenturyLink charged \$45.00 instead of \$40.00
On May 7, CenturyLink charged \$52.83 instead of \$40.00
Centurylink promises \$40.00 monthly charge including tax forever, but this company cheats customer. Thank for help to solve this problem. (b) (6)

Ticket: # 3984281 - False charging

Date: 5/19/2020 10:11:27 PM

City/State/Zip: Parkersburg, West Virginia 26101

Company Complaining About: Sudden Link

Description

Sent an email stating we went over our bandwidth amount and suggested upgrading to higher pkg pricing, we refused to. Dropped our usage greatly yet every month they keep increasing our bill higher rather than lower. Never had this issue before. Customer service was useless saying we owe the high bill even though usage drops and we know we did NOT use that much, down to only 1 web user that only web surf's plus one social media acct. The bill keeps rising to con us into paying for a higher pkg. They are falsely altering internet usage. This began approx when covid did.

Ticket: # 3984298 - Sprint Lost Connectivity, Poor Connection, No Service, and Illegal Cancellation

Date: 5/19/2020 10:27:50 PM

City/State/Zip: Lees Summit, Missouri 64064

Company Complaining About: Sprint

Description

Hello,

Sprint (my former network provider) violated its contract with Parachini Enterprises, LLC. Several oral agreements, written agreements, and terms were violated from day 1 of an approximate 2 year contract. The 2nd to last communication I had with Sprint, was Sprint begging me not to cancel my plan (I wanted to cancel that day). I was informed I would get an email from the Corporate Executive Department offering me additional savings and money back, because Sprint was worried about the T-Mobile merger and would do anything to save customers. To my dismay, I never recieved a communication back. The only thing I recieved was the disconnection of my service without any written or oral notice and a legal letter from a law firm demanding approximately \$500.00. In all, I had three or four phone numbers (only two of which worked, even after 2 years worth of complaints). Please contact me regarding this issue at (b) (6)

(b) (6). My service was cut less than 30 days following my 2nd to last communication with Sprint, which was during the middle of the National Pandemic (during lock down). This left me with no communication for my business, which ultimately failed. 2 devices never worked as promised (was informed an iPad and i Watch would have cellular services as they each had their own dedicated lines). 2 other lines constantly dropped calls and never worked. Sprint tried fixing this by sending me 3 different "boxes" to boost my signal, which I have learned was just their way of forcing me to allow any one with Sprint to use my electricity to power the box that did not work anyways. Sprint literally promised and tried everything to "fix" the service interruption issues, but nothing worked. Again, I was promised "substantial savings from Corporate due to the T-Mobile Merger", but only received complete disconnection during the middle of the National Pandemic and a legal letter from a law firm demanding approx. \$500.00. I have since switched to a different carrier and have no intention of ever using sprint mobile again. I recorded several of the calls, but may have lost the recordings. Phone numbers for two iphones, iwatch and ipad were (b) (6)

Ticket: # 3984304 - Internet Issues Thru COX Cable

Date: 5/19/2020 10:30:06 PM

City/State/Zip: San Diego, California 92115

Company Complaining About: Cox

Description

I am currently a customer of COX cable for their internet service and in recent months have had growing issues with my connectivity. As expect, I assume many of these issues are due to more people working from home with the current COVID 19 pandemic causing people to have to work from home.

Over the last few months, I have contacted COX cable about growing latency and connectivity issues I have been working with my company's IT department to to try and remedy so that I can do my job. And it has grown increasingly difficult and COX seems to have no real resolve other than basic tips, saying everything is fine when it is indeed not or asking for more money to have an additional department look into the problem.

As of today, I have attempted multiple restarts, reboots, command prompt tests, ping tests, speed tests, unplug, plug in, resets; to the point of even attempting new equipment. All of which has been done through my company's IT department, and still no solution.

As another attempt to find a solution I was sent a new modem to try. I set everything up correctly and contacted COX to activate the modem. Advising the rep helping me this was a hail mary test to see if maybe my equipment was the culprit. With no hesitation the equipment was activated and I was advised that the service would reset and should be back up within 30 minutes or so. End of call. Everything is set up and I log in to start working and low and behold still have the same issues. So I again contact the IT rep who has graciously been assisting me to advise of the situation. Since the equipment from work did not remedy the situation I was advised I'd need to return the it. Understandable. So everything is reverted back to my initial setup and I contact COX again to re-activate my previous modem.

Here's where I have a major problem and why I am filing this complaint. I call COX 6 TIMES only to be hung up on either by the system or possibly even a representative until I am finally able to reach someone only to get some extremely upsetting news.

The representative that I am finally able to reach tells me they can help me activate my modem. Great start! So I provide all the necessary information. Then I am told she is not able to activate this modem and I asked 'why?' completely puzzled as it was just being used up until this morning. She then tells me because I activated a new modem (which happens to be a newer model) that they cannot reactivate the old one. It is not compatible. How can it not be compatible if it was just being used earlier that morning? So I am told that it is not compatible with my internet package (which happens to be up to 100Mbps) and the modem is only sufficient for use up to 150Mbps. Now I'm no math wiz but I'm pretty sure that means my equipment DOES meet the necessary requirements as my package is under the specified limit on the modem. Which I advised her. I was then advised the equipment must have been "grandfathered in". I have had this service and equipment for about 3 years now and have had null to barely an issue up until this stay at home order and work from home

was made a requirement. Barely an issue and now my equipment is 'old' when in previous conversations everything was fine and the equipment was compatible and having no issues? She continued on stating she was unable to activate the equipment without lowering my internet package which I kindly told her that was not what I was looking to do and request to speak with a manager. I was advised someone would contact me shortly, within 15 -30 minutes. That was 2+ hours ago and still no call and conveniently they are now closed. So I am now completely without internet service and have no way to do my job in the morning because of complete negligence of this company. I am completely frustrated because I have a job to do and if I can't do it that is money out of my pockets. Money I pay this company for this horrible service. To the point I don't even want to deal with this provider anymore and started looking for a replacement. Unfortunately, I live in an area where only COX is available so I am stuck.

This is no way to deal with loyal customers. I pay for this service and expect it to work for me and even if there is an issue I expect is resolved. This is not good service and this is not a good company. I have come across many complaints of this same issue on their sites customer forums and instead of helping people they delete their post and place a message stating to contact Customer service. Where is the service in that? These people are taking money for services that are partially rendered and something needs to be done about it. This affects people's livelihood.

Ticket: # 3984316 - Suddenlink

Date: 5/19/2020 10:43:21 PM

City/State/Zip: Pikeville, Kentucky 41501

Company Complaining About: Sudden Link

Description

Service is so bad had to get mobile hotspot to be able to do my job. This was before coronavirus stuff was bad.

Also was quoted 60ish dollars per month after two months went up to 90ish.

Ticket: # 3984323 - Assurance Wireless

Date: 5/19/2020 10:47:16 PM

City/State/Zip: Hill, New Hampshire 03243

Company Complaining About: Assurance Wireless

Description

Dear Sir/Madam,

I had a free, via federal help, phone. I only want/need it for emergencies. In addition, I live in NH: where service isn't accessible where I live. Several times on errands I attempted to make a call...to my home... but was unable to complete the call. I was cancelled due to failure to meet the federal requirements.

I do understand that isn't an issue for most cell phone users. I am on SSDI and technology is not easy for me. When I realized I was cancelled, I tried to reinstate myself. Again, technology reared it's ugly head. And I wasn't able to access the online version of the application. I tried so many times thinking it was an internet/website issue. Then my daughter made a suggestion that helped me access the forms. Meanwhile, I had called with my problem and the only answer was they would mail me the application... in 7-10 days. Why couldn't they take my application via phone???

During this pandemic, I found myself in what I fondly refer to "in the boonies". Even less automobile traffic than usual...and do you honestly think someone would stop to help me? I had necessary errands for food and medicine. I held my breath whenever I drove. I still am. Why? Because even though I finally after calls and calls, and yes, calls. Finally passed the new re-certification process. April 30th I was notified I would have the phone in 7-10 business days. On day 10- I called... no real answers...expediting it.. call tomorrow if you don't receive it. Didn't. Called again... told the basic same thing and another 7-10 business days..

I understand about the pandemic.... I am following all the rules. If Assurance Wireless meant.. up to 20 business days... shouldn't they have told me that. Shouldn't their representatives know? Instead of what I call, backpedaling.

I am grateful for the service you provide low income people, don't think I am ungrateful. I just have to wonder why did this happened

Thank you for "listening" and perhaps you can address this with the program. I am only one person... But one who let you know. There could be many, many others.

Sincerely,

Ticket: # 3984339 - Verizon Constantly not providing internet broadband

Date: 5/19/2020 11:33:25 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Verizon

Description

I have had to call verizon fios on multiple occasions concerning the speed of my internet. I am constantly not receiving the broadband capacity as per the "Loyalty Customer" agreement between Verizon Fios and myself. I have not had the full capacity of my internet service for 6+ months. It is consistently proving 20-30 mbps versus 900 - 1Gb as committed by Verizon.

I have spent at least 5 hours (in total) on the phone with Verizon Fios customer service to solution this issue. The representatives never seem to be on the same page and I am being told different courses of action to obtain internet speeds as committed by Verizon Fios.

In the last month, Verizon has attempted to fix the issue with a previous router and suggest I upgrade to a SON router (at cost to me) to ensure I would receive near 1 GB on internet speeds. One representative told me the old router should have no problem in providing 1GB of internet and another representative said I would need to upgrade (at cost) to a newer 5G router with SON capabilities.

Since having the new router (at cost, when i was told the old one should be fine), I am still not consistently receiving internet speeds of approx 900MB - 1GB when hard line plugged into the router. I am getting speeds of 20-40 mbps with the new router. These low speeds were the same speeds in which caused me to reach out the Verizon Fios in the first place.

I am very unhappy with the performance of the internet service and have had to spend valuable time troubleshooting during a pandemic. I hope this can be solved immediately, as the committed internet speeds are a major requirement for professional and personal tasks my family and I complete on a daily basis; but most importantly requirements on working from home during the COVID-19.

This constant issue is a major inconvenience and has caused major delays in important activities.

Ticket: # 3984355 - Rude Representatives Ending Conversations Without A Resolution

Date: 5/19/2020 11:55:07 PM

City/State/Zip: Detroit, Michigan 48206

Company Complaining About: Google

Description

Contact Google Fi (my cellular phone carrier) about my cellular service billing. During the COVID pandemic, google has allowed me service, without having to pay a bill. In addition to having a young child recovering from the pandemic, I express to the first Representative, and further more how it was hard not to have a phone during this occupation freeze situation here in my area. The first representative looked into my account inadditon to offering a for sure solution. However we lost contact, that same representative email me with a follow up!

Called back to get my phone possibly troubleshooted, with two OTHER respresentatives of Google Fi, and they offered poor customer service! Not just poor, but rude as well, after repeating to me that is was nothing that they could, and basically how they had to help other customers, and ended our chat, with out a resolution

Ticket: # 3984388 - Foreign sms smishing

Date: 5/20/2020 1:03:01 AM

City/State/Zip: Ravenel, South Carolina 29470

Description

They can not even spell in plain english!

I apologize but econsumer.gov is down for maintenance.

I have always reported in real time interference, dropped calls, cramming, and any method of scamming or otherwise malicious .

I serve! I not only look out for others but my community and self! Now is not the time to have " fake miracle products" let alone recieve things uninvited.

I am on Do Not call or text!

I had issues in past with reversed charges from foreign origin !

It takes a LOT to trust once someone breaches info or seems shy of standard.

I was forced to prove my self and had to submit declining the scam cram calls then.

And will be ___ if any scams around Covid 19 or any fake stuff.

Will slide! Not too mention myself...what about our seniors?

Please know the forwarding to 7726 is null!

The blocks etc or engineers need better way to het our reports in real time.

The +15306807452 numeric was in senders id info. *** note they misspelled " aging"

The smishing (think is what is called) was:

BREAKING NEWS: American scientists have discovered a vitamin that could end ageing. (b) (6)

you are invited to try it for free: uvcd3uy.info/hVR1IUgcip

Ticket: # 3984442 - Suddenlink billing

Date: 5/20/2020 5:24:51 AM

City/State/Zip: New Martinsville, West Virginia 26155

Company Complaining About: Sudden Link

Description

In the middle of a pandemic, Suddenlink increased it billing rate by 40% ---AND it is impossible to contact them. Phone calls are disconnected. THere is no way to message them or email them. I have always paid my bills in full and on time. I have an excellent FICO credit score---- but Suddenlink is going to blemish my credit rating.

I have tried and tried to contact them.

Ticket: # 3984474 - Old Lines

Date: 5/20/2020 7:38:13 AM

City/State/Zip: Wheelersburg, Ohio 45694

Company Complaining About: Frontier Communications

Description

I have lived in my current residence for over 4 years and have had nothing but problems with our service but the worst is that we have speeds that max out at 3 MBS/sec and are paying for more than that. I have called MANY times and am told that we are just in a bad area, at the end of an old line that has a great distance - but there is a Frontier hub much nearer us that they refuse to run a new line to and improve the service to our area. We are also stuck because Frontier has some sort of monopoly on our area and no other internet provider has rights to provide service, so we are stuck with internet speeds that are basically dial-up. My wife and I are both teachers and have needed reliable internet to work from home in this pandemic but unfortunately we have not gotten any help from Frontier.

Ticket: # 3984516 - Suddenlink

Date: 5/20/2020 8:56:42 AM

City/State/Zip: Scott Depot, West Virginia 25560

Company Complaining About: Sudden Link

Description

Like hundreds of other West Virginians, Suddenlink's internet has been atrocious and they have failed to fix it despite numerous complaints. Due to outages during this pandemic, I have had to risk my health and go into the office to work. And days when that is not available I have to work throughout the night to make up for lost time.

Suddenlink also adds charges to bills for programs you did not order. When you ask them to remove it, they give you a fraction of the money owed to you and then say because they gave you that fraction they cannot give you anymore money to make you whole. This clearly violates state and federal consumer protection laws.

Ticket: # 3984521 - AT&T Billing Complaint

Date: 5/20/2020 9:04:07 AM

City/State/Zip: Margate, Florida 33063

Company Complaining About: AT&T

Description

I have been using AT&T forever, and forever I have been fighting AT&T's slippery ways of gaining on customers and by-passing government's regulations.

I have not switched to the next, because the next also belongs to AT&T. I discover that out the hard way.

AT&T behaves in is such a bully way, because it has no real competition. It is monopolistic.

It all means, the customer has no actual defense against AT&T's daily, swiftly, frauds.

We, the customers, are its eternal victims.

An example,

For years AT&T has been selling me a program, U-verse bundle, supposedly, for a fair price of \$123.00 monthly,

However, from time to time, and every month since we joined, the bill rises like boiling water to \$175.00.

When my spouse and I finally screamed (like every rational citizen, we live on a budget), they play the everlasting game. "Oops! Sorry!"

But this has been happening every month for years (uncountable) because we have not a place to bring our grievances or a reliably honest government agency that is not in AT&T's deep pocket.

In the United States of America? Have we "cat nap" down to ThirdWorld comportment?

We have BBB, but it is a joke. They call themselves "Mediators." I will stop right there. Whatever strategy one can use, AT&T's bottomless pocket is unbeaten.

Another example,

Some day you call and ask why my bill is so high?

The response is, "We have added PROMO." What the hell is Promo?

I only watch the news on TV and nothing else. Why did you add Promo without my say?

"That is the way AT&T does business."

I am going to write to the CEO.

"Go ahead, make his day."

The response was correct.

After reaching out to the CEO, and for one month, things get comfortable once again; you are slaked and reassured.

The next month the price rises again, and this time, you have no one to contact, because all the contact numbers are unavailable, the webpage offers "Contact us," but swirls you around and around to nowhere. The automated machine tells you:

"There is no one available to receive your call.

AT&T is nice to everyone during the Corona Virus Pandemic . . .

Ticket: # 3984557 - Billing issues and outages

Date: 5/20/2020 9:27:36 AM

City/State/Zip: Dunbar, West Virginia 25064

Company Complaining About: Sudden Link

Description

I have had issues with Suddenlink for years. They have increased my bill without notice. When I called and explained that I was supposed to be locked into a rate for the life of my contract as long as I had the service, the lady I spoke with basically called me a liar and said they didn't offer such things. When I asked to speak to a supervisor she was very rude, put me on hold forever, and then told me a supervisor would have to call me back. They never did. Ever. I have called since to resolve the issue or have my bill lowered and they are always rude. During all of this, we experience slow or lagging service. Some days we lose service all together. During the recent issues with the pandemic, it has caused issues trying to get my child's school work done.

Ticket: # 3984570 - AT&T Availability Complaint

Date: 5/20/2020 9:35:59 AM

City/State/Zip: Playa Del Rey, California 90293

Company Complaining About: AT&T

Description

Hello,

I just got off the phone with AT&T. I assumed their billing/collections department knew about the FCC Keep Americans

Connected Pledge. I was told they heard about it. They interpret the Pledge in their favor, based on semantics.

AT&T has two types of account shutdowns. They can "Suspend" for non payment or "Terminate" for non-payment. Since "suspend" is not in the text of the Pledge, they will suspend for non-payment.

AT&T said, "we won't terminate your account if you can't fulfill your payment arrangement but, we will suspend."

Suspend or Terminate, it is the same result.

I told AT&T my inability to pay the bill was a pandemic related issue. I told AT&T I might be able to pay the bill around

July 15, 2020, depending on the "stay at home" orders and my employment status. That was not good enough for them.

They wanted a June 1, 2020, payment date and a partial payment today, May 14.

When I spoke with a supervisor she gave me a July 1 due date and told me it would not be extended and, the account would be suspended if they did not receive payment. She made a point of advising me the AT&T lawyers have provided AT&T guidance on this Pledge.

I don't believe the FCC intended to allow "suspensions" of service when they wrote "....not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic." Please correct me if I am wrong.

If AT&T is incorrect in their interpretation of the Pledge, please advise them.

Thank you,

(b) (6)

Ticket: # 3984573 - Poor Internet and Company is Trash

Date: 5/20/2020 9:38:55 AM

City/State/Zip: Cross Lanes, West Virginia 25313

Company Complaining About: Sudden Link

Description

This company continues to raise the prices of internet, the actual internet is crap and is incredibly slow, and it cuts in and out constantly. They will shut your internet service off without warning, even when you have a \$0 balance. Their customer service reps are from the middle east and are not american, which is trash. At this time, I am working from home due to covid-19 and can not do my job when my internet cuts out once an hour. Please do something!

Ticket: # 3984588 - Tv

Date: 5/20/2020 9:47:00 AM

City/State/Zip: West Palm Beach, Florida 33415

Company Complaining About: AT&T

Description

I called on may 5 2020 to cancel my Att Tv

And leave only my internet which I explained my situation to the representative Due to this pandemic he told me „ok we understand let’s go and cancel your tv starting today 5/5/2020 he gave me a confirmation number . Yesterday I received another even higher so I called again the girl name Yadora told me that I have to pay this final bill which comes with more lies so when I told her can you please read the notes from previous representatives which said tv were cancel immediately no more bill coming except the internet so she transfer me to James so he told I’m sorry you have to paid this bill and also they may charge you canceling fees soo I got really mad because the previous rep told me that due to this pandemic they not charging for early cancellation so more lies

I’m extremely disappointed with this company I will upload all the voice calls with every representative including cancellation number employee id number and I’m going to reported on every single radio station tv station this is the worst company I ever had they do my care at all and every day I will file a report against this company

Ticket: # 3984627 - Optimum. Net

Date: 5/20/2020 10:08:39 AM

City/State/Zip: Orient, New York 11957

Company Complaining About: Optimum

Description

I have been trying to contact Optimum to request temporary service suspension for my account as I was on vacation and due to health issues and the corona virus I have not been able to return home. I have been requesting callback since April 21 and have not received one.

Ticket: # 3984656 - Spectrum COVID-19

Date: 5/20/2020 10:18:03 AM

City/State/Zip: Cleveland, Ohio 44102

Company Complaining About: Spectrum

Description

The consumer received a letter about Spectrum 2 month free ending zone.

The consumer states that she saw online to call us so that they don't disconnect her service and no late fee.

The consumer states she has Internet with Spectrum, the 2 months free.

The consumer would like an extension to the free internet because of the pandemic and the extension order she saw online.

The consumers daughter uses it for virtual learning and needs to have in order for her to continue her education.

CTR-415

Ticket: # 3984776 - SUSPENDED SERVICE DURING PANDEMIC

Date: 5/20/2020 11:01:53 AM

City/State/Zip: San Juan, Puerto Rico 00901

Company Complaining About: AT&T

Description

AT&T has suspended the service for our family mobile plan during pandemic and is charging late fees.

Below there is no drop down tab for this issue

Ticket: # 3984819 - Warranty Servcies calls

Date: 5/20/2020 11:13:07 AM

City/State/Zip: Cleveland, Ohio 44111

Company Complaining About: Warranty Services

Description

On 5/20/20 at 10:54 AM EST I received a call from 440-752-5052. The call started as automated message that my warranty was expiring and asked me to press 1 to speak to a representative or 2 to stop calls. I've previously pressed 2 and I keep getting calls. I tried a new tactic today and pressed 1. A woman named Adrianna picked up and I asked her what company she was calling from. She stated "Warranty Services" and that she needed more information to transfer me to a warranty representative. I told her the year and model of my vehicle and I was transferred to a woman named Melanie. Melanie said she was the warranty rep for Ford vehicles. I asked "Ford vehicles?" since I told the other woman a different vehicle manufacturer. The woman hung up on me. When I redial the number I get a busy signal--probably a spoof number. Both women I spoke to did not have a discernable accent, I am inclined to think the calls are coming from the US. These car warranty calls are ridiculous and need to stop. I am on the federal DNC list and I am certainly not a customer or someone who would otherwise fall under an acceptance to the various do not call laws and yet the calls persist. I am working from home in light of COVID-19 which means I need to use my cell phone more for work purposes and these calls are very distracting.

Ticket: # 3984859 - Rebuttal 3758621

Date: 5/20/2020 11:31:33 AM

City/State/Zip: Englewood, California 90301

Company Complaining About: Spectrum

Description

Consumer is not satisfied with her providers resolution.
She would like to rebuttal.

Consumer is still having issues with the boxes.

Consumer had only received one month of credit and though 3 months of credit was fair. Her TV is still pixilating. She is still paying her bill \$135 and cannot watch TV. She would rather have her TV working during this Pandemic. She works for the school system and is now laid off. She would like to watch TV. Every time she calls she get a rude technician.

Ticket: # 3984883 - service disconnection of wireless phone

Date: 5/20/2020 11:39:57 AM

City/State/Zip: Walnut, California 91789

Company Complaining About: AT&T

Description

its true that i've an outstanding balance to pay. However, I've left messages with representative to discuss some payments not have been credited. Also as ordered by CA state Governor that there would be no service interruption for non payment of service because of this ongoing pandemic.

Ticket: # 3984891 - AT&T Cell Phone Service Billing & Service issue

Date: 5/20/2020 11:41:00 AM

City/State/Zip: Elkton, Maryland 21921

Company Complaining About: AT&T

Description

Returning home from Florida April 10th found that calls could not be completed on phone at my home due to service connection to cell tower being dropped on most attempts. Contacted AT&T for assistance several time to deal with this issue but could get no resolution. Being under shelter in place orders due to the COVID-19 pandemic made the need for proper cell service even more critical. Since I could not get service incoming or outgoing, I changed carriers on the 20th of April. Prior to cancelling service I also dropped service for one device, a tablet. This apparently caused the bill to go up \$142 since the AT&T bill for the period of 20 April to May 19th was \$330.30, which was \$142 more than the previous month. AT&T should not be charging me for service that I do not receive. I could not use my phone for more than a week before cancelling and though I cancelled on the 20th, I was not able to use any service for the April 20 through May 19 billing cycle. I want AT&T to credit my account for the billed service for April 20 through May 19.

Ticket: # 3984929 - Price Gouging during Covid-19**Date:** 5/20/2020 11:53:12 AM**City/State/Zip:** North Abington Township, Pennsylvania 18414**Company Complaining About:** Comcast

Description

My recent Bill has increased by almost \$20 this month. It took days to get customer service to take a call. Amazingly someone answers the phone if you want to sign up for service but no one answers for billing issues. Finally, when someone answered it took 30 minutes to find out they could not help me, they were unable to get me to a supervisor and they didn't even know how to contact their supervisor. Is this price gouging during covid 19? I certainly can not afford an increase in my bill, it I need my internet service right now. Furthermore, Comcast claims I signed an agreement for a price increase. They stated the price increase was to occur at 24 months. When I informed them I have been at customer for 12 months they changed it to increase at 12 months. There is no contract and no signature. Comcast has admitted they cannot provide a documented contract. This conversation has been documented in the Better Business Bureau. This experience needs made public.

Ticket: # 3984992 - Disconnect during Covid-19 emergency

Date: 5/20/2020 12:13:27 PM

City/State/Zip: Dallas, Texas 75225

Company Complaining About: AT&T

Description

Service disconnected during covid-19 emergency

Ticket: # 3984994 - Verizon Internet Speed

Date: 5/20/2020 12:14:08 PM

City/State/Zip: Santa Monica, California 90402

Company Complaining About: Verizon Wireless

Description

The consumer is having Internet network connection issues with Verizon whom she has phone and internet services with.

The consumer states that a technician told her that they were not going to update the towers that need to be updated.

The consumer states that when she uses her phone to make calls it goes straight to voicemail and there is no ring because she receives one bar with her home network connection.

The consumer is paying for services she is not receiving.

The consumer wants to know why they don't fix the towers like they should be so she can receive service.

The consumer states this has been going on for the past 2 years and they have her call log of this on going issue.

The consumer states that the last year has been the worst.

The consumer needs this fixed asap and its not because of COVID-19 because it was an issue before hand.

The consumer uses a hot spot to try and connect and takes her laptop to Verizon to get connectivity a while back.

The consumer would like a credit or something done for the times she has been paying and Verizon does nothing to address the issue.

The consumer states its suppose to be 4g connection strength and she only gets 1 bar sometimes.

The consumer states this is affecting her everyday life because she misses calls because they go straight to voicemail.

The consumer has been in the same location for 20 years.

CTR-415

Ticket: # 3985153 - Xfinity issues

Date: 5/20/2020 12:53:09 PM

City/State/Zip: New Haven, Connecticut 06511

Company Complaining About: Comcast

Description

Consumer was double billed.

They charge her late fees even when she pays on time.

She had a bill for \$198 in January.

Her bill used to be \$134 a month.

Consumer is disabled and on SSI.

Consumer was approached by someone who offered her a bundle for \$124 per month.

The equipment was supposed to be sent to her home.

She put down a \$100 deposit.

Consumer called Xfinity about the issue and was told she would not be disconnected due to the pandemic.

Xfinity disconnected her service.

Consumer paid the bill with her stimulus money.

Consumer has WiFi and home phone for \$15 month until 5/6/20 then the price would go up.

Consumer received the equipment and called the provider about it for assistance.

Consumer set up the box and the phone and WiFi came back on.

The next day everything was cut off again.

The bill went from \$124 to \$180 per month.

Consumer paid \$300 on 4/19/20.

Consumer is getting a shut off notice for \$300 even though she doesn't owe that.

They are claiming they will shut her service off if she doesn't pay that by 5/26/20.

Consumer does not owe that money.

CTR404-phone

Ticket: # 3985251 - Inability to provide services paid for

Date: 5/20/2020 1:23:50 PM

City/State/Zip: Hinsdale, Montana 59241

Company Complaining About: Nemont

Description

Due to Covid 19 we were forced to move in with my father-in law directly across the street from our old residence. In doing so we have had to combine our needs one being internet. Our provider is NEMONT, and I have had the displeasure again of having to deal with the inept. Lets start roughly 3 weeks ago when I called NEMONT to get the settings for email, to set up my father-in-laws tablet and phone with email along with the increase of bandwidth. I was given all of the old information prior to the change in 2019 of the email credentials leading myself on an internet quest to get the settings my self. That following monday or so I then called back was connected to a KEVIN whom was an ignorant pompous ass whom portrayed him self as the all mighty of internet service. I stated to KEVIN the issues and past interactions along with the outcome of the situation. long story short I was told no technician would be coming out and he would remotely reset my router because the router over at the new place is old and doesn't always work properly, and it will fix my problem.

I did a speed test it is showing 26.6 I increased to 75 while talking to KEVIN and it increased my bill to 140.00 a month from 80.00. The other issue is while writing this complaint my internet has dropped 11 times.

I couldn't keep this that short sorry, at the end of the day I need updated quality equipment to provide the service I pay for!!!

Ticket: # 3985529 - Extremely slow Internet connection

Date: 5/20/2020 2:37:07 PM

City/State/Zip: Fort Worth, Texas 76114

Company Complaining About: Spectrum

Description

Pings and traceroutes indicate significant packet loss on Spectrum/Charter network. Have ran pings and traceroutes on own network without getting dropped packets; Spectrum claims that signal issues exist, but any problems are external to the local network. Have replaced modem and the slow connection still persists. The Internet connection worked fine prior to March; as such I do not suspect on-site cable issues here, but rather possible issues with the node, although I was unable to get a technician on-site due to concerns about COVID-19 and a resident at high-risk (age 85) of COVID-19 complications.

Ticket: # 3985549 - Installation Fee Scam

Date: 5/20/2020 2:44:48 PM

City/State/Zip: Covina, California 91723

Company Complaining About: Frontier Communications

Description

We got an upgrade plan. Initially I did not want a technician to come over due to COVID-19 and I have expressed it to them; however, Frontier says it's policy to bring someone out even though I know that my equipment supports the upgraded plan. So when the technician came over, he was only here for 20-30 minutes max just to check wiring and call his superiors. Frontier did not listen to me and conned us 75 dollars for 30 minutes.

Ticket: # 3985675 - robo call

Date: 5/20/2020 3:21:46 PM

City/State/Zip: St. Marys, Pennsylvania 15857

Company Complaining About: Tanackalpuracka

Description

repeated calls to a business line offering a reduced amount of claim due to Covid-19

Ticket: # 3985745 - Suddenlink/Altice Complaint**Date:** 5/20/2020 3:47:32 PM**City/State/Zip:** Williamstown, West Virginia 26187**Company Complaining About:** Sudden Link

Description

We have been customers of Suddenlink/ Altice for a long time. We currently have the 1 gig internet service. We have had multiple issues with having to replace our internet modem that the company gives us due to outages. It seems like every time our service goes out the modem has to be replaced, which the company tries to charge a technician fee for. We have gone to the office and picked up the modem several times because tech appointments are often weeks out. None of the issues we have are our fault. It is all on the company. Now, during the worldwide pandemic, Suddenlink/Altice has increased our bill \$20 more per month without any warning or notice. This company is our only provider for internet available in our area. They are overcharging and abusing their customers. I have had several calls in where I have spoken to a manager and many more where a manager callback is promised but never occurs. When you call the customer service number, the hold times are outrageous. Now, you can't even get through because of the pandemic. Something needs done about this company immediately or other provider options need to be made available to consumers. I want my bill returned to the previous amount or better yet, given the same offer new customers are receiving---1/2 what I currently pay for life. UNBELIEVABLE! Please help us.

Ticket: # 3985759 - Re: [FCC Complaints] Re: AT&T/Directv

Date: 5/20/2020 3:50:44 PM

City/State/Zip: Gilbert, Arizona 85298

Company Complaining About: Directv

Description

This is a follow-up to your previous request (b) (6) "AT&T/Directv"

That is not my interpretation of the 2 minute conversation I had with Janet. Again, I didn't receive an upgrade. The receivers I rent and pay a separate fee to include warranty/repairs, was not working properly. I had a service call which was incorrectly input in the system so when the tech that came out tried to activate the replacement receivers, not new receivers they were just replacements, he spent 30+ minutes on the phone because they had to cancel and reenter my service ticket. I did not upgrade!

Given we are currently in a global pandemic and everyone in my home is high risk, including myself, I am not willing to switch services requiring anyone having to come to my home for installation. If AT&T is stating that I am able to end my contract when it is safe to change service providers and I will not be charged a fee, that I would accept.

I don't want to not want be to be trapped in this contract until September 2021.

Sent from my iPad

Ticket: # 3985813 - Service disconnect during Covid-19

Date: 5/20/2020 4:05:47 PM

City/State/Zip: Dallas, Texas 75225

Company Complaining About: AT&T

Description

Service disconnect during the Covid-19 pandemic. AT&T took the "Keep America Connected" Pledge and has made it difficult to resolve the issue. Unable to use chat or telephone numbers to reach anyone to resolve.

Ticket: # 3985840 - Problem with Comcast

Date: 5/20/2020 4:13:27 PM

City/State/Zip: State College, Pennsylvania 16803

Company Complaining About: Comcast

Description

My most recent Comcast Infinity bill for my TV and Internet service increased the monthly charge from \$116 to \$142. I want to choose a cheaper service plan. Calling Comcast to speak to an agent is futile -- they place you into endless loops that never connect you to a person. Visiting the local Comcast office is futile -- it is closed until further notice due to COVID-19. When I chose the plan I wanted to switch to on their website and clicked Submit, the website closed me out and did not register my request. Comcast makes it impossible to switch to a less expensive plan than the one I have.

Ticket: # 3985893 - Honoring Aji's Pledge

Date: 5/20/2020 4:27:51 PM

City/State/Zip: Los Angeles, California 90027

Company Complaining About: Spectrum

Description

I got a threatening call and text from my internet provider, saying my service will be cut off if I don't pay, as due to Covid I was unable to make my april and may bills.

I thought it was clear, with spectrum signing your pledge, that this would not occur. Incensed, I called customer service only to find out they require you to "opt in" to deferred covid payment status.

No where on their website or social media could I find spectrum saying customers had to do this. I can only imagine the thousands who will get calls in the next few days and bills in the next few weeks with late fees, despite a supposed promise not to. This type of behavior is beyond immoral in these trying times, and I know I wont get any recourse trying to go up the ladder at spectrum, but to the person reading this, I implore you: Do not let your fellow Americans be taken advantage off by this company that cares only for profit. Find anyway to make spectrum change their unconscionable behavior. Please.

Ticket: # 3985943 - spectrum TV commercials are encouraging suicides

Date: 5/20/2020 4:38:36 PM

City/State/Zip: Corona Del Mar, California 92625

Description

Spectrum TV commercial are encouraging suicides - worse for this the age of hightened stress from the pandemic.

<https://www.google.com/search?q=commercial%2Bbetter+way&oq=ommercial%2Bbetter+way>

They show people jumping into a volcano and being swallowed by quicksand.

Suicide is not a laughing matter - <https://www.nimh.nih.gov/health/statistics/suicide.shtml>

Ticket: # 3985959 - Complaint against Spectrum

Date: 5/20/2020 4:44:21 PM

City/State/Zip: West Hills, California 91307

Company Complaining About: Spectrum Communications

Description

Consumer spoke to CICD with complaint ticket (b) (6)

Consumer is having a problem with Spectrum Communications

Consumer states she has been trying to pay her bill they do not have an accessibility option to pay the bill It would be much easier to use the DTMF.

Consumer states she has been trying to return a set top box for over a year and continue to be told that since 2018 she has a past due balance and she will not be able to return the box until the past due amount has been paid

Consumer recently learned how to pay online but at the beginning she didn't know how but they still do not have an accessible way to use the telephone.

She also notice her bill has increased

Consumer states she has a brain injury, cognitive issues and speech issues

Since 2018 she has been incurring fees, her service was interrupted right at the start of COVID-19. She has paid what she thought she owe but they have incurred fees over the time.

Lifeline is not honoring her discount

when they install phone service, they inappropriately installed it on the rain gutter (they fixed the wiring but have not repaired her the money that she had to pay to have someone come out to look at the problem

Ticket: # 3985972 - Internet provider refused to sent technician unless I answered personal health Covid questions. HIPAA and ADA violations!

Date: 5/20/2020 4:46:13 PM

City/State/Zip: Bartlesville, Oklahoma 74003

Company Complaining About: Sparklight

Description

My internet went out - I work from home. I have Sparklight as my provider. Called them and we thought I might need a technician. The CSR proceeded to tell me I HAD to answer 3 questions about my household, who was in my household, their ages, directly Covid questions - running fevers . I am protected under the ADA and HIPAA and could not BELIEVE they were asking me these questions. I pay Sparklight a monthly fee for a service! They were refusing a service I already pay for, because I refused to answer their CoVid related questions.

Ticket: # 3986116 - Fraudulent and poor services**Date:** 5/20/2020 5:50:17 PM**City/State/Zip:** Saint Louis, Missouri 63130-1853**Company Complaining About:** AT&T

Description

I requested the company to send Technician but could not get one due to CoVid-19. Throughout the months of February, March, and April of 2020 I did not have services. Due to this I contacted another company to install new services. On April 6 the new company came out and installed new services. I am contesting the bill that is 538 dollars which is a falsehood. I was suppose to receive fiber optic cable for at&t services which was another falsehood. It was normal cable connected to my house instead of the fiber optic which is what they have been charging me for. Also At&t has been sending another bill under someone else to my residence saying that their services are active in my residence which is fraudulent because I do not this person and I am the only one with services at this residence. I have been paying the bill on my services from February 2019 until April of 2020 for bad services and falsehoods hoping that the issues would be resolved. It has not ever been resolved from the bad, horrible services to my bill steady going up from the \$128 a month which was the normal bill to going up to \$179.39 a month without any issues being resolved, nor me adding anything new on my services for it to go up. I am contesting \$300 of the \$539 bill at&t has sent. The charges are not correct and I refuse to pay a company, that has not solved any problems, fix the services, nor adjusting the bill for the whole year of bad services. AT&T has lied to me multiple times and also has given me the run around multiple times, with saying "we will send a technician out, or we will have a supervisor contact you" besides the technicians they have sent out, which none of the technicians fixed any problems but made it worse. I have not received a call back from any supervisor ever during this time. This compliant is an extension of complaint number 3 (b) (6)

Ticket: # 3986127 - charter spectrum - forcing in person installs during COVID-19

Date: 5/20/2020 5:57:53 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Spectrum

Description

Charter Spectrum is forcing customers to pay \$199 to upgrade their services AND requiring an in-person visit from a service technician during the NYC lockdown. This is for existing customers, with active service and cable outlets.

Ticket: # 3986171 - Spectrum Internet Charging for Returned Cable Boxes**Date:** 5/20/2020 6:21:25 PM**City/State/Zip:** Sterrett, Alabama 35147**Company Complaining About:** Spectrum

Description

I called Spectrum to have my bill reduced on April 21st, 2020. My bill was supposed to be reduced and the return of my 3 cable boxes which I was told to be returned by May 12th by UPS delivery. I mailed the 3 boxes on May 6th and they were received on May 8th by the address which Spectrum instructed UPS to deliver returned cable boxes. Spectrum charged me for 3 cable boxes on my May 13th billing cycle even though the boxes were received. Spectrum stated they did not get the returned boxes until May 16th. I asked that the boxes be taken off my May 13th bill but they refused. Not only did I not have use of the 3 cable boxes I paid for until May 12th, but they charged me for boxes that were received by their facility on May 8th. The Spectrum agent stated that I should have returned them earlier than the 6 days I returned them in order that they arrive in the proper department of Spectrum. I have the tracking information where they were received on May 8th. Spectrum drastically increases their monthly rates each year stating the "promotion" ended. There needs to be regulations on such services that use personal and public property to run their cables to customers. It's an outrage how these companies are gouging Americans, especially when the internet has become a necessity in these times of pandemic.

Ticket: # 3986266 - spam text messages

Date: 5/20/2020 7:08:12 PM

City/State/Zip: Irvine, California 92603

Description

receiving spam text messages for cbd oil in various forms:

1. saying i have a amazon package with a given link
2. explicitly saying to buy cbd oil to cure covid with a given link
3. claim your reward for being "good during quarantine" with a given link

link to said bs cbd oil: f8zvn.info/O51y6D5RC8

Ticket: # 3986287 - Verizon

Date: 5/20/2020 7:22:46 PM

City/State/Zip: New York, New York 10037

Company Complaining About: Verizon

Description

Verizon charges excessive taxes & fees for their home phone connect. During pandemic had difficulty paying bills, Verizon customer service was impossible to get in touch with and I am unable to use the app. Finally, today I was able to reach Verizon I was told that the number had been suspended but I am still being charged. Verizon failed to do it's duty and follow law when it did NOT send me a notice stating that the phone a utility was being disconnected. The last bill I received did not include notice of disconnect date or consequences I was sent NO NOTICE. I wanted to port the number or cancel the home service for which I haven't even used not even once, in over 2 years. I wanted to do this early this year and again in March but Verizon customer service was impossible insisting I click text links with swollen fingers and bad eyes I couldn't do it. Today I spend over 2 hours on the phone nothing achieved, they refused to cancel the phone, did not work with me on billing and bounced me from person to person without telling me if the call was being recorded or allowing me to opt out of music (disability issue) I want to cancel the line, port the number, work out a covid payment plan and should not be charged by Verizon without service or charged a late fee when the country was shut down. Verizon employees do not even know what home phone connect is -Verizon had also raised the monthly fee last year without notice as well. I have repeatedly informed Verizon that I require paper bills and notices I do not read email often enough & know that paper is required if issues arise. I do not agree to email from Verizon. I have told them this many times yet today when I said I didn't receive paper billing notice of cancellation I was told they sent an email which is a violation of my privacy. Please assist ensuring Verizon follows regulations and never shuts someone's utility without proper notice and never sends emails without permission thank you
ps I am unsure if Home Phone Connect is considered wired, internet or other

Ticket: # 3986314 - Spectrum twenty percent Internet Price increase during COVID -19

Date: 5/20/2020 7:42:25 PM

City/State/Zip: Dallas, Texas 75241-3778

Company Complaining About: Spectrum

Description

Spectrum increased the cost of Internet service by twenty percent (20%), starting in March 2020 just as the COVID-19 pandemic made Internet access an essential service for consumers. Spectrum is penalizing and discriminating against current customers, long time customers and disabled customers.

Ticket: # 3986321 - unwanted covid scam calls

Date: 5/20/2020 7:46:50 PM

City/State/Zip: New York, New York 10037

Company Complaining About: No Name

Description

since texting the City of NY text message notification re COVID (never agreed to anything) I have received 3 unwanted calls, scams about covid supplies and demands. I believe the city may have shared my number without permission the city asked ppl to text a number to receive notifications I never agreed to anything there were no options to agree to receive notices or how to cancel. I tried STOP and it worked but again, they did not provide notice on how to end the notifications. IN the meantime I have covid people trying to sell me or test me or scam me when before texts from the City of NY I had never received unsolicited texts.

The city text was 692-692, the numbers I received these scam texts from were 551-292-7383 and 929-395-1536

Ticket: # 3986356 - my iphone purchased from AT&T

Date: 5/20/2020 8:04:14 PM

City/State/Zip: Newark, Delaware 19711

Company Complaining About: AT&T

Description

I have been having issues with my iphone receiving phone calls and tried calling customer service but my issues were not resolved. Incoming calls go straight to my voicemail without ringing and this has caused extreme difficulty. This has been going on for quite some time but the last time I talked to AT&T about this issues was back in Feb 2020. I did all the troubleshooting with agents which was not helpful.

I keep getting missed phone calls and at times, some calls are very urgent such doctor phone calls for my sick child or official matter phone calls. It is frustrating to keep paying for the service and device which is not functional.

Other issue, I have is my phone got cracked today and I tried to contact Assurion through which I purchased my phone protection at the time of purchasing our phones from AT&T. Assurion is asking me to pay \$168, however, I was sold a different plan at the time of phone purchase. I was advised of declining deductible with time when I purchased and based on my understanding, I should not have been paying \$168. I am apalled with the misleading services I have received from AT&T and their partner Assurion.

This has truly caused lot of stress and agony during this pandemic. I can not afford to keep calling AT&T and spend hours on the phone to fix this issue and that is why I am filing complaint with FCC.

Please review this and help me ASAP, thank you.

Ticket: # 3986414 - Refund

Date: 5/20/2020 8:58:50 PM

City/State/Zip: Houston, Texas 77065

Company Complaining About: AT&T

Description

I have 2 complaints with Directv. First, I purchased the NHL Center Ice package and with the season held up due to the Covid-19 I requested on more than one occasion requested a refund for the un-played games. They keep telling me that they are not doing that at this time. It's been 2 months now. Second, Directv is charging a \$9.99 regional sports fee. I asked why they are charging for this when there have not been any live sports for 2 months. The answer I get is policy. to me that is not an answer. This totals up to about \$60 as of this time. They are doing this to all customers (with the added plan). I maybe wrong but this adds up to millions of dollars of customers money for services not rendered.

Ticket: # 3986433 - Account cancellation

Date: 5/20/2020 9:15:40 PM

City/State/Zip: Santa Monica, California 90405

Company Complaining About: Freedompop

Description

Right now the entire world is in an emergency time with the Pandemic COVID19. My phone service was unfairly terminated I no longer have an emergency mobile phone for over a month (since APR.20.2020). Most importantly, this number (b) (6) is linked to all my medical and personal records, etc.

- I will send over the documentation and the information as to how my phone was unfairly disconnected (I am attaching this docs from April 10th and another one from April 16th). And still, Freedom Pop does nothing to correct the matter and reinstate my account. Since the beginning of my service (about 4 years ago) I had turned Off the Auto Top Off as I never had any intention to exceed my minutes. I had accepted the limitations of the minutes I had under my contract and never went close or over that time limit.

After contacting FreeDomPop's support team about the issue a FP customer service agent Camilo responded via email on April 10th that my complaint was resolved and my account 'had been credited a refund' that would take between 3-5 days to post. I waited-no refund. On April 15th I contacted FP requesting update. Same day, April 16th received a response from the same FP customer service agent Camilo who had issued the original 'refund'. Now Camilo sends an email returning to the same rhetoric of the original issue- He completely disregards his correspondence email about the 'credited refund' and now has returned to square one. (The emailed documentation of the 'promised refund' is attached to the original complaint.) ON APR.20.2020 they terminated my service just because I didn't received the refund/credit so I contacted my bank.

I am unable to accept the suggestion to open a new account as it would create a major hardship to change from my email address alphaben@gmail.com and my long standing phone original number (b) (6) is linked to all of my medical accounts and therefore it is imperative that this number is restored.

At this time I am requesting that my original account and services of be "reactivated in whole to the original conditions".

Ticket: # 3986498 - Internet late fees and disconnect notice from Cox Cable..

Date: 5/20/2020 10:15:24 PM

City/State/Zip: Las Vegas, Nevada 89122

Company Complaining About: Cox

Description

The CEO has a message on the website that no one will be assessed a late fee or have their service disconnected due to the Covid-19. I have gotten late fees, and disconnect notices. I have contacted Cox a few times trying to get this resolved. I have no money. I am trying to get unemployment for almost two months, but the phones are always busy, and when i do get through, it says the queue is full call back tomorrow. I have explained this to Cox, and asked why isnt what the CEO said true? you are scheduling for disconnection, and he said this would not happen during this emergency. They will only give me an extra week to pay the balance. The CEO should not have put the statement out saying they will not disconnect when they are still doing it. if i get called back to my job, I need to be able to work from home. I will not be able to do that, because i will not have internet service.

Ticket: # 3986527 - Spectrum unfair business practices on Billing services

Date: 5/20/2020 10:40:54 PM

City/State/Zip: Whittier, California 90604

Company Complaining About: Spectrum

Description

I have Spectrum and they increased my bill this month. I believe it is related to COVID19. They stated am off a discounted amount. I have been paying the same amount for the last several years. However. I was not given 30 days notice of an increase. They sent it to me a week after my billing cycle started stating that if i cancelled now i am still liable for the entire amount and my bill will not be prorated. This is illegal and unfair business practices in that i have been on the same service for years. I believe they increased their rates due to COVID19 issues. The bill went from \$110 to \$141 per month, the very basic service.

Ticket: # 3986549 - Rate Increases for Internet Service

Date: 5/20/2020 11:17:03 PM

City/State/Zip: Lancaster, New York 14086

Company Complaining About: Spectrum

Description

Spectrum, my internet provider, increased my monthly rate by \$10 / month at the start of the COVID crisis when I became most reliant on my internet service due to requirement to work from home. I would like them to revert to my old rate of \$49.99 / month for my internet service, the same rate that they offer new customers in my neighborhood.

Ticket: # 3986592 - INTERNET TERMINATED

Date: 5/21/2020 12:29:02 AM

City/State/Zip: Kansas City, Missouri 64131

Company Complaining About: Spectrum

Description

I AM A NATIVE AMERICAN STUDENT IN COLLEGE AND NEED INTERNET TO CONTINUE TO BE GREAT I LOST MY JOB DUE TO COVID19 AND THIS IS WHAT THEY HAVE DONE TURNED MY SERVICES OFF

Ticket: # 3986594 - TV Billing problem

Date: 5/21/2020 12:41:31 AM

City/State/Zip: Las Vegas, Nevada 89122

Company Complaining About: AT&T

Description

Hi Channel 13 I need help.

I have a Directv about 3 years ago.

When I get the directv i was told the sales man the price never will go up. And also I told the salesman that I do not want pay perview because I have kids. He said it's ok and the price was 50 dollars a months. After 2 year the increase from 50 dollars to 65 dollars to 80 dollars a months.. Now with this covid19 as you know all the kids are at home and I noticed that my daughter was using pay perview to purchase movies . I called directv 12 time to remove pay perview. They said yes it was removed.. Now after I told directv so many times ro removed pay purview they send this bill for me to pay.

I would like the channel 13 to help me to solve this matter....

Looking forward to hear from you

(b) (6)

Ticket: # 3986604 - Slow and disrupted internet service

Date: 5/21/2020 1:24:07 AM

City/State/Zip: Charleston, West Virginia 25311

Company Complaining About: Sudden Link

Description

Paying for the fastest 1G but never get more than 400. It constantly drops which also causes my cellular data to kick in and my phone battery to die quickly. This happened before CoVID and continues. They gave us a small discount but no refunds for the past year.

And no offer of resolution. We have also had sudden disconnect with "incorrect password"and then a sudden return. I have pictures of the speed tests we've tried as well.

Ticket: # 3986623 - Harassment AT&T WiFi account

Date: 5/21/2020 3:40:41 AM

City/State/Zip: Miami, Florida 33173-3469

Company Complaining About: AT&T

Description

Please help soon! The WiFi account Xxx . I missed April payment agreed to pay \$116.74 on May 2nd payment posted on Personal checking account on May 7 2020 . i complained bill was to high and I will be closing account when all paid up for past services. Agent asked to reconsider and offered a \$18.50 discount on remaining balance. (From \$81.74 now \$63.25) I accepted the offer May 29th as due date , what they did not say this is an automatic withdraw it will be withdraw on this date and it cannot be canceled by WiFi provider. So with amount pending (received stimulus check) I went to the online app and paid the remaining balance. When no e-mail conformation arrived. the online app was used to access the account the payment due on account was now \$81.74 DUE DATE MAY 29th. After 9 days of calling customer support and holding the line for an average of 25min to talk to an agent this was impossible to resolve told the charge was for unpaid bill on Nov 2019 , then Jan 2020 , then Feb. 2020 then they jumped backwards to Nov 2019 . when asked were this information originates they stated in our past notes about the account. All Chase Bank records show payments made account is paid in full. On May 20th bank made arranged for no payments to WiFi provider to be processed for the next 18 months for any amount ranging from \$1.00 to \$999.00. I hope that was within my legal rights. This situation is worse than the Covid-19 problem .It is avoidable , unnecessary and hostile. Please help and advise. Thank You and God Bless. 2:59 am May 21st 2020.

Ticket: # 3986630 - Cellphone

Date: 5/21/2020 4:52:05 AM

City/State/Zip: Stone Mountain, Georgia 30087

Company Complaining About: Verizon Wireless

Description

This has happened to me as well as my husband several times. We keep running into this neighbor on our street and then when he see us, he starts talking about or regurgitating a conversation that my husband, (b) (6) and I had on the phone. It happened again on May 19, 2020, Tuesday evening. He always describe events that he would not know about, because he is just a neighbor and we do not interact with him or anyone that he knows. For instance, when I ran into him this past Tuesday, he asked me was my husband still in Afghanistan. We never told him that I recall that my husband was in Afghanistan. But, my husband and I had just had a conversation about Afghanistan and COVID-19. On one had he says he is not mosey and then he proceeds to ask a bunch of mosey questions. He wanted to know about troop movement, the Middle East and our communication. This creeped me out. One time, last summer, 2019, we ran into him in the grocery store. He started rambling on about nothing and then he started asking us a lot of personal questions about our life. He tried to chat about things in the neighborhood, but his questions seem very invasive and designed for a specific reason—to verify information he had possibly heard. Then he asked for my husband's cellphone number. Months later, a total stranger called my husband's cellphone saying that he was another neighbor in our subdivision and there was a package in our driveway. Huh? We have been in this subdivision for six years and the neighbor who called my husband phone appears to be on the surface, but his wife is not okay ! As a matter of fact, we reported some actions she exhibited towards us to the Gwinnett County Police. My husband and I never have her or her husband our cellphone numbers. Then last October 2019, I was outside with the pool technician watching him service the pool, when the neighbor who asked for my husband l's cellphone and ask questions about the military and troop movement and communication, (he used to work for AT&T), drove by and stopped and got out of the car and walked up on my property. He started talking about how nice our house was and the square footage and he then started repeating a conversation my husband and I had just had on our cellphones the night prior to him stopping by our home. Then he proceeded to talking about this nice light fixture in our basement and then he described the shape of the fixture and the movement of the light fixture. All of it that he described was an accurate description of the light fixture. He then says that he was in our house while it was being built. But, the light fixture he described was not purchased and install until after we were in our home, maybe even months or a year later after closing, The windows in our house are tinted dark and their blinds up. And his house is located behind the house that is directly behind our home? This creepy! Why does he know so much about our personal business when we are not friends with him. When we leave our home, we keep running into the same four neighbors. They live at (b) (6) is the one that always ask about the military and troop movement and communication. will just come into our house uninvited. We run into (b) (6) too much. At the grocery store, gas station. Then going to get the mail or take out the trash or to pick up a delivery from the front porch, we run into all four. They are almost always present. We are always in the space first and then they arrive. All four live in close proximity to our home. Why would someone we don't know, call my husband's cellphone., Why are we always running into (b) (6). Why is this man at ablevto describe a light fixture in our basement that we purchased after. We closed on our house and that is not visible to anyone outside our home. I had a laptop and I searched the computer name to

see if any other computer was connected to it and it was. The name listed was a person in our neighborhood, a few days later the laptop blew up.

Ticket: # 3986654 - Optimum's abusive practice

Date: 5/21/2020 7:33:39 AM

City/State/Zip: Putnam Valley, New York 10579

Company Complaining About: Optimum

Description

I have been an Optimum cable access customer for almost six years. After a seasonal hold last winter, my bill jumped from around \$60 to over \$100 a month. After hours spent on calls, my bill was reduced back to \$65, with a consequent reduction in speed (in spite of being promised 1.5x of previous speed). Further complaints led to an upgrade (an raise to \$85/month) and an order for a modem that never arrived.

I tried to get back in touch and have been unable to (due to 'covid-19' message).

So far, over the past 3 months, I spent over \$300, hours on the phone and only received slow access and rude service.

I also tried social media to no avail.

There must be some type of customer protection against this abuse? Please note, there are no alternative providers in this area (Putnam Valley, NY). And we depend on internet access among other things for at-home work and schooling.

Ticket: # 3986658 - US CellularHave cancelled my account during the PAndemic

Date: 5/21/2020 7:38:45 AM

City/State/Zip: Gilford, New Hampshire 03249

Company Complaining About: Us Cellular

Description

I have had several issues with this company and unless I call them and ask for credits, they just continue to charge me for fees that they shouldnt be and do not apply credits unless I call and make the request. They suspended my service in April in violation of the Keeping america Pledge and on 5/20/20 they cancelled my account altogether. This account was cell phones for my sons so my kids were uncontactable. I have lost my second job and am not receiving any extra income because their father is unemployed on Covid. I would like to be released from my contract and be reimbursed for all this inconvenience by way of account credit and for them bein gin violtion of the pledge.

Ticket: # 3986660 - contracted service not provided

Date: 5/21/2020 7:55:34 AM

City/State/Zip: New Iberia, Louisiana 70560

Company Complaining About: Sudden Link

Description

As briefly as possible, we have "fought" with Suddenlink over connection issues for years. The last 2 months have been the final straw with the pandemic and virtual work and school for my wife and children. The connection has been reliable only about 10% of the time, it is a daily struggle to get work done, and Suddenlink refuses to address the issue, does not return agreed upon phone calls, and now has turned the service off over a \$20 past due balance which we refuse to pay until they resolve the service issues.

Ticket: # 3986671 - Internet, TV and VOIP complaint. Ticket No. is (b) (6) .

Date: 5/21/2020 8:24:13 AM

City/State/Zip: Orlando, Florida 32837

Company Complaining About: Comcast

Description

I'm Currently receiving internet, TV and phone service from Comcast DBA Xfinity. My current service started in November 2019 and while it has not been perfect we have worked through the early issues. Previously, I had been with Comcast and it's predecessors from 1989 until 2018 even though we had two cable companies available in our community. Because of cost issues I left comcast in 2018 and return in 2019 under a new two year agreement. Since the pandemic our service has been really bad across all three services. The TV constantly freezes up and will start repeating itself or will just shut off requiring a reset of their mini box and sometime a reset of their modem. The internet shuts off and has been extremely slow with streaming becoming unreliable. Our VOIP is unusable, it's garble and our neighbors have said that it's because of the bandwidth causing many of our TV an phone issues.

We have an area web site and many of my neighbors have also complained about the service. Home schooling has been impossible with the unreliable service.

After a month of phone calls to comcast customer service and technical support with no resolution, on 4/16/20 I elevated my complaint to Tom Karinshak [#441861] at ecare_2@comcast.com and received a response on 4/17/20 from Jacqueline P. The Office of Tom Karinshak. Nothing had changed, I kept having the same issues.

On 5/1/20 received another email from Melissa with the Office of Tom Karinshak. My name is Melissa with the Office of Tom Karinshak and I will be assisting you while my colleague is out of the office. I sincerely apologize for the delayed response to your inquiry. We have experienced a higher volume of emails, resulting in the inability to assist within our typical one business day response time. The email goes on to say that they are trying not to send tech's to the homes due to the Covid-19 which I fully understand, however the problem is not at the home as reported by other neighbors. At one point a neighbor reported that Comcast had replaced a Node in the system, I have no idea what that is and he went on to say that the service should improve. The very next day the service was still having the same issues. After some research I learned that the problem may be with the old cable network still being used during the high demand cause by the pandemic. If that is the case there is no current fix for the problem.

From Comcast: Our Response to Coronavirus (COVID-19):We're providing all our Xfinity Internet customers with unlimited data at no additional charge from March 13 – June 30, 2020.

As of this writing my TV signal is repeating itself. I request the immediate termination of my two year agreement without penalty and a partial refund of fees paid since March 1st, 2020 as compensation for poor service.

Thanks in advance,

Ticket: # 3986682 - AT&T cell outages

Date: 5/21/2020 8:40:38 AM

City/State/Zip: Boise, Idaho 83714

Company Complaining About: AT&T

Description

Over the past 30 days, AT&T cell service has been out for all customers in our area for a minimum of 9 days! During coronavirus stay at home order- we had horrible service, were charged for no service and what's most infuriating is that their backup is internet calling. So the internet that I pay for is their backup?? Are they going to pay my internet bills? This is horrible service to customers and fraudulent. I've had AT&T for 20+ years with no issues. I've lived in this community for 8 years. The tower has had maintenance issues. All of this happens, but they should be required to credit inconvenienced customers.

Ticket: # 3986707 - Bogus charge

Date: 5/21/2020 9:01:35 AM

City/State/Zip: Lasalle, Illinois 61301

Company Complaining About: AT&T

Description

ATT is still charging me \$270 for a phone that I paid. I cannot pay the remaining \$130 in valid charges on my bill before it's due. I spoke with ATT and have a confirmation number of (b) (6). I explained that I will gladly escalate my FCC claim and pay the fees associated with that before I pay for a phone that has already been paid in full. I filed a complaint last month, but was unable to answer my phone or return calls as I was COVID positive and quite sick. I attempted to return calls when I was no longer sick and no one returned my calls.

Ticket: # 3986712 - Amateur radio health net being interrupted

Date: 5/21/2020 9:04:21 AM

City/State/Zip: Aurora, Colorado 80018

Company Complaining About: Denver Radio League Supporting Ares

Description

i run an Arapahoe County Amateur Radio Emergency Services (ARES) health net (assisting people dealing with the present pandemic). The net is Mon-Sat 4 to 4:30 PM Mountain Time on repeater frequency 146.640 MHz. The repeater is run by the Denver Radio League. Someone has been frequently interfering with this net by keying their radio and holding it keyed. We are convinced that this is being done by a person because we often hear a TV in the background. The Denver Radio League has tried to determine who is doing this without success.

Ticket: # 3986729 - Xfinity Bill Complaint**Date:** 5/21/2020 9:17:03 AM**City/State/Zip:** Ewing, New Jersey 08638**Company Complaining About:** Comcast

Description

My service was temporarily shut off due to non payment. I paid the requested amount due that was listed on my account to restore service and my service was never restored. I spoke with a agent and a supervisor on 5/15/20 and was told there was nothing that could be done to assist me. I was affected by the COVID-19 layoff and the money I used, I barely had but I didn't mind the sacrifice for my children so they are able to watch TV but for them to take my money and offer me nothing was pure greed. They're offering a Internet and Phone discounted package for families who can't pay their bill which is amazing, however, I tried to pay my bill. So I'm out of \$260.00 dollars and still no service. I emailed an Execute named Daniel Friedman on 05/15/20 and to date I have not received a response.

Ticket: # 3986751 - Service/Billing

Date: 5/21/2020 9:33:06 AM

City/State/Zip: New Orleans, Louisiana 70119

Company Complaining About: Cox

Description

Cox Communication is her carrier.

She had a Bundle plan internet -TV-Homelife.

Payment arrangements were made due to the Covid19 Virus they set up a payment.

The promise was not to disrupt services of add late fees.

Her payment plan is set up for June 30 for the bundled service

They shut off just her TV around May 13.

This doesn't make sense since it was a bundled plan.

Her TV went blank-a message went on TV to activated to enjoy the service.

She made a payment arrangement.

They tell her that she is he was 4 days shy of her 60 days.

They disconnected her for nonpayment which wasn't

to be made at this time.

They only disconnected the TV from the bundle.

The woman she spoke to made rude comments about her disability.

When she asked for her supervisor the women said sure and 2 seconds later

she hung up on her.

Resolution:

She would like her services to be restored.

She wants them to stop altering her services.

She wants compensation for the time they took her TV away when it wasn't time to pay.

Her payment arrangement was for June 30th.

CTR394-phone

Ticket: # 3986863 - Billing /COVID-19

Date: 5/21/2020 10:18:08 AM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

Consumer is having problems with SuddenLink. Consumer states that she was getting over charged. Consumer states that the agents will tell her that they will straight it up and they will never fix her billing this was happening back in Feb.2020. After the COVID-19 outbreak consumer kept getting overcharge with the difference that now all sudden link facilities are closed she was not able to call so she decided to change of provider. Consumer was not able to call them to notify about this because they are close and they are not offering consumer service. Consumer wants her account to be straight out and she does not want to pay any extra fees due that suddenlink was not able to provide her with a proper service.

****ctr408-phone*****

Ticket: # 3986929 - Am getting charged for something I didn't order services cut.

Date: 5/21/2020 10:43:54 AM

City/State/Zip: Pomona, California 91766

Company Complaining About: Charter

Description

Called beginning of April for 60 days free wifi COVID-19 as my little brother is still enrolled in high school. Services cut yesterday 5/20 and my sibling needs wifi for school. Talked to spectrum and they said they will file a application for Keep Americans Connected.

Ticket: # 3987086 - Data Overage charges

Date: 5/21/2020 11:36:33 AM

City/State/Zip: Cabot, Arkansas 72023

Company Complaining About: Sudden Link

Description

82 year old father charged 390.00 data overage, no attempt to contact, and refused to help or adjust bill during the pandemic. We agreed to upgrade him if they would adjust, they refused, and so we requested disconnect of all services.

Ticket: # 3987374 - Pulluting Terrorist

Date: 5/21/2020 12:59:44 PM

City/State/Zip: Phoenix, Arizona 85303

Company Complaining About: Assurance Wireless

Description

Channel 15- Soran living TV news show,it's 2 women hosts the show and continued to haunt my apartment.They are hearing impaired and want to talk off my head. Then the commercial for the show; the white anchor asks, " Who are you talking to?" ABC does not respect the Covid 19 any way at all. They mean to harm innocent lives with their diseased employees. Stop stalking me ! For witch practices for false perfect health.

Ticket: # 3987399 - Lack IT Infrastructure in Service Area**Date:** 5/21/2020 1:08:24 PM**City/State/Zip:** Chicago, Illinois 60653**Company Complaining About:** AT&T

Description

Currently, I am signed up for the AT&T Access internet service for low income residents in Chicago, IL. I have consistent and persistent network connectivity issues with the service. Although AT&T has been offering this service to other residents during the COVID pandemic, I fail to see or understand how the Access program can assist low income residents in the 60653 zip code if AT&T does not have the proper IT infrastructure in place to genuinely handle all the network traffic consisting of all the parents who have been forced to home school their children for the duration of the school year as well as the parents that have to work from home. AT&T seems to be trying to lessen the technological divide, but if they are not going to put the proper infrastructure in place to prevent the constant network connectivity issues, then the technological divide has not decreased.

Ticket: # 3987410 - NO INTERNET SERVICE**Date:** 5/21/2020 1:11:42 PM**City/State/Zip:** Rancho Dominguez, California 90220**Company Complaining About:** AT&T

Description

I live in a gated community within city limits and for years have not been able to get internet service! Being required to work from home is very difficult because the Hotspot device still isn't strong enough to go online and get work done. We need internet service in our neighborhood for students and adults to continue to work from home during this pandemic! Only a few residents have internet and that's confusing. I used to have AT&T, then one day I didn't with no explanation!!!

Ticket: # 3987420 - cable tv regional sports fee

Date: 5/21/2020 1:14:01 PM

City/State/Zip: Milton, Florida 32583

Company Complaining About: AT&T

Description

Cable providers charge a regional sports fee. The fee is based on your zip code which I find discriminatory, some pay nothing while i pay \$9.99 a month and sports have been stopped due to covid 19. This fee is robbing customers of \$120.00 per year which is a bogus charge.

Ticket: # 3987459 - Service/COVID-19

Date: 5/21/2020 1:25:39 PM

City/State/Zip: Bellmore, New York 11710

Company Complaining About: Metropcs

Description

(b) (6) states that his cellphone got broken and he was paying for an insurance for three years. Now that the device is broken and needs repair consumer called costumer service and they acknowledge that there was a problem into the system and that it shows that his insurance was cancel by an accident and therefor they will not be able to give a new device. MetroPCS does not want to be responsible about this incident. This is unethical and MetroPCS should give Mr. Abril a brad new phone for this. Consumer states that he has pay the insurance for a period of three years for this. Consumer states that if they cannot give him a BRAD-NEW device. He will ask for a refund of the full three years or else he will take the case to small claim courts. Spanish speaker needed when they call.

ctr408-phone

Ticket: # 3987460 - Backup Internet Service Provide - Service Issue of 12 Months - BCN Telecom (Subsidiary of AT&T)

Date: 5/21/2020 1:26:15 PM

City/State/Zip: Detroit, Michigan 48216

Company Complaining About: AT&T

Description

We have a backup internet service provider for one of our restaurants that we understand was not providing us service for a period of 12 Months but charging us the entire time.

I contact BCN on Wednesday May 20th to pay our outstanding bills from before the pandemic hit and was requesting a credit for the months that we were closed but were denied any relief from BCN even as we, hours before, reconciled all outstanding bills on our end to show good faith to the company.

This initiated an investigation when we called our IT infrastructure support company and they had informed us that the BCN backup internet port they monitor showed no signs of service for a duration of 12 months and in addition pointed out to us that they've had issues in the past with the activity of the backup internet where trouble tickets about the service were placed to BCN but no issues where resolved.

We are requesting the FCC to initiate an investigation about the lack of service provided over the last 12 months and are looking for a full refund of that entire amount along with a permanent suspension of the line with early termination fee waived.

Ticket: # 3987557 - Suddenlink Internet Billings Issue**Date:** 5/21/2020 1:54:56 PM**City/State/Zip:** Charleston, West Virginia 25302**Company Complaining About:** Sudden Link

Description

We keep getting overcharged for data overages. We were told until the branches re-opened due to covid they would give us the unlimited pricing. They did not the first month. The second month they gave us the pricing, but didn't add the plan to our bill. The second month they added the plan, but still charged us for data overages. They argued with me saying it wasn't added in time. I explained that was their fault that they didn't add it the first month. I have spent about 8 hours since March arguing over data. I have been told twice this was escalated and a manager would return my call, but they have not. I just want the data overages removed from my billing.

Ticket: # 3987736 - Internet connection and speed issues**Date:** 5/21/2020 2:50:31 PM**City/State/Zip:** Bullhead City, Arizona 86442**Company Complaining About:** Sudden Link

Description

I am having intermittent connection issues almost daily. The most recently I contacted Sudden Link on the 11 of May , my connection completely was gone they sent out a tech on May 13 with no resolution the tech explained to us that he called corporate because the junction box on the line needs replaced and they should be out here no later than Monday the 18th. I called on the 18th to double check the appointment, no appointment existed in the system. I said I have been without internet. They sent another tech out on May 19th who came gave us a new box and the internet still did not work. We called Sudden Link, who told us our accounts ending in 077 had been hacked and they did not know when it would be back on. My husband got on the phone to speak with a manager and was told manager were not speaking customers because of COVID 19. They told him it would be on by 21:00, the internet is currently on but it keeps disconnecting. I have yet to see Corporate Sudden Link Engineer come to fix the junction box on the line that is causing the issues.

Ticket: # 3987810 - No internet as promised

Date: 5/21/2020 3:05:47 PM

City/State/Zip: Smithville, Texas 78957

Company Complaining About: Sbt Broad Band

Description

Told need to upgrade to next package would fix my problem and has not. Always an excuse, internet was working fine before pandemic now works when it want too. Wife working from home need real bad rual area

Ticket: # 3987896 - At&t Complaint During Covid-19

Date: 5/21/2020 3:24:20 PM

City/State/Zip: Inglis, Florida 34449

Company Complaining About: AT&T

Description

My phone service was interrupted May 19th, 2020 during this Covid-19 pandemic. I had the understanding that it would not be interrupted during this time but AT&T said an email/msg sent with update. Never received update message and out money that I needed for other bills/necessities since just getting back to work. My husband and I are both veterans and he has significant issues that makes it imperative for phone service.

Ticket: # 3987964 - Inconsistent service

Date: 5/21/2020 3:40:16 PM

City/State/Zip: Chagrin Falls, Ohio 44023

Company Complaining About: Sudden Link

Description

I have had Suddenlink for 11 months now and during those 11 months, we would lose internet probably 10-15 times a month for anywhere between 5 min and 2 days. When I call them to complain, all I'm told is that there is an "outage in my area" or that they don't have a reason why I don't have service. I'm paying almost \$90 a month to have inconsistent service that cuts out several times a week. I live in a moderately suburban/rural area and am limited to them, Spectrum (which doesn't have great service) or satellite internet (we've had them in TX and it was the slowest connection). I would like for Suddenlink to be held accountable for their poor connection and to be reimbursed for the days that I go without WiFi (which means that I can't work since I work from home even when there isn't a pandemic).

Ticket: # 3988080 - Straight Talk Complait

Date: 5/21/2020 4:19:37 PM

City/State/Zip: Cougar, Washington 98616

Company Complaining About: Straight Talk

Description

On May 18, 2020, I purchased an Android Straight Talk phone and Straight Talk Wireless 25GB. I attempted to activate the service on the phone for the next five hours. This included many different trouble shooting options and following directions from the instructions. After numerous calls to 877-430-2355, the customer service number for Straight Talk, and unable to speak with a person, I returned to Walmart to receive a full refund. The phone was refunded but the \$45 activation card was not. I was told that I would have to contact Straight Talk. Since I cannot speak to anyone, I am hoping that you can help me by putting me in touch with someone at Straight Talk. A Sales Associate at Walmart indicated that they had seen other customers experience this identical problem but they would not refund the activation card as it states "card is non-refundable". This is wrong and I cannot afford to loose even \$45 during this Covid time. Thank you.

Ticket: # 3988141 - RIP-OFF SIRIUSXM RADIO

Date: 5/21/2020 4:41:24 PM

City/State/Zip: Las Vegas, Nevada 89128

Company Complaining About: Siriusxm

Description

I was on the phone ONE HOUR with Ben at Siriusxm just trying to get my subscription switched. Ben was rude and verbally abusive & nothing was resolved so I hung up. I called back & Christine said she was a supervisor...same thing. Christine continuously talked over me and was also rude. I don't NEED THIS MISTREATMENT, particularly in a pandemic. I told both, that although I just received my bill in the mail yesterday on May 20, it's dated May 7. I changed to ebilling BEFORE I called. I will NOT PAY THE BALANCE OF \$249.51. I requested cancellation due to the verbal abuse and excessive hold time. When I got in my car 20 minutes my 2 year subscription had been cancelled without ever reaching out to me, when in fact Siriusxm should have taken the position of contacting me first to offer some type of compensation for my lost time & mistreatment rather than losing a long-time customer. Such immediate cancellation without upper management communicating with me is indicative of their overall attitude including rude employees. Peace

Ticket: # 3988182 - SDV -Unable to 'port' my phone number of many years SC from Verizon as they deactivated my phone number during the Pandemic without my permission...'

Date: 5/21/2020 4:51:08 PM

City/State/Zip: Northville, Michigan 48167

Company Complaining About: Verizon Wireless

Description

As a service disabled US Veteran My cell phone number of many years is ERY IMPORTANT to me. It has been purposely deactivated so it won't PORT OUT in at Verizon to my new phone carrier. I've called (5) times each time to Verizon executive offices and each time they tell me they are re-activating the number and I'm "hot potatoed around" on their phone hold for hours each time. The activation of my phone number was suppose to happen today at it never happens and it has been over a three week period. I'm PAID IN FULL as requested \$197.14 PAID IN FULL as the final billing states on May 13th, 2020 VERIZON APP.

See attachments below. Lastly, when I visited the Northville, MI Corporate store before it was closed during the pandemic in the month of April 2020, The manager stated I had nothing to worry about, Verizon had extended my time to pay by (60) days as advertised in the Wall Street Journal full page AD. She apologized for the mistakes that had been made on my account and I would receive the correct final billing on my Verizon APP. (See below) That Northville Verizon corporate store has never re-opened.

Very Important: Verizon is not to add any negative information to my credit report because my attached evidence below proves I did exactly as Verizon requested to pay the billing PAID IN FULL.

Ticket: # 3988242 - Comcast over charging

Date: 5/21/2020 5:07:36 PM

City/State/Zip: Owings Mills, Maryland 21117

Company Complaining About: Comcast

Description

I am a long time customer of comcast for many years, I was in a 2 year contract but within the first year added charges started to appear on my bill. I've called no one could give me a clear explanation after the 2 years in March 2020 my bill almost doubled. I've called numerous times and was told they could not give me a new promotion, they refuse to let me talk to the retention department or manager. Now that covid 19 hit I've lost income and can't afford to pay these ridiculous rates. They have interrupted my services, they call every day demanding a payment and now they are saying I have a block on my account and I have to pay \$325.00 in order to talk to me about a new plan. I can't afford to pay this and if they would have helped me months ago when I've called so many times my bill would be paid and it wouldn't be so high.

Ticket: # 3988385 - Spectrum not cancelling my internet

Date: 5/21/2020 6:18:07 PM

City/State/Zip: New York, New York 10021

Company Complaining About: Spectrum

Description

I have been a spectrum/time warner/charter customer for 8 years now. Had the same account through 2 moves of mine, and I was at the location of my last move for 3 years.

Now I am moving out of my apartment and I don't need to keep the spectrum account anymore.

When i tried to cancel it, the online portal did not have a way to cancel my account. It said, I have to call up a number and cancel it over phone. When I tried that, the wait time is over 2 hours and the call automatically drops after 30 minutes. When I reached out to them over facebook, their response was they can't help, and i have no other option but try the phone again or go physically to a store(in spite of the fact that my city, NYC, is under a covid19 lockdown).

I have spoken to my credit card company to block future charges. But this is still a terrible practice from spectrum. The fact that the only way they have to cancel an account is risk everyone's life by breaking quarantine protocol is unfathomable.

I sincerely hope, your organization could convince spectrum to put consumers first.

Sincerely,

(b) (6)

Ticket: # 3988465 - Comcast Monopoly and lack of service

Date: 5/21/2020 6:57:45 PM

City/State/Zip: Union City, California 94587

Company Complaining About: Comcast

Description

I dont have a choice of provider where my restaurant is located and had to go with Comcast for Internet/Phone/TV

They took over 6 weeks with 5+ hours of me on the phone to finally set things up. During this period we got hit with Covid and stopped business. Since were were in the middle of getting setup I had told the sales person to not include TV and she agreed that I would not get billed for it. However they are billing me extra and when I called them they want \$2000 for cancelling the TV. I have sent repeated emails to the sales person over the past 4 weeks but with no response.

I need them to remove TV and stick with phone and internet service only.

They are taking full advantage of their monopoly and providing the run around to customers like this. This cannot be the way such business are allowed to run and treat consumers. Utilities cannot be so difficult to procure?

Ticket: # 3988477 - no internet

Date: 5/21/2020 7:01:39 PM

City/State/Zip: Lincolnton, North Carolina 28092

Company Complaining About: Charter

Description

no one will provide us internet service. less than a half of a mile up the road they stopped service. in this new era of covid 19 i find it crazy that we dont have it especially with the upcoming school year ,our daughter is surely going to be required to have it.

Ticket: # 3988585 - cell phone charges

Date: 5/21/2020 8:16:19 PM

City/State/Zip: Warner Robins, Georgia 31093

Company Complaining About: AT&T

Description

I need a response to having a COVID-related charge removed from my cell phone bill. I have called the company 7 times and done whatever they ask - which is basically be patient. Today, I got a letter saying my service will be suspended.

Ticket: # 3988648 - Telephone Service Has Been Disconnected by AT&T

Date: 5/21/2020 9:16:44 PM

City/State/Zip: Boca Raton, Florida 33437

Company Complaining About: AT&T

Description

The consumer stated that her home phone line has been turned off by AT&T.

The phone was turned off 4 days ago , on 05/17/2020.

The consumer stated that she is paying several carriers, all at one time and she does not understand which carrier is providing what service.

She stated that she had Comcast's service and switched to AT&T about 2 months ago/sometime in March. The consumer signed up for a plan that cost \$80.00 per month.

However, her first bill was for \$300.00! She called the retention division to discuss the bill. She was advised, "That is what the bill is, we cannot do anything about it"!

She stated that Comcast billed her for the same time period and she was not certain as to which company she owed her actual bill.

While trying to sort this matter out, she believes that AT&T interrupted her landline phone service. She can receive incoming calls. However, she cannot place outgoing calls ? She reaches a recording that tells her to call AT&T.

The consumer stated that she has a sick child and has requested that AT&T reconnect the phone line, immediately, so that she has access to emergency services/during Covid-19. (The consumer is 84 years old).

The consumer requested to know which services are being billed by AT&T and why she is not being charged the \$80.00 that was promised.....for the phone line!

If, this is a bundled package, she believes that she is being charged, at least one of her services, twice. (She believes that Comcast provides the internet service. Because it is her understanding that one service is mandatory by the HOA (This may be the TV service).

The consumer requested that AT&T assist her in sorting this matter out and determining the correct services are connected. She also wants to be certain that she is being charged correctly.

Ticket: # 3988714 - Spectrum Didn't Honor Billing Agreement**Date:** 5/21/2020 11:32:38 PM**City/State/Zip:** West Hollywood, California 90046**Company Complaining About:** Spectrum

Description

On March 23rd I called Spectrum to re-negotiate my internet contract and spoke to a retention rep who quoted me a rate of \$49.99/month for 12 months internet only service effective immediately. The company did not honor the rate and my billing did not reflect the change, so I tried to call back and because of the COVID outbreak I was unable to reach anybody until May 21st, when a rep agreed that my record's notes indicated that I had been offered the rate of \$49.99/month but it looked like the order had never been put in. She again transferred me to retention because her office could not make the change and two more reps confirmed that I had been offered \$49.99 but said could they not honor this rate and the best rate they could offer was \$64.99/month, \$15 a month higher than the rate they initially quoted me. The reps continually told me they couldn't honor their promise "because of policy." This is not an acceptable way to negotiate with customers, especially for a critical utility in the middle of a national crisis, and they should honor the rate they initially promised.

Ticket: # 3988715 - Direct TV

Date: 5/21/2020 11:33:03 PM

City/State/Zip: Spring Valley, California 91977-1742

Company Complaining About: Directv

Description

My Direct TV charges changed since I entered the second year on my contract. The bill I am receiving is greater than what I was quoted when I signed the contract. I also went on the website and tried to change the package a few times; three times it just kept buffering, two times I made the changes but they never saved. The online system does not even give me the option to remove the NFL Sunday Ticket. I try to get in touch with them and no one answers the phone (this was happening before the COVID-19 pandemic; spent hours on the phone and trying to get through due to installation and billing issues). Wish to cancel

Ticket: # 3988764 - Bait and Switch tactics

Date: 5/22/2020 1:53:55 AM

City/State/Zip: Sunland, California 91041-4084

Company Complaining About: Frontier Communications

Description

On 3/27/20 at approximately 10:41am I spoke with Frontier Communications concerning the increase of my Frontier bill from \$35.88 to \$50.88 for basic internet only. I explained to the representative that I was on the California Lifeline program and since the Corona Virus outbreak-quarantine I have had financial difficulties. During our conversation the representative stated that he could reduce my bill to a monthly amount of \$34.74 plus tax and gave me a confirmation number (b) (6) to verify the reduction of my bill. On 4/21/20 I received my new Frontier Communications bill and it did not reflect the amount of \$34.74 plus tax as previously agreed upon on 3/27/20. On 4/21/20 at approximately 6:15pm I spoke to four Frontier Communications representatives and each stated that they could not honor the agreed amount that I was initially promised on 3/27/20.

On n May 6, 2020 I received a letter from Frontier Communications ignoring the previous amount of \$34.74 that I was originally quoted. In addition, they stated that they had offered me \$44.74 a month instead but I turned it down. However, what they failed to disclose in the letter to you was that they had also stated that if I agreed on this amount, they would place me on a 12-month contract with a \$60.00 termination fee. I have never had a contract with this company and they even advertise themselves as a contract free provider. I wonder if this could be in retaliation for my initial complaint.

I'm on social security and the lifeline program and have been struggling since the Corona Virus outbreak-quarantine. It seems extremely unethical and unjust for Frontier Communications to take advantage of a low-income elderly person by using bait and switch tactics. I am asking for this large corporation to honor the monthly amount of \$34.74 plus tax as initially agreed upon.

Ticket: # 3988793 - FACEBOOK IS ILLEGAL, CORRUPT & FAKE ACCOUNTS ARE BEING USED AS A "WEAPON" & WE'VE BEEN CYBER-STALKED FOR 3 1/2 TO 4 1/2 YEARS!!!!

Date: 5/22/2020 5:14:21 AM

City/State/Zip: Cocoa, Florida 32926

Company Complaining About: Spectrum

Description

FACEBOOK'S FAILED Point of Entry Allows Impersonation, Identity Theft, Cyber-Stalking, Cyber-bullying, Cyber-TERRORISTS that have MADE SO MANY FAKE Cyber Accounts they Cyber-Created CORONAVIRUS & INVASION OF LOCUSTS & have CYBER-ATTACKED INNOCENT HUMANS with INTENT to HURT, MAIM, INJURE, DISRUPT LIVES, CHANGE & ALTER OR SWAY RELATIONSHIPS, AND TO ATTEMPT TO KILL, and MANY, WAY TOO MANY INNOCENT HUMANS and ANIMALS are DEAD and BILLIONS IN ENVIRONMENTAL DISASTERS! PROOF IS IN Facebook/Instagram/Twitter/Snapchat Computer Systems - Every FAKE Account REQUIRES an EMAIL or PHONE Registered to a HUMAN BEING with IP Addresses to Computers, Phone etc.

Ticket: # 3988844 - Optimum Availability Complaint

Date: 5/22/2020 8:24:03 AM

City/State/Zip: Garnerville, New York 10923

Company Complaining About: Optimum

Description

Once again Optimum / Altice has shut my services off completely and are telling me that I do NOT QUALIFY to stay connected. I don't understand as every person in this country has been affected by this pandemic.

PLEASE HELP!!!!

(b) (6)

On Fri, Apr 10, 2020 at 10:27 AM (b) (6) wrote:

Re: Keeping Americans Connected Pledge.

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

This morning at 10:10 while my daughter was in the middle of an online class Optimum Shut our services off for Non Payment.

With being out of work I was assured by the Governor's office and school district that Optimum signed the pledge and this would not be an issue.

I will be switching to Verizon once this pandemic is over and I'm back to work and Verizon workers are allowed back into homes to install. That does not help us now.

I'm so disappointed and frustrated.

I'm on hold with Optimum now but it is telling me I have over an hour hold time.

Please see the attached photo showing they have BRICKED all my services.

Thank you

(b) (6)

Ticket: # 3988881 - AT&T refuses to end my subscription

Date: 5/22/2020 9:16:59 AM

City/State/Zip: Austin, Texas 78704

Company Complaining About: AT&T

Description

I am stuck in Europe since March 10th due to COVID-19 because of the travel ban. I have a prepaid subscription with AT&T, which I have tried to suspend, since the service does not work outside the US. AT&T claims there is no way to suspend my account if they cannot reach me via phone (which they can't because THEIR OWN service is not working here). First request to suspend the account is from March, and I have tried and tried to get that done up until this week. However, they have refused to do so claiming there is no way to do that, and kept billing me for the full amount (~50USD), even though the service is not active. I want to have a refund for March to May and I want my subscription to be interrupted.

PLEASE NOTE that the contact phone I provided IS NOT ACTIVE because of this issue. I can only be reached via email.

Ticket: # 3988895 - Service repair denial

Date: 5/22/2020 9:31:50 AM

City/State/Zip: Goodland, Kansas 67735

Company Complaining About: S&t Telephone

Description

Our local phone and internet provider refused twice to come into our building to repair required of internet and phone. while eventually repairing it, they have made it a complete hassle to get them to do it. all the while claiming COVID protocols on their behalf but not presenting us with said protocols stopping them from coming in building.

Ticket: # 3988923 - Optimum provided no way to cancel my services during the Pandemic

Date: 5/22/2020 9:44:54 AM

City/State/Zip: Guttenberg, New Jersey 07093

Company Complaining About: Optimum

Description

.No way to cancel service, charged during pandemic! My Optimum service was on seasonal till the end of March and I knew that with no job and no UI I would not be able to pay the regular monthly fee. I tried via the website and the AI chat, I called, tried Twitter and FB and every time was informed that I had to speak to a Customer Care Representative but due to the Pandemic their call volume was greater than expected and was either hung u p on, told to go back to the website or told to leave my ph # for a call back that was a robo call with no one on the other end of the line. Against the advice of the Governor of NJ and 1 month into the pandemic I drove 200 miles RT to our shore condo and stripped out all the Comcast equipment and shipped it via FED-x to the return label address provided by the Comcast website. That was in the beginning of April. And on March 26th I suspended my autopay. I was got a message on May 11th that on May 27th Customer Care Representatives would be back to work at Optimum and to select a date for a call back from the company. That is 2 months after I no longer wanted their service. So I have been forced for two months to keep their service even without any equipment there to utilize it! My service was disconnected as of May 29th Optimum told me even though I have tried every day since mid-March to cancel the service which at that time I had a ZERO BALANCE. Now Optimum wants me to pay \$284.73 for there purposeful lack of technical ability to allow customers to disconnect via the website. They force customer to speak with a Customer Care Rep. in order to stop the service in hopes of getting them to stay on as customer but during a Pandemic with no HUMAN working that is a Cruel and Unethical business practice. I wrote to Comcast H.Q. Optimum Cable, 1111 Stewart Ave., Bethpage, NY 11714 Attn: James Dolan, President CEO and Director and also filed a consumer complaint with the state of NJ. I have tried repeatedly to get justification for their unfair business practices and to get this charge removed from my account before they report me to a credit bureau and ruin my excellent 750+ credit rating. How are practices like this allowed to go on normally let alone during a pandemic? Please advise and Thank you.

Ticket: # 3988924 - Optimum Billing Issues/COVID-19

Date: 5/22/2020 9:45:16 AM

City/State/Zip: Ridge, New York 11961

Company Complaining About: Optimum

Description

She is calling about Optimum.

This is a bundle package.

She wants to downgrade her service; it is no longer needed.

Optimum has a sports package.

Her and her husband had COVID-19.

Her husband dies two weeks ago.

She does not want sports package, because there is no baseball.

Her husband is longer with her, and she longer wants this.

She would like it to be removed from her bill.

She called Optimum to order this service 03/7/2020.

She called back on 03/16/2020 to cancel this service.

Optimum told her there was no way to cancel this service.

She feels that this is a heart ship on her, and she does not have any use for this service, since her husband has passed away.

She called again on 03/20/2020 and 05/12/2020.

To stop this service, she still has COVID-19.

She needs this sports package to be removed dating back to 03/16/2020.

Her home phone is: (b) (6)

CTR414-phone

Ticket: # 3988950 - Inadequate or no internet for paying customer

Date: 5/22/2020 9:58:05 AM

City/State/Zip: Snohomish, Washington 98296-8304

Company Complaining About: Frontier Communications

Description

My residence located at (b) (6) is serviced by Frontier Communications for our internet. The speed and quality of what they provide is less than what they are contracted to provide. Now, during Covid 19 stay home order we have had no internet for weeks. Our service is unusable, we are not receiving the service we are paying for. We have elevated this problem to customer service and technical support. The response from technical support was, "there is nothing we can do, you have very slow internet. Frontier have not invested in their infrastructure. You need to wait and see now that Frontier has been bought out if they upgrade your service".

Ticket: # 3988969 - over charge billing

Date: 5/22/2020 10:05:35 AM

City/State/Zip: Phoenix, Arizona 85014

Company Complaining About: Cox

Description

Due to the Pandemic I temporarily relocated to New Mexico I requested my service be cancelled .They have billed for last 3 months. Request refund.

Ticket: # 3989056 - Verizon Home Services

Date: 5/22/2020 10:43:21 AM

City/State/Zip: Philadelphia, Pennsylvania 19106

Company Complaining About: Verizon

Description

I contacted Verizon to down grade my services today on my account

(b) (6) after being told on a verizon chat, I would have no trouble downgrading my services. Because I have a small business in Philadelphia, I can no longer afford my in home tv and just wanted to down grade to internet only. Again the chat said they could not do it , but they could on the phone.

I also told them I had returned the modeum and they had not as of yet credited it.

Today I called and was treated very rudely by an associate. She told me that since I had a new contract I had to pay a \$290.00 disconnect fee, and I was unable to get just internet only unless I paid the disconnect and started over. I told her that was not fair, and that I needed some help due to Covid 19. She said there was nothing I could do. When I told her I would be forced to contact the FCC she informed me they had no juridistation over Verizon. She then sent me a bill with a termination fee. No attempt to help me just down grade during this terrible time, where Philadelphia is still locked down. I was forced to turn my services off. I would like to have the early termination and all fees paid up from take off.

Ticket: # 3989094 - FACEBOOK IS ILLEGAL, CORRUPT & FAKE ACCOUNTS ARE BEING USED AS A "WEAPON" & WE'VE BEEN CYBER-STALKED FOR 3 1/2 TO 4 1/2 YEARS!!!!

Date: 5/22/2020 11:06:17 AM

City/State/Zip: Cocoa, Florida 32926

Company Complaining About: Spectrum

Description

WE are in a 'CYBER-WAR' and the FAKE CYBER ACCOUNTS are being used as a "WEAPON" by the "CYBER-TERRORIST(S)" I know Humans and a Cat that did NOT Have Facebook & Fake Cyber Accounts were set up in their names & now they are DEAD! I HAVE BEEN "CYBER-ATTACKED" every day for 3 1/2 to 4 1/2 YEARS & THE PERSON DOING IT IS TRYING TO USE FAKE CYBER ACCOUNTS TO "KILL ME" And is Cyber-Stalking and Cyber-Attacking My Teenage Son and Others. A computer professional came to my home in Sept. 2019 & confirmed there is a HACK on my Cell Phone, Home Computers & even on our ROUTER & May have some sort of WEB SYSTEM that's being used from the ROUTER. The Person Doing it is TRYING to "LIVE" Inside the FACEBOOK/INSTAGRAM COMPUTER SYSTEMS and is TRYING TO "LIVE" IN OTHER HUMAN BEINGS - INCLUDING TRYING TO MENTALLY and PHYSICALLY CYBER-ATTACK PRESIDENT DONALD J. TRUMP, AND IT'S EFFECTING HIS HEALTH. I reported the HACK on my Router to the Cable Company last year and the information was forwarded to FDLE. CORONAVIRUS & INVASION OF LOCUSTS was computer generated from FAKE FACEBOOK/INSTAGRAM/TWITTER & EVEN SNAPCHAT MAPPING Accounts. Every FAKE ACCOUNT REQUIRES an EMAIL or PHONE which is REGISTERED to a HUMAN BEING with IP ADDRESSES to Computers, Laptops, Kindles, Tablets, Phones, etc. MUST STOP the "CYBER-TERRORIST(S)" AND STOP CYBER WAR - MUST STOP FAKE CYBER ACCOUNTS & PROTECT NAMES & IDENTITIES & INFORMATION

Ticket: # 3989289 - High Packet Loss - Cox Communications - Phoenix, AZ

Date: 5/22/2020 12:15:52 PM

City/State/Zip: Phoenix, Arizona 85032

Company Complaining About: Cox

Description

This is an ongoing issue. For several years, there has been high levels of packet loss - well beyond what is identified as typical for Cox according to FCC documentation.

I'm routinely seeing 6-30% or more packet loss when outages occur, which is preventing my family's ability to work from home during the COVID crisis.

Documents attached demonstrate ongoing corrected/uncorrected packets from modem status page indicating network level issues with Cox's infrastructure leading to uncorrected/lost packets.

Ping Plotter screenshots show packet loss levels (red lines) and percentages. Screenshots are dated and times are shown in the graph.

Ticket: # 3989336 - Xfinity Home Security**Date:** 5/22/2020 12:30:10 PM**City/State/Zip:** Irvington, New Jersey 07111**Company Complaining About:** Comcast

Description

My service was to be moved from (b) (6) on May 21, 2010. The representative Paula cancelled my service on 5/18 instead of having it moved. I was told by Xfinity representatives that all I need to do is take the equipment with me; plug it up and if there were any issues Xfinity would be able to remote in. Now, Xfinity is saying because of Covid they don't have access to the code to make my security work. Also, they couldn't find my account. After service for almost a year and paying my bill, they couldn't find my account and they said that was another reason why they couldn't send a code to my security remote. A Supervisor from Xfinity Home was supposed to call me within 10 minutes from my conversation with Ruth the Representative this morning approximately around 11:30am. She took my phone number and name again, but haven't heard from anyone. I understand the Covid thing, however, I moved by the promise that I wouldn't have a problem with my service or else I would've waited to move. Now, no one is returning my calls or assisting me on the phone. I really need the security operating in my home. I cannot wait until this Pandemic clears up to get the security up and running. Please help.

Ticket: # 3989402 - Billing/Service Issues

Date: 5/22/2020 12:48:42 PM

City/State/Zip: Miami, Florida 33142

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as his carrier
- He has a bundled package
- He states his bill is always inconsistent
- He states he has been making the payment the best that he could
- He states they told him he is using too much data
- He states they keep calling him about his bill
- He states they keep adding late fees and disconnection fees
- He states they shut off his service during COVID-19
- He states they cut him again
- The consumer wants them to stop robbing him every month

CTR405-phone

Ticket: # 3989601 - customer service/service complaint

Date: 5/22/2020 2:02:22 PM

City/State/Zip: Lagrange, Indiana 46761

Company Complaining About: Centurylink

Description

My internet has been down 3 times in the last week. I made it clear to them I was working at home because of COVID and this was putting me in danger of losing my job. Apparently that's funny to Centurylink. It isn't funny to me. My Mom is 81 years old and she has dementia. She is counting on me and I don't think this is funny. We were hung up on twice this morning, 3 people, 2 on the phone and 1 on chat said they couldn't help us - the chat person said she couldn't help me unless I could uninstall my modem and reinstall it at a different jack. One offered to send a technician out next Tuesday - 4 days away. The 4th live person we spoke to said there was a local outage and we didn't need to do anything to fix it.

I called Century Link just now to file a complaint and after 10 minutes a supervisor came on who didn't think there was too much wrong with what happened until I mentioned the FCC. If you can do anything to help, I would appreciate it. This isn't acceptable.

Ticket: # 3989620 - Unable to suspend service from Optimum Cable and impossible to reach customer service

Date: 5/22/2020 2:07:24 PM

City/State/Zip: Ridgefield, New Jersey 07657

Company Complaining About: Optimum

Description

I've been trying to reach Optimum online for close to 2 months now. I'm still getting billed about \$180 bucks a month for service that I'm not even using at the business due to Covid-19 lockdown in NY. I've reached out via social media and they've given me a number to contact retention which leads to a dead end and now i'm 2 months over due going into the 3rd month. I need my service to be suspended until business can be resumed and the charges to be removed from 3/15/2020 of when the lockdown has started.

Ticket: # 3989642 - Special needs Child needs your help

Date: 5/22/2020 2:11:22 PM

City/State/Zip: West Bend, Wisconsin 53090

Company Complaining About: Spectrum

Description

Our 6 year old with special needs is to speak daily with his counselors and teachers. In this covid world we have no internet at home or a place go for WIFI. Spectrum promised our internet service would transfer with just the initial normal set up fee. Now we are told it will cost over 1000 dollars to get internet transferred. The in-store works blame the construction side of Spectrum. This after we were reassured and went in a month prior to moving to guarantee we would not lose service and that our son would be able to speak to his teachers. NOPE.

Ticket: # 3989696 - Price Gouging

Date: 5/22/2020 2:28:52 PM

City/State/Zip: Houston, Texas 77084

Company Complaining About: AT&T

Description

Due to covid I was requested for a bundle rate that includes Tv & Internet in March due to promotion ending. The representative I spoke with advised me Hughes Net is a third party affiliate and I would have to pay additional 72.35 I paid it got service. I started to see additional charges come out of my account from Hughes Net that was never authorized I called Hughes Net and canceled my contract after just two weeks. I received my bill from At&t and I was 160.00 I called and was told my promotion ended I advised I called to get bundle rate basically change my plan I was told there nothing I can do about it after calling 20 times I got Darrel in the loyalty department he reviewed my account and stated the money was never credited to my account he would fix it my service was turned off before May 13 which was the 60 days they're giving for the pandemic after speaking with Darrell my bill came for 103.00 I paid it. Checked email I have another bill for 179.00 I called back spoke with Shanta was told Hughes Net has the money It was sent to them I called Hughes Net they never received and money from At&t dish network. I have basic cable not internet on one TV there is no way I should have a bill for 179.00 the representatives are no help I'm constantly getting transferred around from billing to loyalty department and no one wants to correct the problem. I have three kids I can't afford to be paying for someone else who fails to do their job correctly. Please assist me in this dire situation.

Ticket: # 3989708 - Internet Unavailable

Date: 5/22/2020 2:32:34 PM

City/State/Zip: Pembroke, North Carolina 28372

Company Complaining About: AT&T

Description

The AT&T internet lines go right by her house, however, they refuse to hook her up for internet.

Due to COVID 19 her daughter needs to do her college classes online.

Without internet this will not be possible.

Consumer asked if we could possible help her get the service.

CTR412-phone form insisted I fill in "internet method" so I put cable, but the consumer has no internet at this time.

Ticket: # 3989733 - misrepresentation to buy service(s)

Date: 5/22/2020 2:40:02 PM

City/State/Zip: Solon, Ohio 44139

Company Complaining About: Spectrum

Description

I have been a Spectrum-Charter customer for about 6 years as my Internet provider and switched to the TV services almost a year ago. I initially had basic streaming and found that it didn't have the ability to program shows (DVR in cloud) as I was told...so I called late last fall and was told that the only option I had was for them to change my service and that I could get a DVR that they provided. They said that they would set up my service, and it would cost me only \$12.99 per month, if I set it up myself. I was initially told that it would stream wireless to my modem and I'd be set to go. I was also told I could watch TV, record two channels at a time, and that I could watch other while recording. I forgot how many total hours I would get with the DVR, but it was not a lot, however, it was the only option that I had. OK..so they changed my service around, I got the box, and found that I had to HARD WIRE it, which was a nightmare in itself because of where my TV is situated. When I called, they told me they could send someone out, but I would have to pay...which I said "no!" The first lie: their DVR box was not wireless. The second lie: Once I had it set up and working, I discovered that if you happen to be watching a show and the DVR may be recording two shows on another channel, the DVR will change your station to one of the channels recording. I called and complained and told them that I specifically asked about all of that...they "apologized" and that I was given incorrect information. I had spoken to "Seth" when I set this box up. About a month and a half after I received the box...both hand modules would not work. I called and was told that was rare and to just return them to one of their stores for a replacement. Coincidentally, as I was walking in, someone came in behind me with the exact same problem and wanted new modules. The young man at the counter replaced them for free and told me that he seemed to be doing a lot of returns that day. Lie number 3: In March, I paid my Spectrum bill directly from my bank account at Citizens Bank. I have never had problems doing that with any of my banks, and the bill was paid on time. About a week and a half later, I received a note from Spectrum that if I didn't pay my bill, they were going to cancel my service. I was furious because my bill was paid and the money was taken from my account. I called and they insisted that they did not get my payment, and told me to pay at the store or they were going to shut off my account! I was furious because I work from home, need my Internet, and, I had paid the bill and had a confirmation from my bank! So, I called Citizens and they told me that the money was sent and that they had a confirmation that they gave me. I faxed that to Spectrum, which they were adamant about cancelling my service and even threatening to add charges to turn it back on if off! I've never had a problem with them and did not appreciate this treatment at all! So, I called my bank back and they told me that they would stop payment on the money that was already sent and would not charge me for this. I then went down to the Spectrum store in Macedonia Ohio (about 25 miles from me) and paid the bill. I then came home and called Spectrum and told them that I paid the bill and that my bank issued a stop payment. The lady in the billing department at Spectrum said that they "just applied the first payment" and that she didn't know what happened. I told her the whole story and that my bank issued a stop payment because this payment should have shown up several weeks ago. Incidentally, the day I paid and was talking to this woman was 4-3-20 and the date of the cancelled payment was 3-13-20. ?? She confirmed that she was now showing two payments and that I should cancel the stop payment. I told her that was already done and I was told once processed, could not be changed. I explained all that happened and she told me that they would

charge a fee, but it would be waived. She advised me to check my account on line in about a week to make sure that it was deducted, and then call back, which it wasn't, and I called back. I then get my April bill due in May and called again about the \$25.00 . A very nice woman "Asia," told me that she would go an put it in the system again and apologized. I told her that I was angry about having to call and that as I was looking at this bill, I am not happy about this sub-standard DVR plan that I set up based on original lie by customer service. Again, she was very nice and said she would transfer me because Spectrum was offering cloud DVR now. She then transfers me to a woman (Helen...in Georgia office) who had me on the phone for 2 HOURS! I made it clear that I wanted a wireless system and cloud services and she advised me on their "new" Apple TV plan. This plan is basically a type of modem that is made by Apple and they have some kind of a contract with them now to provide services, etc. She went over my account and told me that if I set this up and got rid of the DVR, I'd have up to 50 hours of programming (part of their package), it was extremely easy to set up (similar to Rokus which I have), and that it would only cost me for everything \$7.99 per month but that I would have to commit to Spectrum for 24 months. She told me that it would take 7-10 days for me to receive it and that I was to return their DVR box to a Spectrum office. She said that once I set up the Apple TV, everything would be set up and good to go...immediately. All of this was BIG LIE #4! First, I got the Apple box two days later, which I had explained that the 7-10 days was perfect because I was very busy that week. So, today (5-22-20), I finally had time this morning to set this up. The module that comes with this box was difficult to work with, but, I was able to finally, after close to THREE HOURS, get it set up to work on my TV, but could not find any DVR programming options. I went through the Spectrum guide, the APPLE TV apps, everything and NO DVR! By this time, it was noon, so I called customer service at Spectrum. I first spoke to "Dakota #2948532 in tech support. While speaking to him, I pulled up my account on the Internet. I saw that the \$25.00 was STILL on my account and not credited, yet, they had added the \$7.99 charge for this APPLE TV as well as the \$12.99 for the DVR. He told me that he didn't understand why I didn't have DVR and that he would make note about the credits due to me and then transferred me to "Ron" (his number was #4641709). Ron listened to me getting mad and said that he would see to it that my bill was straightened out and said that there were TWO PROBLEMS: (IIE #5) MY PRESENT SERVICE WOULD NOT WORK WITH THIS APPLE BOX, THEREFORE, I DO NOT HAVE DVR IN THE CLOUD SERVICE. (LIE #6) Additionally, SINCE I SET UP THE APPLE BOX, I OWN IT AND THEREFORE, AM COMMITTED TO PAYING FOR IT! The only way I could use it would be to "DOWNGRADE" my service! He was very nice and apologetic, but at this point, I am apoplectic! He also told me that they will continue to charge me the \$12.99 even though I disconnected it and that I needed to return it immediately! I was planning on doing that today, anyway, which I told him. Meanwhile, I NOW HAVE AN APPLE BOX which is basically acting like a modem, which I DO NOT NEED, AND AM STUCK WITH! The WITCH in Georgia that lied to me about this service and looked at my account while setting this up, DID NOT SAY THAT MY SERVICE WOULD NOT WORK WITH THIS! I WOULD BET THAT SHE WAS ON COMMISSION AND THEREFORE, MISREPRESENTED THIS WHOLE SERVICE! This guy "Ron" then transferred me to someone else in billing to see if they could reverse everything and I was then transferred to "Keith." Keith looked at the notes on my account and said that he couldn't transfer me directly but would have a supervisor call me back (guaranteed) within 2 hours. Lie #7: It is 2:25 pm right now, an

Ticket: # 3989737 - Disconnected during covid-19

Date: 5/22/2020 2:40:55 PM

City/State/Zip: Brooklyn, New York 11237

Company Complaining About: Sprint

Description

Sprint disconnected my service, I am 40 weeks pregnant and me and my husband have both been laid off due to covid-19. We have been waiting since the end of March for unemployment. I currently have no way to contact my doctors or family if I go into labor.

Ticket: # 3989745 - Availability- COVID-19-Privacy

Date: 5/22/2020 2:44:04 PM

City/State/Zip: Indianapolis, Indiana 46235

Company Complaining About: Metropcs

Description

(b) (6) if filling the following complaint against Metro PCS for breaking her privacy. Consumer states that she has an unlimited service with MetroPCS. Consumer states that on the night of the 05.20.2020 consumer notice that her cellphone text messages were not delivering to the people that she was trying to text. Consumer went to a sales store on the 05.21.2020 to report this incident ad they open a ticket for her, and they told her that someone will return the call that night and that her service will be working that same night. Nobody returns her call. Consumer states that the next day she went back into the sales store, they contacted the tech support and they told her that her account was been place on hold because she was texting too much and they decided to place a hold on texting. Consumer is member of a recovery facility for people with addictions that she is constantly setting meeting for people to get her life back in track. Consumer is paying for an unlimited service. Metro PCS is putting the public on danger by doing this. Consumer account should not be place on hold for six days in the middle of a pandemic outbreak. (b) (6) is looking for a resolution on having her messages restore, Consumer was told that cellphone is not meant for business by the agent that was troubleshooting her cellphone. She would like a direct apology for the ignorant comment of the agent consumer is paying for an unlimited service is her decision to used it the way she wants to. Consumer was told to upgrade her cellphone because it might be the problem her device when this was not true it was a block for the corporate. She wants her \$85.00 back.Consumer wants to know why they did not notify her about this and they just block her service very rudely.

ctr408-phone

Ticket: # 3989844 - No phone or internet service for 3 weeks

Date: 5/22/2020 3:32:16 PM

City/State/Zip: Argillite, Kentucky 41121

Company Complaining About: Windstream Communications

Description

I have windstream for internet and phone. For the last 3 weeks I've had internet only for 2-3 minutes at a time a few times a day and no phone service. there is no cell service where I live. I am a doctor and am unable to respond to emergency calls or practice effective telemedicine during a pandemic. I've had technicians out 3 times, each time I report I have no service after they've been out, it takes a 5-6 days for another tech to come out and the problem is not resolved. They were out today and now say it will be June 12th before they can get someone out to remove a tree off a line.

Ticket: # 3989898 - Lack of Internet

Date: 5/22/2020 3:48:42 PM

City/State/Zip: Las Vegas, Nevada 89122

Company Complaining About: Cox

Description

This is a COVID 19 issue because consumer has children who need to do schoolwork.

Consumer's internet has been down for a week.

Consumer made them aware of the problem, but no resolution.

Consumer wanted to file a complaint.

CTR412-phone

Ticket: # 3990017 - Suddenlink - Incorrect Billing and Over billing

Date: 5/22/2020 4:22:20 PM

City/State/Zip: Parker, Arizona 85344

Company Complaining About: Sudden Link

Description

Suddenlink has said that I am delinquent on a payment. I have called for over a month now to prove to them the amount was paid and even offered proof that it came out of my bank account, but they do not help. After over 7 calls over the last 6 weeks now (pretty much a call a week), nothing is resolved and they have cut my internet service off twice (even during the COVID period). I keep being told that a supervisor will contact me, but no one ever calls me and it still reflects that my bill is delinquent and they are charging me fees for it. Their billing is not right and they are making me pay for it.

Ticket: # 3990023 - internet overage

Date: 5/22/2020 4:25:09 PM

City/State/Zip: Tyler, Texas 75701

Company Complaining About: Sudden Link

Description

our suddenlink bill has been going up every month. for years it has been the same amount until recently. we have called twice in the past couple of months and no one can seem to explain how for years we did not have a data cap and all of the sudden we have drastic overages. the first time my husband called the bill was almost double the normal amount and this was in april after covid started. no one could explain how we went over and no one offered him to raise the package to unlimited (which we thought we had). our bill that I received yesterday was double what we normally pay so I called and was finally offered unlimited which is \$78. that is the amount that we had been paying. i feel like they are price gouging since everyone is home and doing schoolwork online. I was told my bill going forward will be \$78 plus tax but one I dont trust that and 2 I want to speak to someone higher up about the all over the place prices. for example we used to pay about \$40 it has slowly gone up over the past year.

january \$50.83

february \$61.69

march \$110.74 (called to complain)

april dropped back to \$78.04 (the unlimited price I was just offered)

may \$78.04

the upcoming june bill is \$159.81

Ticket: # 3990123 - Disconnected during "Keep Americans connected" pledge

Date: 5/22/2020 5:20:01 PM

City/State/Zip: Portland, Oregon 97267

Company Complaining About: T Mobile

Description

I've called TMobile twice trying to bring it to their attention that I lost my job as a result of the covid19 pandemic and that my service was disconnected despite their pledge to keep Americans connected. It's become clear that they are knowingly dishonoring their pledge and that their "participation" was nothing other than a empty promise given at the time in order to maintain an unblemished perception of moral or ethical standing. Both calls to their customer support has been a frustratingly fruitless exercise in futility. They pretend to hear and agree with my position only to respond with the exact opposite of my concerns while trying to sign me up for a different plan using the money I'm no longer making. One rep even said "Yes we made that pledge but we actually have our own way of keeping Americans connected". Do they not know that's not the same thing as signing a specifically worded pledge using the strategies the FCC called for? Again, it seems this isn't simply some kind of oversight it technical error but a willful disregarding if honoring their pledge while attempting to keep a facade of cooperation and concern for the American people. They won't even admit wrongdoing. I want them to either honor their commitment to their pledge or let it be publicly known that their signature meant and means nothing because they have "their own way" if keeping me connected (which obviously hasn't worked).

Ticket: # 3990195 - Comcast, Spectrum, Cox, Frontier & ATT

Date: 5/22/2020 6:12:41 PM

City/State/Zip: Fullerton, California 92836

Company Complaining About: Spectrum

Description

Covid-19 every since the Executive order from or President of the U.S. All cable company in my area are allegedly saying we are allowed to have free Wifi-capabilities and this is not true and not happing from any of them! I have very high signals and when I get on they reroute me, take forever, and to many time-outs. I am a person who is very limited resources and I finds that these Corporate Giants are not moving froward to help the current crises. I am stuck in a apartment where the my roommate took me off of the internet for no reason and now I have tried to find other means to communication. This is putting my life and other peoples lives at risk and we need to have access for internet for all. I find this to be a clear violation of our rights as a human and I want a full investigation into these claims and matters. NO ONE SHOULD EVER BE PUT IN A POSITION OF INTELLIGENCE IF YOUR LIMITING THEIR POWERS OF COMMUNICATION. PEOPLES LIVES ARE AT RISK IF WE CAN SPEAK THROUGH ALL CHANNELS OF COMMUNICATIONS. I ASK YOU TO RELEASE THE CHAINS FROM THE INTERNET AND DEMAND ACCESS NOW BEFORE WE AREE ALL IN JEOPARDY.

MY NAME IS THE (b) (6) AND I APPROVE THIS MESSAGE!

Ticket: # 3990220 - Problem with service but want full payment

Date: 5/22/2020 6:23:33 PM

City/State/Zip: Hamtramck, Michigan 48212

Company Complaining About: Comcast

Description

I've been having problems every day with my Xfinity service but yet and still over speaking with customer service they want me to pay over 250 dollars a full payment for not even half of the service. I speak with customer service Monday May 11,20 about the problems with the service, and about the technician coming to my house in March doing the pandemic with no mask or gloves on so I could not let him in. And they told me that no technician can come out now. But they would send one to check the outside lines. Also, I explained to the representative that I have not received my unemployment and I will pay my bill next week. well, what do you know they cut my services off after the representatives to you stated to me my services would not be interrupted well I enclose a picture of my services being interrupted I had no Channels during the stay at home executive order. Knowing that my services were not working properly I feel all the money that I have contributed to Xfinity during the pandemic there was no reason to interrupt my services for \$160. I feel like they harassed me doing t his crisis. being that this happened I feel like I should have a year of free service. And the governor and the attorney general and the FCC should do something about this. I didn't even get the 10-day grace after your due date. But I was told my Services would not be interrupted then they put me in a plan without my knowledge. at this point if I wanted to leave I wouldn't be able to because of the pandemic technicians are not doing installation. I'm so sick of this abuse from Xfinity and the Philippines bad customer service. Please Help enough is enough I've started to take pictures and video footage of my services being out every day but the video will not upload on your website but if I am given a email address I will forward it to you.

Ticket: # 3990242 - Services issue but Interrupted service during the pandemic

Date: 5/22/2020 6:33:44 PM

City/State/Zip: Hamtramck, Michigan 48212

Company Complaining About: Comcast

Description

interrupted service during the pandemic after speaking to Customer Service I've been having problems every day with my Xfinity service but yet and still over speaking with customer service they want me to pay over 250 dollars a full payment for not even half of the service. I speak with customer service Monday May 11,20 about the problems with the service, and about the technician coming to my house in March doing the pandemic with no mask or gloves on so I could not let him in. And they told me that no technician can come out now. But they would send one to check the outside lines. Also, I explained to the representative that I have not received my unemployment and I will pay my bill next week. well, what do you know they cut my services off after the representatives to you stated to me my services would not be interrupted well I enclose a picture of my services being interrupted I had no Channels during the stay at home executive order. Knowing that my services were not working properly I feel all the money that I have contributed to Xfinity during the pandemic there was no reason to interrupt my services for \$160. I feel like they harassed me doing t his crisis. being that this happened I feel like I should have a year of free service. And the governor and the attorney general and the FCC should do something about this. I didn't even get the 10-day grace after the due date. But I was told my services would not be interrupted then they put me in a plan without my knowledge. at this point if I wanted to leave I wouldn't be able to because the pandemic technicians are not doing the installation. I'm so sick of this abuse from Xfinity and the Philippine's bad customer service. Please Help enough is enough I've started to take pictures and video footage of my services being out every day but the video will not upload on your website but if I am given an email address I will forward it to you. Technically I'm not late if they bill in advance.

Ticket: # 3990245 - service and billing

Date: 5/22/2020 6:36:18 PM

City/State/Zip: Orlando, Florida 32806

Company Complaining About: Spectrum

Description

(b) (6) [REDACTED] [REDACTED] We have bundled service Internet and Wired phone, Spectrum called us and offered 30-day free trial of TV connection, knowing that they have never provided for us a box with a TV connector. I called them several months starting in Feb 2020 and asked how they expected us to use their TV offer. Finally they admitted we would have to buy more equipment to get their TV at all! We told them my wife had three types of cancer to deal with and had 5 cardiovascular surgeries in the past year..i have only \$1,100/mo to live on and have spend most every waking moment on preparing a cure for the COVID-19 infected patients. every \$50 or \$100 means a lot to us SINCE i HAVE ONLY S.S..INCOME TO LIVE ON, but after wasting several hours on the phone, Kalin and Tim came up with no way of EVEN giving us ANY credit for \$100 overcharges for NO SERVICE at all. Allen offered \$50 return for our wasted billing, but both TIM and Allen simply hung up on me. My wife was in tears. Your people showed NO CONCERN for the VALUE of Human Life or just being decent and FAIR....we don't like to deal with lying, cheating and stealing....we work hard and sacrifice to SAVE LIVES of others..... THEY BILL US EVERY MONTH BUT REFUSE TO PROVIDE ANY SERVICE AT ALL FOR TV

Ticket: # 3990327 - Suddenlink overcharges

Date: 5/22/2020 7:28:01 PM

City/State/Zip: Bishop, California 93514

Company Complaining About: Sudden Link

Description

Suddenlink is my internet service provider. They have charged me unreasonable "Data Cap Overage" fees for the past 3 months billing. No where in my account is it explained what my "data cap" is. Additionally, it is unreasonable to take advantage of a family of 4 where the two adults are recently unemployed and both children are at home due to COVID by charging FAR more than the actual subscription fee is for above-normal usage. I need a full refund of the \$285 for two months overage fees and a secure subscription to a more affordable plan.



Ticket: # 3990384 - Spectrum internet cutting service.

Date: 5/22/2020 8:19:52 PM

City/State/Zip: San Antonio, Texas 78216

Company Complaining About: Spectrum

Description

SPECTRUM INTERNET is cutting service for late payments. I guess they don't know there's a pandemic going on in the United States.

Time to find a new internet provider service. How much bailout money did they get???

Ticket: # 3990422 - Connection drop and charge for replacement of line

Date: 5/22/2020 8:59:49 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

Suddenlink kept dropping signal, from 3 times a day in good times to 10+ some other days, due to COVID-19 and work from home, this was no longer acceptable.

Suddenlink told me it was my modem, so I bought a new modem, issue remained, they sent a tech and replaced wiring going to my house. then charge me a service fee, cabling outside my house is not my responsibility, and they also made me buy a unnecessary equipment when there was nothing wrong with mine.

To make it fair they should have accepted the removal of my fee, I have a chat log with all the conversation with Suddenlink if needed saved.

Attached also chat log.

Ticket: # 3990462 - Lack of Broadband internet services at my address.

Date: 5/22/2020 9:37:28 PM

City/State/Zip: Everson, Washington 98247

Company Complaining About: Wave Broadband

Description

I already bought a modem and ran cable the length of my driveway due to the fact that they'd already said my address could get service. This was turned down when the tech got here because my address is TWO POLES away from where the cable stops. My neighbors can get reliable 75mbps Broadband internet and my choices are either HughesNet (2mbps but latency 900+) or Ziply DSL (1mbps) which doesn't even work half the time. I'll do anything to get broadband internet to my house, my son can't do any schoolwork during this pandemic.

Ticket: # 3990489 - Spectrum (charter) billing abuses**Date:** 5/22/2020 10:09:01 PM**City/State/Zip:** Stoneham, Massachusetts 02180**Company Complaining About:** Charter

Description

hello,

Last month, I noticed my internet bill went up. I assumed it was in error, since it's already doubled in price since I had the service. The carrier (charter aka spectrum) claims they're not raising prices or cutting people off during the pandemic. When I called to complain that I never agreed to the surcharge, they told me they'd send me to collections if I didn't pay. I offered to continue to pay the agreed upon, already inflated charge, otherwise they could cancel my service. My child is forced out of school because of COVID and has to do all his schooling online. Despite my remitting payment for the regular payment amount (a difference of \$10) they cancelled my service and now my kid can't do his school work. They advertise a pledge that they won't screw people over during the pandemic, nor cut them off while their kids are in school, but apparently spectrum is doing business as usual. They even offered to up sell me "for only \$20 more a month" then changed the price to "only \$20 more than the new increased price."

I realize everyone has to make money and inflation exists, but 100% increase for crappy service with increasingly routine outages is not acceptable to me. I am in a rural area and they hold a monopoly on the service. My child can't submit his school work since he has no internet now.

As far as resolution, they've left such a bad taste in my mouth that the first option I'd love is someone to compete with them, so they couldn't abuse their customers as they do. Since that's not realistic, I'd be willing to continue the previous level of service, but I'm not willing to keep paying more and more for increasingly marginal service. If they were to upgrade the services, that might be one thing, but they're just taking advantage of a captive market. It's unfair and it's abusive, and downright evil of them to do it in a time where children can't get their school work done without internet service. I'd say please fine them, but I know it'd just end up getting passed on to us poor folk.

Ticket: # 3990551 - Failure to provide advertised service

Date: 5/23/2020 12:33:24 AM

City/State/Zip: Jarrell, Texas 76537

Company Complaining About: Sudden Link

Description

Tech arrived prior to install time and left BEFORE my 5 to 8 time frame advising dispatch i wasnt home BEFORE my time of appointment. Then another tech shows next day and is unable to leave service working. Have made several calls to get tech back out but none were provide till next week. I have kids the do school from and and i work from home due to covid 19. Phone support denied escalation to management and argued with me for 2 hours before escalation was processed to be addressed the next day as he needed to go catch the bus and Jeff was told NO sups could help on the spot. Now i have no internet and a cable box that states its deactivated. Customer reps very rude and hung on up.

Ticket: # 3990608 - Verizon

Date: 5/23/2020 4:54:05 AM

City/State/Zip: Upper Black Eddy, Pennsylvania 18972

Description

I purchased property in Upper Black Eddy, Pa, recently. It is a large property that is remotely located. People have been using the property as an illegal dump site, and at one point I even found a dead body there. For all those reasons, as well as the fact that I am building a new home there, I put up a driveway gate to secure my land and my new home construction from crime. I do not live there yet. I live 4 hours round trip away. I work nights and sleep days. I was under a Corona Virus quarantine. I have a doctor's note.

Apparently a neighbor's internet stopped working, and I awoke to a singular call from Verizon that they wanted to get down my driveway at the Upper Black Eddy property to repair the neighbor's internet, though the pole in question is located nearer my neighbor's property and is accessible by walking, as they have previously. This wouldn't have required coming around the long way and accessing my mile long driveway at all. Additionally, my neighbor had a fully functioning Verizon cell phone with internet capability at the time, as she called and texted me while I was asleep. Though I had only received one request from Verizon while I was asleep, Verizon contacted the State Police, from Dublin barracks to break into my property. Without a warrant, without a clear and present emergency, and without authorization, Verizon was a party to breaking down my driveway gate and entering my property. I am still in disbelief. Am I expected to call out of work and drive 4 hours every time the neighbor loses internet service?? This is ludicrous. My neighbor reportedly had a telemedicine appointment coming up. A telemedicine appointment is like a doctor's appointment. It is not used in the setting of imminent medical emergencies. If there existed an immediate medical emergency, an ambulance would have been called, not Verizon. Additionally, telemedicine is also accessible from a cell phone, as well as from a desktop computer. My neighbor had a fully functioning Verizon cell phone at the time that Verizon broke into my property. Verizon would have known that. Thankfully the law raises the bar pretty high regarding under what circumstances a private property can be broken into. Absent a warrant, a true immediate emergency with imminent loss of life, or a crime in progress, neither Verizon, nor the police they called, have the authority to break into homes or private properties. This is a bully. The neighbor in question, had a fully functioning Verizon cell phone with internet capability at the time that my driveway gate was broken in order to restore the neighbor's desktop service.

I believe that Verizon's actions in calling the police on me after only leaving me one singular voicemail message and then being a party to the break-in of my property was related to this very same technician being disgruntled about my prior PUC complaint. This technician had previously set up many many different appointments with me not that long ago, so that I could establish new phone service of my own on my Upper Black Eddy property. This same technician then failed to show up, missing numerous pre-scheduled appointments, and didn't even have the courtesy to call and say he wasn't coming. And if all that weren't enough, Verizon had tried to bill me for the technician's services, among other things, though he had put me through so much. I had been kept waiting and waiting on a job site for hours on end by myself. Thanks to that PUC investigation, I did not have to pay for those false charges. It is very coincidental and questionable then that this Verizon technician would later take such rash action against me, as immediately calling the police on me to gain access

to my property and then by being a party to the breaking in after leaving only a singular voicemail message. Verizon's actions in this case are very suspect. This begs redress. In terms of resolution, Verizon needs to reimburse me for the damages, and to give me a reasonable time in which to respond or simply enter my property on foot.

Ticket: # 3990698 - slow or non existent internet

Date: 5/23/2020 10:36:49 AM

City/State/Zip: Fort Mohave, Arizona 86426

Company Complaining About: Sudden Link

Description

Internet service goes out and when you call the wait is in excess of 45 minutes. Then they cut you off so the wait starts again. our phone service has been off for two weeks. I have made no changes to my account at all. Suddenlink is the worst internet service i have had in 25 years. If you are fortunate enough to reach some one they flat out lie to you and tell you it will be taken care of and some one will call you back, which never happens. They are using the covid19 as an excuse but the service has always been terrible.

Ticket: # 3990737 - number porting (b) (6)

Date: 5/23/2020 11:58:47 AM

City/State/Zip: R. Cucamonga, California 91739

Company Complaining About: Nextiva

Description

Due to a breach we have had as validated by the California Attorney General's Office and the Microsoft Employee as stated in the attached PDF. Nextiva was notified multiple times that we needed the Nextiva APP Licenses removed as they were found on several occasions to be activated to people that are not associated or employed by Aero-Marine, LLC. This began September 2018 and has continued through April 2020.

Michael Gutierrez, Sarah Anne, So Fellah, Mathew Lagrandy, CalCom Systems, Nextiva Sales, Nextiva Support were all part of the notification process and Nextiva refused to remove the Nextiva Apps no matter what we pledged to do. We offered to pay the full rate for the plan if they removed the Nextiva Apps as third parties using them were blocking our inbound calls and monitoring our calls, disconnecting our calls while we are doing business with clients. Nextiva employees kept our phones from ringing by facilitating the unauthorized use of our account to third parties.

They were also contacted by the San Bernardino County FBI Task Force to assist in the ongoing investigation that was resolved by the Attorney General's office on 9/30/19. We provided all of the information to Nextiva (letters from the AG and Microsoft, police reports) to ensure they were aware of the problem.

Nextiva refused to cooperate and the whole time kept billing Aero-Marine, LLC and letting unauthorized third parties use our services.

We also notified Nextiva that we are working with the DOI BIA for a COVID 19 Disinfectant offering to the DOD with Anne Jennings - the Federal Procurement Specialist so we can complete all of the requirements as well as interfere with my communications.

With all of the intrusions/blockings we notified Nextiva staff that we needed a new account in February to try and get the repeated intrusions under control and they took all of the Native American Company information and set up an account but would not release it to me Since February 8th, 2020.

At this point we needed to port out our business phone numbers in order to work and receive calls and we ported two numbers on May 7, 2020 at the same time but ported them to two different accounts but the same Carrier. One phone number was active immediately and completed with 24 hours to be able to make and receive calls (b) (6) and the other number was rejected immediately for the wrong pin number (b) (6), yet the same pin number, account name and manager was given for both numbers. One number was successful and one number was rejected using the same information.

I tried to port the (b) (6) number to the successful carrier account with the same information and we were able to get the number immediately on the carrier to dial out with (b) (6) but Nextiva rejected the port an additional 3 times. They are withholding the number until the 26th of May (per Drake - Nextiva porting stated this to the carrier and confirmed the date), then Nextiva Manager So Fellah changed the date to May 28th. Nextiva Continues to blame the carrier and then stated that Peerless is the one who is refusing to port the number out. I reached out to Peerless NOC last night and they shared that Nextiva has the ability to login to the ANImate portal and port the number out immediately.

I sent this new information to Nextiva Support and the staff - please see attached documents and I feel threatened and harassed at this point. This has been a two year problem and it seems like Nextiva is blocking the number from being ported out deliberately.

I want my number out and my accounts closed. It is my right to have privacy and I did not need to ask Nextiva to remove themselves from my phone numbers or fix the third party intrusions over a two year period.

I was also informed by Sarah Anne that FCC will only send the complaint back to her and that no one else will see the complaint from the Executive Offices. Therefore this complaint is worthless. The FCC will not expedite or force Nextiva to release our company phone numbers that we own or change anything on our accounts.

I also requested that Peerless release my phone number (b) (6) immediately in writing and via telephone request.

Ticket: # 3990910 - Regional Sports fee

Date: 5/23/2020 2:42:54 PM

City/State/Zip: Los Altos, California 94024

Company Complaining About: Comcast

Description

I have Xfinity subscription and part of this subscription is Regional Sports fee in the amount of \$8.00 per month.

Since start of COVID-19 epidemic there are no Regional or local Sporting events being broadcasted, yet we are still charged above fees.

I think if Comcast does not provide such services it is fair that they should not charge such fees as long as such Logal Sporting Services don't resume.

In my view it is simple, Comcast has an agreement with their customers to provide services and in return customers have an obligation to pay for such services being rendered.

Please ask Comcast and all other broadcasters to stop charging Regional Sports fees until such events resume in majority of the country.

Ticket: # 3990977 - Optimum

Date: 5/23/2020 4:17:25 PM

City/State/Zip: West Milford, New Jersey 07480

Company Complaining About: Optimum

Description

On March 19, we moved cancelled our Optimum Account, tried to return cable boxes etc., the office was closed to Covid 19. When we moved to our new home, same town we went with Altice, which is Optimum, they provide cheaper rates. I asked that they transfer my old phone number, which we had for 43 years, they told me no problem. Well after numerous phone calls and chats, I got nowhere. So I was stuck with new number. Now I've been paying the bill for new account, I get a notice that we owe them \$770 (\$550 is for equipment that can't be returned because they're closed. They finally tell be to return equipment via mail service which we did. Our two checks for new account have been cashed and I received a notice that we still owe , which I have proof that we paid. I'm worndering if they applied it to our old acct (which obviously is a different #) I can't get anywhere, either by phone, chat or email. We did go to an office in Oakland which stated they were open, only to find out they weren't. I'm frustrated don't know what else to do. Now they want to shut our service off. Please any help you can give us would be much appreciated. Thank you

Ticket: # 3991042 - Internet speeds much slower than what we pay for

Date: 5/23/2020 5:43:26 PM

City/State/Zip: Phoenix, Arizona 85050

Company Complaining About: Cox

Description

We pay cox for 300Mbps download and 30Mbps upload. About 2 weeks ago the internet took a drastic drop in performance. A technician came out, but due to covid, is unable to trouble shoot anything inside and just looks at the lines and says everything is ok, even though our speeds have more than halved. We replaced our equipment, at the technicians discretion and have had 0 improvement. Called cox multiple times and have been told that its due to increased traffic due to covid, but its happening at even 2:00AM, which they said is a low traffic time. They are unwilling to do any additional trouble shooting and basically rush me off the phone whenever I call. At best we are getting 200Mbps download and 10Mbps Upload, but more consistently we are getting 100-150Mbps download and 1-2Mbps upload.

Ticket: # 3991049 - AT&T Continues to Harrass Me for Early Termination Fees

Date: 5/23/2020 6:00:29 PM

City/State/Zip: Kingsburg, California 93631

Company Complaining About: AT&T

Description

Hello Again

AT&T took 301.76 out of bank account twice without my authorization. The first time they put the money back after a week of waiting. Then they took it out again a day before I was furloughed from my job & lost my health coverage! Now they are harassing me for the money again during this pandemic & I am beyond why such a huge company can prey upon people when the chips are down! I even told this to the unapologetic jerk that said I would still be charged!

Wow Really so I will continue to complain & they are threatening to send me to collections

This is the Original Ticket (b) (6)

Ticket: # 3991066 - Constant Ping Fluctuations/Intermittent Drops in Connection**Date:** 5/23/2020 6:31:03 PM**City/State/Zip:** Kent, Washington 98031**Company Complaining About:** Comcast

Description

Ping constantly fluctuates and causes intermittent drops in connection while using VOIP or other steady ping reliant programs. Started as of February and worsened as COVID 19 situation started and exacerbated when a nearby cable node was ran over. Technicians then linked the entire neighborhood to one node. Now every 2-5 seconds I get interrupts in my service. Attempts to call have been denied as not important yet disconnecting during work calls is a problem.

Ticket: # 3991072 - Slow throttle of internet

Date: 5/23/2020 6:36:41 PM

City/State/Zip: Salina, Kansas 67401

Company Complaining About: Cox

Description

It seems that every since Cox Communications gave us a cut on our bill because of COVID-19 the quality of our internet has deteriorated immensely. It buffers all the time. This was not the case before they gave us the price reduction. I feel they are throttling down the internet speed since giving the price cut

Ticket: # 3991153 - Optimum Needs to End Its Monopoly**Date:** 5/23/2020 8:56:50 PM**City/State/Zip:** Hopewell Junction, New York 12533**Company Complaining About:** Optimum

Description

We are a small business that has been closed during this Pandemic since March 16th. Since we were forced to close our Tattoo & Skincare Parlor which is owned by both my husband and me, we no longer have any income coming into the household, yet Optimum decided to shut our phone to our business down anyway against their pledge to Keep America Connected. They have not only shut down our phone and wifi making it impossible for us to be at our business to try to sell anything online or print a single item, but they have harassed us and are trying to bully us into paying with a credit card over the phone. They call anywhere from 7 in the morning and just called from a different number at 8:47 pm, well after the time they are allowed to call. They have disconnected any business behind in our town of Hopewell, going against their pledge during a time where no one is making anything, and they do this because they are the only provider available in our area forcing us to have to use them. The mini monopoly that they have had control over for the past 7 years is disgraceful and has led them to think they can bully whoever they want. It needs to end. They are not only raising their prices during a time of Pandemic but shutting down businesses and residential accounts when people can barely afford to buy food in New York.

Ticket: # 3991156 - Once again, my cable doesn't work

Date: 5/23/2020 9:01:00 PM

City/State/Zip: Briarwood, New York 11435

Company Complaining About: Verizon

Description

Once again my cable is not working. I have tried calling Verizon but because its Saturday night and they changed their customer service hours due to COVID-19, I cannot get any help. Even their automated system changed and I couldn't get anywhere with it. It's a horrible system. This happens every other month. My rate has skyrocketed to \$104.80 (I have basic cable and internet) and I can't get decent service. They have sent a technician out here to look at my setup and everything looked fine. Why I get this disruption, I don't know. Now I can't even get decent service because of the shortened hours. Even though the attachment is from December 2019, the message was the same. It's always the same

Ticket: # 3991178 - Billing

Date: 5/23/2020 9:39:34 PM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: T Mobile

Description

i have contacted T-Mobile on three attempts. The first contact with T-Mobile, my account was put on hold due to covid-19 and because I am currently not working. I was informed once the hold is uplifted on May 21, I will have the obligation to pay the new bill in May and the past due bill will be waived. When I called the second time prior to May 21 to follow up, I was told my bill was \$500.00 and T-Mobile refused to set up a payment arrangement with me and suggested to pay the entire bill of \$500.00. When I called the third time on May 21 when the hold was uplifted, my account was put back on hold again until June 3 and was suggested for me to pay almost \$300.00. I am being forced to pay hundreds of dollars with my credit card on file with T-Mobile and being refused to set up a decent payment arrangement that I can afford. Please contact me in regards to this issue and I hope that it can be resolved.

Ticket: # 3991181 - Comcast Refusing to Service new House**Date:** 5/23/2020 9:51:34 PM**City/State/Zip:** Tallahassee, Florida 32303**Company Complaining About:** Comcast

Description

My name (b) (6) my parents just bought a new house in Florida. I have recently graduated college and moved back to this house. The address of the new house is currently blocked For service by Comcast, presumably, because of the previous tenant. The address is (b) (6), Fl. My mother originally called Comcast on May 4th and submitted all needed paperwork by the 10th. She calls everyday and is thrown in circles by Comcast's customer service and sales team. It is May 23rd. I am currently look for a job and internet is essential to this process. Is there anything you can do to help me out. In this time going to library for internet is not even an option since it is closed due to the pandemic. My mother works from home and has to find someone's house to work from which is not safe as she is over 60 years old. Could you please help us get internet in this time. We moved into the house 19 days ago.

Ticket: # 3991210 - Comcast suspended service despite COVID 19 pledge

Date: 5/23/2020 11:17:41 PM

City/State/Zip: Denver, Colorado 80206

Company Complaining About: Comcast

Description

Television service suspended despite contact with Comcast that we are out of work because of COVID 19. Still charging late fees. Uncooperative customer service . Terrible untrustworthy company.

Ticket: # 3991243 - Ethnic bias

Date: 5/24/2020 2:06:25 AM

City/State/Zip: Sandusky, Ohio 44870-5993

Company Complaining About: AT&T

Description

1. I disconnected my cellphone around April 14 which was part of internet cellphone bundle. I couldn't afford cellphone bill due to covid paycuts.
2. I was told by representative that my internet \$39.99/month will remain the same for 12 months from Jan 2020 start.
3. On may 22 my internet bill went up to \$65/month and when I called at&t a rep Maria said that it was an error and consumer loyalty dept will resolve it.
4. The representative Bell in loyalty dept made me feel very uncomfortable/ maybe outright discriminated for my accent. When I asked to be transferred to another agent who would understand me she refused. She kept repeating she has worked 20 years with at&t and wouldn't hear the other rep's error statement. She in the end made me feel so helpless that I got bound in a 12 months contract with \$10 discount when in fact it should have come down to 39.99/month. When I said I need to check other internet providers she said- "so I will document that you said no to \$10 discount". she treated me very bad and when I asked to speak to customer satisfaction dept, she said at&t doesn't have such a dept. I haven't felt so down after a phone call with an agent. Yes I have an accent but I am easily understandable. I m at loss and need someone to hear/understand the helplessness I feel.

Ticket: # 3991254 - T-Mobile disconnected service during Covid 19

Date: 5/24/2020 3:12:06 AM

City/State/Zip: Georgetown, Indiana 47122

Company Complaining About: T Mobile

Description

Despite making pledge to not disconnect service, T-Mobile has disconnected my service and send texts that are threatening to disconnect my service unless I pay in full every day during covid 19.

Ticket: # 3991313 - Unauthorized additional charge on bill

Date: 5/24/2020 11:01:21 AM

City/State/Zip: Ovid, Michigan 48866

Company Complaining About: Spectrum

Description

I have had Spectrum Internet for months. This month I went to pay the bill, \$24.99 was added for television service. However, I did not call in and ask for it and I did not authorize it. I have called seven (7) times in a matter of a few days to have the charge removed, so I can pay my internet bill... NOT with the television service added. This is fraud. Period. If I had automatic payment, they would be getting money out of my account and then I would have to go through this nonsense to get the money back and it would take days (again) to get that money verified as fraudulent and then days for them to reverse the charge. During this pandemic time, we should be working together. To add charges to a bill without authorization, is inconceivable. Shame on this company. I was told that maybe someone talked to me and I didn't hear about a "Trial" period. Ok. However, NO ONE ever came to hook up television service to even have a "Trial" period. Besides that, I have DirecTv. I would never authorize a "Trial" period of anything.

Ticket: # 3991315 - Internet service**Date:** 5/24/2020 11:08:41 AM**City/State/Zip:** Minneapolis, Minnesota 55403**Company Complaining About:** Comcast

Description

Moved into a new home recently and signed up for Xfinity internet only connection. So far 4 tech visits have been scheduled with no connection yet.

Visit 1: May 15. The tech came half hour early and called. Because this was important I cut short my previous appointment and rushed over from my previous residence. The tech said he could not find the internet utility pole near my building. He said he will talk to his supervisor and figure it out since the area was within coverage and I could leave and he will call me back. Tech left without calling and I received a message for a reappointment.

Visit 2: May 20. Tech came in on time and gave me the modem. He went around the house and found the utility pole at a distance in the backyard. Commented the previous one probably left because it would take some work to get a line from there. Took a look at the junction box next to the wall and told me to get an electrician to drill a hole in the wall to get the cable through and rescheduled. Provided a cable to get it through and keep it ready.

Visit 3: May 23. I drilled the hole in the wall and got the cable through awaiting the tech visit. Got a message 1 hour ahead of schedule that the tech was here. Immediately went to the door but no one was there. No one called my number. Tech was a no show. Received another reschedule message for May 28.

My wife and I are physicians seeing patients on virtual visits because of COVID. These Xfinity guys do not care how critical it is for us to have high speed internet to conduct these visits online. Internet is an essential service and they don't appreciate the importance or timeliness of their job. This compromises our patients and puts us in a really tough spot. Please help.

Ticket: # 3991329 - Charged \$378 when Bill is usually \$37

Date: 5/24/2020 11:51:54 AM

City/State/Zip: Huntsville, Arkansas 72740

Company Complaining About: AT&T

Description

When we signed up for AT&T my part was supposed to be \$26.50/month. After a month or two that jumped to \$31.50 and now after 6 months \$37.12. Not a huge deal. Had a wedding in Germany that was cancelled due to Corona Virus, and this had to call to cancel since we couldn't get anything done through email or online. Called and waited on hold for over an hour but got nowhere with them. The tickets cost about \$300 total. Had my sister call me because she's the main account holder for our phone plan and said I owe \$378 because of two calls to Germany. Called AT&T and said they cannot do anything about it. Said I should have called them before making a call to Germany. This was the first time I've ever called outside of the US. No message saying the rate would be over \$3/minute

Ticket: # 3991361 - Comcast/Xfinity

Date: 5/24/2020 12:56:12 PM

City/State/Zip: Ship Bottom, New Jersey 08008

Company Complaining About: Comcast

Description

My service shuts off on a regular basis. It's been happening for almost a year, I am getting charged the full price every month and the issue is not getting resolved. I've repeatedly attempted to have a service person come to check the outside lines and equipment and they are now using the Corona Virus shut down as an excuse not to send a technician. It is an issue with the equipment OUTSIDE, not inside the house.

Ticket: # 3991389 - AT&T

Date: 5/24/2020 1:43:11 PM

City/State/Zip: Stone Mountain, Georgia 30083

Description

AT&T is unable to handle service with YAHOO there customer service is poor and they have this practice of hiring people who are perpetrating in a position or position in which they were hire in and don't know what they are doing! My Mother Mrs. Thelma Awbrey had a problem with her account U-verse the (Internet) Yahoo unable to log on for a week AT&T failed to contact all there customers of the problem and they still don't have everything up and running properly forget the COVID-19 working from home (S) they just don't know what they are doing. It' not a hold up with getting service they just, don't know what to do funny getting a job being hired and not being training AT&T motto!! I'm sick of being on the phone for hours talking to people who don't know what the (H) they are doing!!

Ticket: # 3991395 - CC button disabled

Date: 5/24/2020 1:44:46 PM

City/State/Zip: Cotton, Minnesota 55724

Company Complaining About: Cbs News

Description

I have attempted several times to view Reverb Documentary Series videos on cbsnews.com and the CC option/button seems to be disabled. The latest attempt is linked below:

<https://www.cbsnews.com/video/coronavirus-in-navajo-nation/>

I've contacted cbsnews.com and have not received a response as of yet.

NOTE: I am deaf and my contact number is text only. Email or text is the best way to contact me.

[Ticket: # 3991407 - Limiting my usage](#)

Date: 5/24/2020 2:07:46 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Red Pocket Mobile

Description

My 20\$ plan includes unlimited minutes, yet the phone no longer works. The carrier says there is a clause that unreasonable use is reason to cut service. I use my phone for classes and study in these COVID-19 times. I hardly think that 5-6 hours a day 5 days a week is unreasonable in this situation.

Ticket: # 3991431 - Hughes Network BIG issue

Date: 5/24/2020 2:20:39 PM

City/State/Zip: Williamsport, Maryland 21795

Company Complaining About: Hughes Net

Description

I changed my satellite internet provider to Hughes Network back in Feb 2020 and have been crying ever since. Hughesnet (HN) advertises themselves as much faster than my old service (which cost half) but I needed the extra bandwidth and speed so I made the change. It did not work well from week one with terribly slow speeds. There were at least a dozen service calls until they hooked me up with a third part tech support team who fixed one major issue... turned out it was installed entirely wrong.

It sped up but still never was right. And then the virus shutdowns began and the world is crying over internet speeds. I've worked from home for 25 years. It's not exclusively online, I'm a potter, but I still sell pottery online, do banking online, search imagery online, and I can barely get open web pages now. It's maddeningly slow. I've been calling them for months, got to them once early and they said they would reduce my bill from \$95 to \$60 for the next 6 months.

I'm supposed to get download speeds of 35 mbps and I getting 0.3 mbps. Yes, that's LESS THAN 1!

I've called HN over 20 times to get to customer support and no one can be reached. They keep me punching buttons based on robot options. That's 20-30-40 minutes per call... One time an hour... and THEN the robot says to call back at another time.

The robots refer to pandemic slowdowns, but Hughesnet also says they're pushing bandwidth to educational systems. I have a legitimate business that sells online without spreading the virus. That is far more important than 2nd graders learning handwriting skills.

HN is still selling their services and trying to get new Hughesnet customers!!! When they can't even take care of their current customers!!! How is this legal??

Oh, and I'm also in a 2 year contract (that I did not realize when signing up) and there would be a huge fine to break it.

Ticket: # 3991464 - TV Programing

Date: 5/24/2020 3:02:08 PM

City/State/Zip: Greenwood, Delaware 19950

Company Complaining About: AT&T

Description

I am a Directv customer and live in Kent County, Delaware, about a mile from Sussex Co., DE, which is one of the 5 counties able to get WBOC-tv news with their Directv programming. During this time of the Covid-19 pandemic I think it is essential to be able to view our local news. NJ & Philadelphia in not our local news.

Ticket: # 3991588 - Cable Box Issue**Date:** 5/24/2020 7:44:54 PM**City/State/Zip:** Brooklyn, New York 11236**Company Complaining About:** Optimum

Description

For about two weeks now we have been waiting on a new cable box. I called on May 21st, 2020 which is a thursday for the second time asking where my replacement box was. I was told it would be here before monday-memorial day. Today is Sunday, May 24th, 2020 for a third time calling for my new box and was told it was canceled on May 19th, 2020 without anyone informing us especially since I called on the 21st of May.

I called once again on Sunday May 24th, 2020 to speak to a supervisor about the problem. The customer rep would not allow and was very nasty to me and told me fine "i will wait another 20mins for the supervisor to tell me the same thing" Ive been an optimum customer for years and this is how I'm being treated during a pandemic. I am pregnant and my mother is elderly we can not have anyone enter our house or go into the cablevision store ourselves. I think this is nasty behavior and unprofessional.

Apparently a supervisor by the name of JOSH was said to call me. which I don't understand after Ive waited all this time to speak to him. I gave them my cellphone number and was told I'd get a call in 2 mins. Which I did not.

During a time where things should be made simple it is not. Optimum has shown a disgusting side on how they treat their customers.

Ticket: # 3991621 - Verizon interrupted my service during the Covid19 period-I had a Covid19 issue(April-May billing cycle)

Date: 5/24/2020 9:00:32 PM

City/State/Zip: New York, New York 10026

Company Complaining About: Verizon

Description

(b) (6)

Ticket: # 3991665 - Cox fraud

Date: 5/24/2020 10:16:34 PM

City/State/Zip: Newport Coast, California 92657

Company Complaining About: Cox

Description

Cox communication has been charging us the fee for ultimate service which is supposed to be 300MBS but all we get is about 50-60mbs, and they dont send anyone to fix the issue despite many calls, their new excuse is covid, and higher traffic, they sold us an old modem(charged us monthly rent for 3 of them back in 2014 and gave us 2009 model modem, yesterday they sent a sub contractor that came to our house with no protective gear and was wearing his mask to protect his chin not face! when we called cox, they said oh, your modems are too old and you need to pay to get them upgraded, no mention of the fact they have been over charging us for a service that they have not provided.

Ticket: # 3991683 - Longview Kilgore Cable

Date: 5/24/2020 11:55:44 PM

City/State/Zip: Kilgore, Texas 75662

Company Complaining About: Longview Kilgore Cable

Description

During the pandemic/quarantine this company not only had the nerve to turn off services for everyone who lost their job due to Covid19 but also would use the excuse "well we are trying to run a business so y'all have to pay even if you are unemployed during a pandemic". Like beg my fucking pardon, y'all don't deserve customer's at that point like ever. Then I've reported them to the FCC & then LKC called me demanding why I'd contact the FCC reporting them. Tonight I call concerning how I can go about cancellation of my internet service & before I can ask a second question the "manager" hangs up. I call back asking why the he'll they'd hang up on a customer. They play stupid about hanging up. I am done. Everyone in my area hates this company. Y'all please do something about them.

Ticket: # 3991804 - Outage

Date: 5/25/2020 10:44:02 AM

City/State/Zip: Miami, Florida 33126

Company Complaining About: AT&T

Description

I called AT&T regarding my internet being down for some time. They told me and confirm it was an outage in my area it's been like that for 6 days and counting. There's a technical team I spoke with told me it was nothing major and it will be up by Sunday. Because of the pandemic I have to work from work from home and I am not able to. I was lied to about the outage being resolved. They also denied me credit towards my account for being without internet.

Ticket: # 3991915 - Comcast

Date: 5/25/2020 12:31:14 PM

City/State/Zip: Sacramento, California 95814

Company Complaining About: Comcast

Description

I have had issues with Comcast for over 2 years. The problems originate from the “tap”, which I know because my neighbors who are on the same tap are also having issues. Comcast has come out countless times to “fix” the problem and always insists it is a modem problem, when it is clearly something more. When I demand a senior technician, I am told I have to wait several months. This is unacceptable, I am working from home due to COVID-19 and for my internet to continually cut out puts my job at risk.

Ticket: # 3991977 - Re: Request received: Vastly over charged with no response from the company

Date: 5/25/2020 1:20:26 PM

City/State/Zip: Neosho, Missouri 64850

Company Complaining About: Sudden Link

Description

This is a follow-up to your previous request (b) (6) "Vastly over charged with no..."

So, suddenlink ripped me off for over \$200 a month for six months and expect to make up for it by giving me 2 months free which they were already offering customers for COVID. I am sending (again) my complaint to the fcc.Charlie Petersen

On Saturday, March 14, 2020, 7:00:34 PM CDT, (b) (6) wrote:

As of now all that I can add is that I have sent about half a dozen to different emails for suddenlink and surely, somewhere on my account record there will be a record of my chat conversation with customer service rep Micheal who is the one who confirmed my suspicion of this gross over charge occurring for about 8 months now; however, he said he could not correct it from his location.

(b) (6)

On Saturday, March 14, 2020, 6:41:58 PM CDT, FCC <consumercomplaints@fcc.gov> wrote:

```
# table td {border-collapse:collapse;} (b) (6) body
.y filtered99999 .yiv directional_text_wrapper {direction:rtl;unicode-
bidi:embed;}
```

Ticket: # 3992065 - Lifeline service through Safelink/Tracfone

Date: 5/25/2020 2:29:39 PM

City/State/Zip: Virginia Beach, Virginia 23453

Company Complaining About: Tracfone

Description

On May 18, 2020, during covid-19 outbreak and subsequent stay-at-home orders, I found phone service disconnected. No warning was received that this would occur, nor any correspondence provided of a necessary renewal. After numerous calls to customer support, a representative explained service was discontinued due to the phone ID on my original enrollment application did not match the phone being used, due to the fact that an initial defective Safelink phone had been replaced with a new phone, through Safelink support in October 2019. After sending a replacement phone, Safelink failed to update my account with the replacement phone ID. This matter went unaddressed, and I was never notified of this issue, until service was disconnected in May 2020. Upon reaching customer support, I was informed there was no course of action by Safelink to resolve the matter and the only option was to restart the enrollment process. Due to connection issues, the enrollment process could not be completed. Still without service as of May 25, 2020.

Ticket: # 3992069 - Spectrum deceit

Date: 5/25/2020 2:30:16 PM

City/State/Zip: Corpus Christi, Texas 78415

Company Complaining About: Spectrum

Description

I was offered free services due to the covid online learning. I was later billed for these "free" services. I was lied to and taken advantage of.

Ticket: # 3992171 - Not receiving speed I'm paying for

Date: 5/25/2020 3:56:35 PM

City/State/Zip: Las Vegas, Nevada 89143

Company Complaining About: Cox

Description

Paying for 1 gigabyte and not receiving speeds for several months. Have asked to get repair completed with no avail. Also due to covid 19 will not complete trouble call.

Ticket: # 3992181 - Wrongful Bill**Date:** 5/25/2020 4:04:58 PM**City/State/Zip:** White Plains, New York 10605**Company Complaining About:** Optimum

Description

Hi There, I am filing a report because Optimum is not honoring the resolution that they gave me for my billing issue. The final result was to be an \$8 bill for March (due to a prorated credit) and then a \$30 monthly fee in the following months for the account to be on hold. My current bill does not reflect any of these changes that were claimed to be made by the Optimum representative. Currently, my bill says I owe \$300.40, as opposed to a combined total of the \$68 that was agreed upon.

I have attached a PDF with screen shots of this support session and circled in red the pertinent details regarding the above billing adjustments that were given to me by an Optimum representative. The root of this billing problem is due to Optimum withholding information that a hold status automatically times out after 6 months. When I initially put my account on hold, this was never explained to me. I asked the representative how to take the account off hold in the future, and they confirmed that I could just contact them again when I was ready.

Within the last few weeks, I have reached out to the online customer support again and they escalated my case to receive a phone call. When an Optimum representative called, they would not honor their previous resolution as shown in the PDF transcript and said they would have a supervisor call me back. It's now been 3 weeks and I have not received a call from a supervisor. When I try calling them, I have waited on hold for over 2 and a half hours, resulting in never getting connected to a person.

Additionally, Due to the COVID-19 Pandemic, I had mentioned to them that my small business was shut down and I am stuck in another state. Not only is this a wrongful bill, but to renege on their agreement with individuals during this unprecedented time is unconscionable.

Ticket: # 3992226 - Suddenlink Internet Issue**Date:** 5/25/2020 4:38:27 PM**City/State/Zip:** El Dorado, Arkansas 71730**Company Complaining About:** Sudden Link

Description

I have had network issues off and on since April 30th 2020. I upgraded my internet within the past two to three weeks of May 25, 2020 to their 1 GB internet plan. I was advised that the original modem I had from installation would work with the 1GB plan. That was incorrect, I had started having network issues at this point and on May 21, 2020 or May 22, 2020 I had a tech out to finally upgrade my modem. Modem was upgraded but I was still not receiving the minimum download speeds even during peak times of 600mbps, I was only getting 70-300mbps. Contacted Suddenlink right after the upgrade and was able to get a tech scheduled for today May 25 2020 to figure out what the problem is and the tech reported back to Suddenlink that they knocked on the door and no one answered and that was at 10:18am CST. I have been home and awake since 8am CST so I would have heard the knocking on the door. I contacted Suddenlink to try and address this issue at 11am CST and was advised by that agent that the tech did show up but no one was home and I informed that was incorrect, Agent then stated that he would have someone call me back and try to get another tech out today. No one call me back so I contacted Suddenlink again at 2p CST and that agent advised me that the call was rejected and that no one would be at my location until May 26 2020. I informed them I am a call center agent working from home due to the COVID-19 and that would not work. I have had to call out one night because of this issue and Suddenlink will not allow you to change your name or password on the new modem and they are the primary service provider around here because ATT only offers DSL speeds.

Ticket: # 3992236 - Useless ISP customer service and lied about service delivery

Date: 5/25/2020 4:42:17 PM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: Centurylink

Description

I ordered internet service from Centurylink in Las Vegas because I was moving there on May 22nd, 2020. I had a confirmed appointment for a technician to come do the install on that day.

The morning of I received an automated call telling me I had to call them and the number provided was dead (literally a non-existent phone line it just beeps twice and ends the call)

Their internet chat person told me they could not help me and to call them.

Their Twitter rep that I dm'd told me on Saturday (the 23rd) that they saw an appointment for 8am-5pm the following day. I sat in front of my door waiting on the 24th all day and they never arrived and stopped replying to my messages.

I have been heavily affected by COVID-19 and had to move due to loss of income, now I have lost a ton of income because I also have lost more work since I was not able to get on the internet to do my job.

These guys will literally not help me at all and of course today they are now using the excuse that "memorial day" is why they ignored me for THREE DAYS after NOT PROVIDING A REASON TO CANCEL MY INSTALLATION and I'm the one who has to get fucked for it??????

Ticket: # 3992255 - Internet Stability Issue

Date: 5/25/2020 5:09:29 PM

City/State/Zip: Dallas, Texas 75235

Company Complaining About: AT&T

Description

I am filing this FCC complaint to hopefully resolve the issue that I have with AT&T internet service. Recently, I have had issues with the stability of my internet connection and would often face "blackout" periods from my internet for hours at a time at random periods. I have spoken with technical support, allowed a technician to come out to my apartment, spoken with a social media specialist, but did not receive any tangible solution to my problem except \$20 off my future bills. I was told to simply call back each time I face an outage and to request a reimbursement for the day my internet is out. As a customer who is strongly reliant on the internet to work during these COVID-19 times, I found it completely unacceptable that a solution for my internet issues could be found by AT&T.

Ticket: # 3992284 - Internet rate increase

Date: 5/25/2020 6:18:11 PM

City/State/Zip: Santa Barbara, California 93105

Company Complaining About: Cox

Description

I have been with Cox communications for many years. Periodically they raised their rates and I reached out to FCC which then prompted Cox consumer team reach out to me, offer not to raise my rate any longer and offered \$59.99 per month. Then over a year ago that raised to \$69.99 and then last month to \$84.99! I reached out to Cox informing them of all of the above including that these days everybody offers discounts due to COVID and they raised my monthly. Asking for your guidance/help in case there is anything you can do to help reduce my monthly fees to what it was. Thank you!

Ticket: # 3992296 - Internet Speed Issues**Date:** 5/25/2020 6:45:52 PM**City/State/Zip:** Mars Hill, North Carolina 28754**Company Complaining About:** Frontier Communications

Description

Our internet quality has declined in recent months. Our speed fluctuates throughout the day in what I believe is a result of throttling. We now pay \$44 a month for up to 6Mb/s and live close to town on a main road yet our speed is as low as 1.5Mb/s throughout the day, typically when attempting to stream video, such as a zoom meeting. I'm a teacher who has to upload lectures to youtube during the pandemic since I cannot host live lectures due to the throttling. My upload speed is as low as .35Mb/s upload throughout the day which prevents me from uploading lectures. I have had to leave the house to access faster internet, putting the safety of my family at risk during the pandemic. The download speed used to allow me to at least video conference but now I cannot even get through a zoom meeting without a drop or a loss of picture quality. In addition, they seem to kick us off line several times a day and I know it's them doing it because once I changed the DNS server away from Frontier's server the problem stopped.

When we call about it, we usually get some excuse like "their system is down" or when we try the chat feature the chats get "mysteriously disconnected." Avoiding us is what they are doing, and I'm sick of it. If I could have another ISP, I would.

Ticket: # 3992457 - Re: [FCC Complaints] Re: My phone disconnected by Verizon

Date: 5/26/2020 12:27:11 AM

City/State/Zip: Brooklyn. Ny, New York 11234

Company Complaining About: Verizon

Description

This is a follow-up to your previous request (b) (6) "My phone disconnected by Ve..."

I know that it is well past 30 days since I received this email, but due to circumstances around the corona virus and my job and other issues re this, I wasn't able to respond until now. I never received a written response from Verizon. I don't know what they wrote to you, but they did nothing to resolve my issue and left me with no phone and no Lifeline service, since it was attached to my landline phone. I have been unable to make or receive any calls since then. I'm a senior citizen, and feel worried about not having a way to contact anyone if something happens to me. I know for a fact that Verizon could have left my copper wiring alone and still provided me with service even if the rest of the building was fiber optics since they dropped me and then gave me back my service to scare me into doing this more than once. I was still able to make and receive calls when they chose to allow it. They had the power to allow me to have my phone without the fiber optics, but instead chose to disconnect me without any notice. Please, if it is at all possible to help me, please contact me again. My cell phone has died and I'm left with no way to make or receive calls. I can't afford regular phone or cell phone prices and need my Lifeline back, so if you are able to help me, I would greatly appreciate it.

Sincerely,

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Wednesday, March 11, 2020 3:28 PM

To: (b) (6)

Subject: [FCC Complaints] Re: My phone disconnected by Verizon

Ticket: # 3992509 - I been labeled wrongly as iam spoofing on my girlfriend

Date: 5/26/2020 5:42:40 AM

City/State/Zip: Los Angeles, California 90020

Description

my girlfriend and me have been together for 8years. we have shared and trusted EACHOTHER with our emails, and have been for EACHOTHER to watch each others backs since day one. we both took a responsibility to care for our loved ones. and we helped EACHOTHER all the time when either needed a hand with our loved ones. Now our accounts have been vulnerable and we always notice changes or locations that we never modified or we were never at a precise location that our maps was supposedly saying we were at. so this caused tension btwn EACHOTHER and doubts. we have always had our families instigate problems btwn us and they always wanted us to break us apart. Now I have no way in communicating with my girlfriend right now and since the epidemic covid 19 and our restraining order that we currently have going. my mom and her aunt kept in touch since the last incident that was communicated verbally by mom to her aunt about supposedly me being out of the house for 2weeks n I was out supposedly cheating etc. when I been home with my mom. I question my mom bout what was supposedly said to my gfs aunt. and my mom said she didnt tell her aunt all that. so when my mom came to confront my gfs aunt about the extra made up story that my mom never said. Her aunt got all joker about it, yell at us thru the phone and referred to us as we were crazy and never call her again with at the end a bully laugh her aunt changed up on us. im 100% sure that my gfs aunt has told my gf a bunch of lies about me and my mom in how we feel about my gf personally. I know her aunt has gone thru my gfs and my personal private files, photos, etc. has literally turned my gf for one day speaking to me again and talking out our differences like we promise to EACHOTHER while our restraining order took place till present time still in progress. therefore, our communication has been either blocked, we no longer cant talk anymore or even pass down a heads up warning bout my gfs aunt and what she instigated btwn my gf and me. I have no reason why I have had to spoofed on my gf if we also have been EACHOTHER best friend and we always told EACHOTHER everything. so I'm clearly trying to file another report on what I believe 90%sure is right in how her aunt took advantage of my moms accent and sickness to get close to my mom to end our relationship like this. if I would be this wrong person od so called spoofer. I would not take the time to report this to FCC. I'm also reporting this and what it's my side of my story bc I need to protect my self and everything I have improved by attending my domestic violence classes every Wednesday. to fix my own issues and be a different person to reunite with my gf again. it's not fair untop of everything I'm going thru with the court case. n trying to change my bad habits I'm still being treated like a puppet and my life is being controlled by someone else unfairly. I really would like to talk to my gf so we can talk things out. and I can prove to her my innocence. if my phone number is reported as a scam or spoofer please speak to me about what I need to clarify to anybody. I sure don't like to waste ppls time and life. I can be honest.

Ticket: # 3992536 - talk radio 93.3

Date: 5/26/2020 8:07:31 AM

City/State/Zip: Nope, Pennsylvania 17403

Company Complaining About: Wsba 910, 93.3

Description

these djs are saying wearing a mask is 'not worth a hill of beans' in a pandemic where this is scientific reality. they are putting the public at lethal risk. Are they allowed to say 'don't lock up your gun?'. they are giving out deadly advice on public airwaves. this is just the tip of the ice burg of their divisive commentary. I have to get to my social worker job so I cannot elaborate more. I think these djs deserve to be arrested for telling danergous lies.

Ticket: # 3992552 - Internet Availability

Date: 5/26/2020 8:39:20 AM

City/State/Zip: Alachua, Florida 32615

Company Complaining About: Windstream Communications

Description

Consumer is trying to sign up with Windstream Comm. She just moved into an area where Windstream is the provider. She scheduled service to be installed as 2 lines were already at the home she just purchased. Provider told her there was no more space on her road and she would have to wait. Provider told consumer that during Covid-19 everyone picked up higher internet speeds. Provider states they cannot connect her to internet. Consumer wants Windstream to provide her with internet service.

CTR 392-phone

Ticket: # 3992672 - Internet provider acting unscrupulously in a monopoly market

Date: 5/26/2020 9:59:11 AM

City/State/Zip: Georgetown, Texas 78628

Company Complaining About: Sudden Link

Description

My business in is Georgetown Texas. Suddenlink is the only cable provider in the location of my business. There are some wireless providers but they lack the service needed for today's heavy internet band widths.

We have had outages, equipment failures, improper billing, refusal to service failing equipment, failure to return promised calls, and absolute rudeness by customer service agents. The company is using the Covid-19 pandemic as an excuse to decrease services even further while charging premium prices for the same poor services.

I believe this company is taking advantage of a monopoly in our area and it should be investigated. It is not just me, I read blogs from the area that have constant complaints against Suddenlink.

Ticket: # 3992690 - Phone calls, same number, every 15 minutes

Date: 5/26/2020 10:08:04 AM

City/State/Zip: Austin, Texas 78727

Company Complaining About: Reservations; Book It Now

Description

"Reservations; Book It Now" called every 15 minutes for the last week (including Sundays). Calls continued after a request to be on the "do not call list" and threatened the FCC."

Ticket: # 3992768 - ABC news inciting a panic

Date: 5/26/2020 10:37:56 AM

City/State/Zip: Warminster, Pennsylvania 18974

Company Complaining About: Abc Philadelphia

Description

ABC action news in Philadelphia cites coronavirus statistics that can only go up. This makes it seem like things are getting worse every day. They should report the statistics that show things are getting better . What they are doing is like shouting fire in a movie theater. They should be stopped.

Ticket: # 3992862 - NO INTERNET

Date: 5/26/2020 11:29:17 AM

City/State/Zip: Brooklyn, New York 11216

Company Complaining About: Virgin Mobile

Description

Virgin Mobile

No Internet Service 4 days ago

(b) (6) n lost his job due to the Pandemic

(b) (6) inform the FCC that he and his son is homeless

He's son was using the internet for school and staying connected with his mom

Consumer reached out to carrier multiply times

Ticket: # 3993095 - AT&T International Calls

Date: 5/26/2020 12:41:21 PM

City/State/Zip: Chicago, Illinois 60617

Company Complaining About: AT&T

Description

The consumer has phone service with AT&T.

The consumer state that during the Pandemic he has been getting Welfare calls.

The consumer was charged \$471 for international calls that he was receiving.

The consumer states he never made these calls, they were calls to him so he shouldn't be charged this amount.

The consumer needs his bill adjusted.

The consumer hasn't been working because of the pandemic and doesn't have the funds to be paying amount he doesn't owe.

CTR-415

Ticket: # 3993358 - BILLING DISCREPANCIES

Date: 5/26/2020 1:59:34 PM

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

Company Complaining About: Comcast

Description

I WAS CHARGED FOR SERVICES I DID NOT AUTHORIZE AND I AM BEING CHARGED FOR EQUIPMENT THAT WAS RETURNED AS THEY ARE STATING THAT I DID NOT RETURN THE EQUIPMENT. I DID OBTAIN A RECEIPT I AM TRYING TO FIND IT. DUE TO THIS PANDEMIC I CANNOT SPEAK TO ANYONE. THE TOTAL CHARGE IS \$635

Ticket: # 3993456 - Verizon refuses to fix disrupted landline phone service

Date: 5/26/2020 2:28:11 PM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: Verizon

Description

My phone went off line on 5/23. I am 92 years old and having access to phone is life-or-death situation, I must have it to call emergency if/when needed. Verizon stated that the issue is likely due to switch to fiber from copper. But then Verizon refused to help me because safety concerns for Verizon's employees. These concerns is just a pretense , as I live in apartment building with separate room for Verizon equipment and safe visit can surely be arranged. I believe this to be blatant attempt to force clients to upgrade to fiber using Covid as an excuse to refuse service.

Ticket: # 3993488 - Illegal robocall

Date: 5/26/2020 2:35:48 PM

City/State/Zip: Iowa City, Iowa 52240

Description

Illegal robocall.

A recording that sounded drunk said it was "Michael" and offered fraudulent health insurance. I hit "1". A male scammer came on. I told it "Wow, Michael, your voice has changed?" It asked if I was inquiring about the offer. I told it "I'm informing you that I'm on the Do Not Call list and you MUST NOT call this number." It started on some smart-ass response so I told it "You know what? Get Covid and die." It started making stupid noises so I hung up on it.

Call length: 37 seconds.

Ticket: # 3993557 - early morning recorded phone call

Date: 5/26/2020 2:54:30 PM

City/State/Zip: Santa Fe, New Mexico 87506

Company Complaining About: Oak Grove Ky

Description

My number is listed in the do not call registry, I received a recorded phone call at 7:00 a.m. this morning.

Ticket: # 3993606 - Early Termination Fee

Date: 5/26/2020 3:11:07 PM

City/State/Zip: Rancho Palos Verdes, California 90275

Company Complaining About: Frontier Communications

Description

On July 2019 I signed a two-year contract with Frontier Communication but due to the Pandemic, I lost my job and we have to relocate to another city where the frontier is not available. After contacting them I was told that they won't be able to waive an early termination fee and they would keep on charging me until the contract ends. This is extremely unfair and depleting.

Ticket: # 3993656 - Suddenlink Internet

Date: 5/26/2020 3:26:46 PM

City/State/Zip: Poteau, Oklahoma 74953

Company Complaining About: Sudden Link

Description

I got Suddenlink internet for my 19 year old daughter so she could finish her college online due to the pandemic. Each week, it would go out and I would have to call them. Now it has been out for 9 days straight, periodically going in and out and shutting down completely. I had an appointment with them yesterday Monday the 25th yes they said they were coming out on Memorial Day but nobody had shown. I live in an 180 apt complex. There are several people out with the internet service. I called them last night asked the calmly why they didn't show up or call and when they could be here. Of course the gentleman was not American and I asked him if they could be here today May 26st. He said they could be here the 27th of May between 2-5 pm. The technician that has been out says he knows what the problem is. They are building a medical center behind the complex and the construction crew has cut a wire or huge cable line. That is what the problem is. We need a team and I told him that on the phone. I want the FCC to do an investigation on this company. I've had them 7 years with cable and never had a problem until they got bought out. This is ridiculous as my daughter needs to finish her college work. This is inconvenience everyone involved and we need answers and compensated or im gonna file a law suit. Please help!

Ticket: # 3993919 - Xfinity/Comcast Unreachable

Date: 5/26/2020 4:43:51 PM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

The consumer wants to know how to file a complaint against Xfinity/Comcast.

The consumer has had internet, cell phone, home phone and cable services with them for years.

The consumer wants to know how to communicate with them without having to go on the internet or hear recordings, because he can never get a live representative.

The consumer is filing this complaint for himself that pays \$210 for their services and can't get a hold of anyone.

The consumer wants to have a live phone call with a supervisor, the consumer is very frustrated that he can never get a hold of anyone regarding specific questions he has.

The consumer understands about COVID-19 but this has always been like this and needs changed.

The resolution to this issue it to have someone reach out to the consumer regarding his specific questions he has, that he will tell the supervisor once he gets a call because for all he know they will want to reply to him via text message or email and he wants a personal call.

CTR-415

Ticket: # 3994010 - Price gouging/increase

Date: 5/26/2020 5:15:09 PM

City/State/Zip: Hacienda Heights, California 91745

Company Complaining About: Spectrum

Description

Hi,

I've been a customer with Spectrum/Time Warner cable for over 5 years and have to fight unnecessary price increases with no new and/or better services attached. In light of the current COVID-19 situation, Spectrum has decided to raise my bill by \$20 dollars for the same level of service (300mbps) that I have been subscribed to for years without warning. To maintain or be at the price (\$65-69/monthly) that I was originally billed at I would have to agree to a lower tier of service (200mbps), to which I agreed as I have no other internet options in area at the moment.

Ticket: # 3994020 - RCN

Date: 5/26/2020 5:22:30 PM

City/State/Zip: Forest Hills, New York 11375-3625

Company Complaining About: Rcn

Description

Internet , Phone and TV Service was disconnected (May 26, 2020) due a 2 month past due for April 2020 and May 2020. I was charged for \$15 late for April and \$15 for May. Also, I was told that a restoration fee of \$40 restoration was assessed today . I immediately paid the entire amount to reinstate the service. A \$6 is being charge to pay via the phone. I am attaching a circular indicating or informing us that RCN cannot DEMAND payment nor DISCONNECT service during the Covid crisis, especially I am from NYC and had circular from our building advising that RCN will not disconnect the service. It was a very cold conversation with a heartless rep who took the call. I myself was sick during this crisis and had close family that even passed from Covid. That was a clear violation of the Covid guidelines from the NY Governor's office.

Ticket: # 3994121 - Cox Communications Failure to Uphold FCC's Keep Americans Connected Pledge

Date: 5/26/2020 6:21:10 PM

City/State/Zip: San Clemente, California 92672

Company Complaining About: Cox

Description

For the second time during this COVID-19 pandemic, Cox Communications has disconnected my Internet service after pledging not to disconnect any customer's Internet service in accordance with the FCC's Keep Americans Connected Pledge. The first time they disconnected my service, they claimed it was because some of my outstanding balance was from before they signed the pledge. Your intervention changed their mind, and I thank you.

Then, out of the blue, they disconnected my service again yesterday, saying that the original 60-day Pledge was up, even after Cox agreed to the pledge continuation through June 30th.

Now they're refusing to reconnect my service unless I schedule payments for my outstanding balance. I cannot schedule payments to be pulled from my bank account that has no money. This is called writing a bad check, which is illegal, and Cox knows this.

I've told Cox that I will settle my account once I start working again, but my word and the FCC's pledge mean nothing to them... only writing a bad check will get my Internet service reconnected according to Cox. I just wonder how many other COVID-19-affected customers are not being protected because they do not know where to turn.

Ticket: # 3994219 - Billing Issues/Withdrawal of Number

Date: 5/26/2020 7:24:02 PM

City/State/Zip: Mendham, New Jersey 07945

Company Complaining About: Verizon Wireless

Description

Verizon re-assigned my mobile number of over 17 years without any notice. For the past 15 of those years, I have lived outside the US but have maintained the number. The bills are paid from my US Bank Account - to which the bills are sent. I paid the last bill on April 10th. Verizon sent a bill for May for \$0 in May - due May 12. I do not to roam the phone when I am outside the US and have not used it since January nor travelled back to the US because I am locked down in Africa due to COVID. I thought nothing of a zero bill and thought perhaps I had some credit. I called Verizon on May 14th because I had a computer security attack and my accounts had been hacked, only to be advised that the April bill was a terminal bill, my account had been closed in March and my number has been reassigned to a government account. Numerous calls to Verizon have yielded no more information. Calls to my old number go to a generic voice mail with no response. Verizon gave no notice that my line was being terminated and to date still sent me another \$0 on June 12. Yet, I no longer have access to my number, cannot log into my online account, and cannot get any info about when and why my line was withdrawn with no notice when I made payments owed in full.

Ticket: # 3994266 - Verizon Never sent me a box for my trade in

Date: 5/26/2020 7:57:07 PM

City/State/Zip: San Jose, California 95120

Company Complaining About: Verizon Wireless

Description

I bought a s20+ a month ago and Im still waiting for verizon to send me a box for my trade in phone. They said they would send one when I first bought it but never did so I called them 2 weeks later and they told me they "forgot" about it but that " a box was on the way"

Its been close to another 2 weeks and still nothing Ive been on hold for 40 minutes trying to reach someone so I can get send my trade in to get my 400\$ credit/promotion that they advertised and convinced me to buy the new phone with.

Verizon please send a box to (b) (6)

Im talking to DK a supervisor right now and now he says they cant mail me a box. They want me to go to a post office now and because of covid I dont want to leave my house. They out me on hold for 40 minutes just to tell me they never sent me anything at all and they cant send out a box!

Ticket: # 3994270 - Increase in rate due to a service

Date: 5/26/2020 7:59:21 PM

City/State/Zip: Shelton, Washington 98584

Company Complaining About: Centurylink

Description

Good Afternoon,

My son and I were both required to work from home due to COVID19. We are both considered essential workers because we work for the Department of Social & Health Services in Washington State. Since my Son works in a call center we were told he would need a landline because they were not sure if his computer could be configured to take calls. We added the phone and I asked Centurylink numerous times if there would be any charges to my account or if there would be any fees if I cancelled the landline. I was told no. Today I called to cancel and was told y internet service bill for each internet account would increase from \$40 per month to \$45 per month. They said it was because I changed my services. NOT ONCE WAS I TOLD THIS WHILE ADDING A LANDLINE.

Ticket: # 3994313 - Insurance and credit

Date: 5/26/2020 8:39:45 PM

City/State/Zip: Chicago, Illinois 60615

Description

I have been a cricket customer since 2010. I ordered a new phone on may 21st 2020. I paid a \$25 upgrade fee. It was mentioned that I can have insurance added on my phone if it was under 7 days. I asked for insurance but somehow that part did not go through my order. My phone arrive on May 23rd 2020. I thought I could add it on is customer service. I called on May 26 the 2020 and the customer service rep was rude. She keep telling me to go to a store and get my insurance added by non essential businesses are closed on Illinois because of the . Covid19 virus. I also had to wait 3 days until my new phone worked even through I added my password. I want a credit for the lost time and insurance added to my phone. I played by the rules and was mistreated by Cricket wireless

Ticket: # 3994330 - Data Cap Overage

Date: 5/26/2020 8:44:08 PM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

We were charged an additional \$60 for a data cap overage. With Covid, we are working from home and have no other options but to use our internet. We were never informed of a data cap charge. It is absurd that they can charge this when people are forced to work from home.

Ticket: # 3994387 - Cable TV disconnected during pandemic because cable bill was a day late

Date: 5/26/2020 9:43:38 PM

City/State/Zip: Perkasie, Pennsylvania 18944

Company Complaining About: Comcast

Description

My tv were I can get news and reports about the current pandemic was disconnected by Comcast Cable because my bill which is scheduled to be paid on the 25 of the month was paid one day late because the banks are not open the 25th of May which is Memorial Day. Comcast has an automated system that disconnects services if your bill is past due. I called and Comcast who said it will that 24 to 38hrs to resolve issue meanwhile I can't get any emergency information from the TV or hear about any news

Ticket: # 3994397 - Phone Billing on a closed account

Date: 5/26/2020 9:57:07 PM

City/State/Zip: Herald, California 95638

Company Complaining About: AT&T

Description

I had to close my business due to COVID19 and I had to close my Business phone TRACFONE. I spent over an hour on March 27, 2020 with ATT to close out my Business account. I anticipated the last payment on the account and made sure that the Autopay on my bank account was able to pay the FINAL bill that I incurred. After the date of payout....I closed my Business Bank Accounts and my personal bank account. After all NO WORK...NO MONEY.

On or about April 14, 2020 my husband enrolled the two of us in to the TRACfone service.

Today 05 26, 2020 I received a bill for service that I do not owe. I spent another egregious amount of time getting passed around between several useless phone personnel who could not give me the help I needed to end this fraud.

I believe that these corporations are preying on those of us who are in a state of shock and disarray from the effects of the Pandemic on our lives. I expect ATT to withdraw this billing and to STOP the pursuit of the billing practice. I am asking an investigation into this sloppy handling of a terrible situation. I and my husband enjoy a great credit history and I fear that the ATT error will have an unnecessary and detrimental effect our credit.

Thank you

[Ticket: # 3994424 - Phone service terminated during coronavirus pandemic](#)

Date: 5/26/2020 11:05:21 PM

City/State/Zip: Mountain House, California 95391

Company Complaining About: AT&T

Description

Notified AT&T of economic hardship related to COVID-19 on April 7, 2020. However, my 4 lines of service were terminated. One line was terminated on 05/09/20. I called and it was reinstated on 05/20/20 only to have all four of my lines terminated again the next day, 05/21/20. Under "Keep Americans Connected", AT&T should not have done this. I am without any phone service.

Ticket: # 3994455 - Missouri

Date: 5/27/2020 12:28:09 AM

City/State/Zip: Republic, Missouri 65738

Company Complaining About: Cable America

Description

well for the 3rd time in 2 weeks our service is out. They make excuses. There is no 24 hour tech support. I work from home and this is going to cost me my job. One day was several hours. Another time it was at night. Then it was about 2 hours now its night and its out again. This company is the only dang thing we have to choose from in my neighborhood that is high speed. Cable america is literally taking my money what little if it i have thanks to covid 19

Ticket: # 3994464 - Business telephone number portability

Date: 5/27/2020 12:53:26 AM

City/State/Zip: Carolina Forset Myrtle Beach, South Carolina 29579

Company Complaining About: Horry Telephone Cooperative

Description

I own a business in Myrtle Beach SC. I have telephone service with H.T.C. Horry Telephone Cooperative. I need a more flexible telephone system and HTC charges 3 times the amount of virtual VoIP PBX systems, however they will not permit me to port my business phone number which I have had for almost 9 years since my business opened. Many of my customers know the number 8 [REDACTED] -

(b) (6) [REDACTED]

It is my understanding that I can take my phone number anyplace and to any company I want. Essentially, if they won't port my number they they have a monopoly over it. Holding my number hostage they are forcing me to stay with a lessor quality much more expensive service with them. With Covid 19 the one thing I need to do is save money, my business is a Restaurant, they other is to become more efficient. How can they legally hold my phone number and what can the FCC do about it. I need to have this rectified. I being held hostage and forced to pay higher rates for inferior service because they won't move my number to OOMA the company I want to go to. Not only have they refused to port the number to ooma by also to Ring Central, Vontage, On-Sip, 8X8 essentially they won't give the number to anyone.

Ticket: # 3994478 - Cox Not Helping During Coronavirus**Date:** 5/27/2020 2:37:41 AM**City/State/Zip:** Mesa, Arizona 85208**Company Complaining About:** Cox

Description

I am currently paying for 150mbps speeds but speed tests come in at 30-60mbps on average. I've tried two modems and bought a brand new router and it's the same issue. Cox is clearly overloaded on their infrastructure, but instead of admitting this is the case and giving aid to their customer base, they choose to blame "software" and say it's a "third party problem." All I wanted was a credit so that my bill reflected the rate that correlated to the speeds I am getting. But they said the "system" is only able to generate such credits. I know this is untrue and they can credit whatever amount they want. But instead of trying to help customers, Cox instead is aiming to keep its pockets lined through extortion of this pandemic. It's a shame. Attached is a screenshot of their own website's speed test which shows I am not getting 150mbps. This has been consistent over the past month.

Ticket: # 3994485 - unsolicited calls

Date: 5/27/2020 3:24:55 AM

City/State/Zip: Kaneohe, Hawaii 96744

Description

Multiple phone calls from 808-379-3406 attempting to garner personnel information under the guise of "COVID survey". Repeated calls after being asked to stop and speaker inquires about personally identifiable information.

Ticket: # 3994542 - Complaint against Purple**Date:** 5/27/2020 8:32:42 AM**Company Complaining About:** Purple Communications

Description

Good evening,

My name is (b) (6). I am the Power of Attorney for my elderly, deaf parents, (b) (6). They rely on VRS services for communication. My parents have been with Sorenson Video Relay for about fifteen years. They have been very satisfied with Sorenson and the services provided to them.

Around April 3rd, I tried to call the phone number that I have used for the past 10+ years and it repeatedly would not work. I sent my mom on her cell phone and asked her if she knew her VP was not working. She told me she was having problems and she didn't know what was going on... She told me that they had met a deaf man at church who worked for Purple. The man said he could give my dad an iPad and a Laptop. My parents allowed him to come over and he made some adjustments to their existing VP. Once my mom told me what had happened, I asked her to call me from their VP. When the call came in, it was a completely different number than her original 9 (b) (6) number. I told my mom I didn't recognize the new phone number which was (b) (6). My mom and dad were both completely confused what was happening. They did not know the man from Purple, Rafael Piloto(?) was going to make all these changes. Within the next few days, I spoke to Rafael. He needed my help trying to figure out the wifi passcode. None of these changes were sitting well with me because I could tell my parents, who are elderly, had no idea what was really happening. They wanted their original phone number because all of their deaf friends were trying to reach them at their old number. I asked my parents if they wanted to keep their old phone number that was setup years ago and Sorenson, or if they preferred to switch to Purple with a new phone number. They both emphatically said they wanted to keep Sorenson. My mom even texted me and said, "Sorenson is my kiss-fist" which in English translates to an emphatic "I LOVE Sorenson" or "Sorenson is my FAVORITE!" (very emphatically).

At that point, I called Sorenson Customer Service through the VP with my parents and explained what was taking place. They were able to get the original phone number to work again and get things back online for my parents. I sent a text to Rafael to tell him my parents did not want the Purple equipment and that they wanted to only use Sorenson. He repeatedly asked me to have them sign a form to "confirm the installation." I told my parents not to sign it. The Purple representative sent a label and my parents sent the unused equipment (laptop and iPad) back.

After more conversations with my parents regarding this issue, it was brought to my attention that not only did this representative change my parents phone number without their permission or without them fully understanding what was taking place, but he also changed my dad's email password and did not tell him the new password. My dad is not technologically savvy so he was unable to access his email for about three to four weeks. Also, my mom made a comment that didn't sit well with me. She said, "He told Dad to keep it a secret from Sorenson." I don't understand... It just sounds very sketchy to me.

The Purple representative was deaf and could sign using ASL, as my parents do the same. There was no communication barrier. They were never told they were going to have a different phone number. They did not agree to that. I feel that they were taken advantage of and I think this should be brought to the FCC's attention. What the gentleman from Purple did was create a big mess for my parents during a time (COVID-19 Pandemic) when my parents really needed full access to communication. They could not contact their friends or family for about a week, neither through their VP and through my dad's email for about three weeks. Had they become ill with the Coronavirus and not been able to access their family or friends, this would have been a major disaster for our family. I feel this "Switch" was completely unprofessional and unethical which is the reason I am making this complaint against Purple. My parents are elderly and challenged when it comes to technology, but they never allowed Purple to be their sole VRS provider.

Thank you for your help regarding this issue. Please let me know if there is any other information you need from my parents or myself in order for this complaint to be filed.

(b) (6)

Ticket: # 3994622 - T-Mobile interrupted service during pandemic

Date: 5/27/2020 9:49:38 AM

City/State/Zip: Ann Arbor, Michigan 48106

Company Complaining About: T Mobile

Description

T-Mobile is extorting me for \$238 to restore my service.. 5/27/2020 my service was interrupted due to non payment. I was told if the stay home order was extended T-Mobile will extend the service, which didn't happen! I didn't get the stimulus money because it went to my ex wife for child support! My ex wife hasn't even picked up my child since this pandemic. This is extortion!

Ticket: # 3994708 - Wireless Claim During COVID-19

Date: 5/27/2020 10:34:53 AM

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

Company Complaining About: AT&T

Description

Service Disconnected during covid-19 and they gave me no options to restore the service except pay the complete amount due. They dint consider their payment arrangement that was made and they gave me no options on restoring the service.

Ticket: # 3994776 - Switch and Bait during COVID-19

Date: 5/27/2020 10:57:32 AM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: AT&T

Description

Please see AT&T response and my response. It was stated that I just wanted a new phone, the phone sent to me does not work correctly. I was never informed that a new contract was done, never told about the increased phone bill and AT& T is saying so what. After Bait & Switch AT&T solution for me to pay more money

Ticket: # 3994813 - Consistent Internet latency/speed/connectivity Issues**Date:** 5/27/2020 11:07:58 AM**City/State/Zip:** Milton, Florida 32583**Company Complaining About:** Mediacom

Description

I have had intermittent disconnections from service on a daily basis since starting service with MediaCom in Jan 2019, some days i get disconnected 1-3 times a day others its every 5 minutes lately i can't even stream a show from netflix without it pausing to buffer every few minutes on a supposed 1gbps line. I have now had 4 technicians out for the same reason and I am still experiencing the same issue. I have asked what can be done to refund a month of service and was told that it was not a consistent issue. However every single time i have called the TechSupport it has been for the exact same issue. 4 Techs later it is not fixed, one of them was during Covid-19 so i would have hoped not to need another during this time however that is not the case. I feel as if contacting the fcc is my only viable option to get the root cause of the issue fixed. I have included pictures of six consecutive internet speed tests while being the only connected device to the modem/router, these tests show the impact this has on my internet speed. Keep in mind that i pay for 1 gbps internet and im having issues seeing 15 mbps of download speed with constant drops of speed during download/streaming. Even when trying to upload the 8mb file for the pictures to this complaint form the upload failed due to intermittent disconnections. I hope not move to another company until a proper effort to fix the issue has been displayed from MediaCom and some form of compensation/explanation as to why compensation is not available as i have not received what i have purchased a single month. I was informed that they don't have enough of a record even with 4 techs assigned to the same issue, so from this point on i will be calling them every day that i experience any issue until it is fixed.

Ticket: # 3994814 - robocalls from spoofed numbers

Date: 5/27/2020 11:08:13 AM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Crystal Springs and Winona. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. The call I am reporting in this complaint was identified as coming from Holly Springs, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 3994971 - Coronavirus

Date: 5/27/2020 12:01:05 PM

City/State/Zip: Bridgeville, Pennsylvania 15017

Description

Most media outlets are slanting their newscasts, promoting false information and fear about the coronavirus. The CDC has recently added new findings to their website and they are in plain view there, that the death toll from the coronavirus is .26 percent in the US. No news stations are reporting that information. This is happening everywhere. If there is anything you can do, that might save some lives, as the fearmongering, face masks, social distancing, and lack of proper healthcare due to fear, not coronavirus, is taking lives and seriously lowering the quality of life for all of us. Maybe you could broadcast the new CDC findings? Thank you. (b) (6), US Citizen

Ticket: # 3994999 - Keep America Connected Pledge Broken

Date: 5/27/2020 12:08:40 PM

City/State/Zip: South Winsor, Connecticut 06074

Company Complaining About: Cox

Description

Consumer states her internet service was suspended during the Covid-19 pandemic

Consumer said cox signed the Keep America Connected pledge and they still shut off her internet on 5/26/2020

Consumer's understanding was they were not to shut off internet until after June 30

Consumer needs the internet for the children to do their schoolwork

Consumer wants her service turned back on ASAP and them to work with getting her back balance caught up, via a reasonable payment arrangement

CTR402

Ticket: # 3995144 - Comcast Xfinity

Date: 5/27/2020 12:37:47 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

I own a small business that provides pediatric therapy. When COVID hit, I closed down the center and attempted to put all services on hold. When I contacted Comcast, I was told that they had a COVID policy in place and would work with me on it; I was told that they were working on a policy that would reduce the monthly bill for companies like mine. At that point, end March, the representative said she would apply a credit for now that would reflect this policy. I unplugged the modem since the office was closed. I didn't check my invoice until a month later and it reflected the March credit bringing the prior invoice down to \$85 instead of \$25 month and then reflected current month charges of \$178.40 for May. This time I tried to email Comcast but was told by Javier (see attached email) that no written communications were allowed to resolve this issue. I called again on May 5th and was told that it would be fixed and going forward the monthly fee would be \$29.95. Attached is a copy of the email confirming that dated May 6. I then received another bill recently for \$443.54. I called again and I spoke to a rep "Samantha ref# " who told me that I could not have spoken to anyone prior to May 22nd as there was no record on file and the lower monthly rate program did not start until May 22; after 5 minutes of arguing with her, I found the email confirmation. She argued a bit more and then, after putting me on hold, offered to reduce some of the rate and gave me a credit of \$120 that will take place on the next invoice.

The problem is that Comcast offered but did not honor the agreement and it has now taken me 2 hours to simply get a minimum credit. My balance from mid-March when I first contacted Comcast should have been \$29.95 per month (until June 30,2020.) I appreciate the credit offered by Samantha but based on my initial correspondence with Comcast and the fact that it's been turned off (or should have been) for almost all services since March 15, then the charges should reflect that as offered. I have paid the new balance of \$201.53 so that my account is current but would like a credit on my account that accurately reflects the \$29.95 per month that was offered to me initially.

Ticket: # 3995148 - Xfinity Services

Date: 5/27/2020 12:38:38 PM

City/State/Zip: Baltimore, Maryland 21205

Company Complaining About: Comcast

Description

The consumer states she was on the phone with another agent but the call ended since she wouldn't get a response from the agent.

The consumer states that she has bundled service with Xfinity.

The consumer states that she only has bundled service with them because whenever you call to set up service with them they force the consumers to get bundled because it's supposedly cheaper, even though the consumer only needed internet.

The consumer states that on May 5th she called Xfinity and told them she lost her job, therefore she must do something to make sure she can pay all of her bills during COVID-19..

The consumer states she told them she wanted to get rid of TV and Phone Services since she only needs Internet services right now.

The consumer states that on May 5th during that call she was told that they would reduce her price to \$14.95 and she would receive 200 mgbps of Internet service.

The consumer agreed since she was behind on many other bills including her home, car, and other needs.

The consumer received a text message on May 11th saying that her charge is \$14.95 for 200 mgbps of Internet and \$24.95 for limited basic TV.

The consumer clearly was told it would be \$14.95 for internet and she didn't want TV service.

The consumer needs this cleared up.

The consumer states the call is recorded and she has the text message showing what they now want to charge her.

The consumer needs the internet for her security cameras since she lives in Baltimore the city with the highest homicide cases this year.

The consumer needs her bill adjusted to \$14.95 immediately.

CTR-415

Ticket: # 3995161 - Service Issues

Date: 5/27/2020 12:40:53 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Verizon

Description

- The consumer is calling about Verizon as her carrier
- She has a bundled package
- She states they advised she needed to change her box and router out
- She states they were to send a tech out on 4/16/2020 to install the new equipment
- The consumer states she has been without service since 4/16/2020
- The carrier advised they will not send a tech out due to the pandemic
- The consumer states she has been a loyal customer
- She states her sister passed away and she could not view the service over the computer
- The consumer wants her services restored

CTR405-phone

Ticket: # 3995258 - Optimum Altice KAC question

Date: 5/27/2020 1:01:26 PM

City/State/Zip: Garnerville, New York 10923

Company Complaining About: Optimum

Description

I am confused about the “pledge” they signed. They have shut my services off and refuse to turn back on until payment is made. I thought they signed a pledge agreeing to keep residential on regardless of ability to pay during pandemic? They told me it's at their discretion and that I don't qualify? I only owe for services during pandemic????

Ticket: # 3995277 - Closed Captioning and Inflated Billing Charges**Date:** 5/27/2020 1:07:14 PM**City/State/Zip:** New York, New York 10009**Company Complaining About:** Spectrum Charter Cable

Description

I am a senior citizen and I am hearing impaired. I want to file a complaint against Spectrum cable for inflated billing charges and closed captioning problems that they will not address. Also the lifeline program that they would not send information to me to apply although I am eligible for the program. I have repeatedly tried to address these issues with Spectrum to no avail they have increased my bill by \$65 took away programming and have blocked my internet my Wi-Fi have interrupted my phone service and I pay them for my phone service and I need to use my home phone because I am hearing impaired and have a special phone for my conversations. They have repeatedly interrupted my Surface the whole month of May also harassing me for payments although they say due to covid-19 they will not interrupt services for 60 days. My husband suffers from dementia and has been scared to death by these endless phone calls causing me to make \$145 payments and then an additional \$181.77 payment. All bills are inflated monthly starting at \$2 and going up when you questioned them why they cannot give you an answer but only threatened Interruption to services. I have proof that they did this intentionally they also jeopardize my health and my husband's Health by sending a technician to our home which was not necessary, the technician discovered on his computer that they had intentionally blocked my services from May 1st to May 3rd the interruptions continue throughout May. I would like something done with this cable company so that this does not happen to any other senior citizen or customer of theirs. They need to have their license taken away. I will not deal with them again. They are fraudulent scamming and have no respect for their customers.

Ticket: # 3995294 - Getting Charge For Service That Is Not Available

Date: 5/27/2020 1:12:56 PM

City/State/Zip: Bayamon, Puerto Rico 00956

Company Complaining About: Claro

Description

The provider Claro, does not have internet service

The consumer mention since January 8th, 2020 she has not had the service due to the earthquake.

The consumer said that she is getting charge for a service she does not have.

The consumer stated that she is getting charge the amount of \$53.00.

The consumer has not been able to speak to someone about the issue. She did say that she has tried calling the carrier about the issue but its been an issue due to the pandemic that is happening.

Resolution

The consumer said that she can return the equipment as she was told by a representative from Claro and she would not have to pay. Now the consumer said that she would like for the carrier to remove the plenty against her because she did not have the service.

ctr388-phone

Ticket: # 3995344 - Internet

Date: 5/27/2020 1:25:24 PM

City/State/Zip: Lubbock, Texas 79410-2241

Company Complaining About: Sudden Link

Description

I have been a customer since about 2015. I have had many issues with my internet speed and it not being resolved. I have had agents promise a call back, never received them, supervisors say they will call back, never did. I asked for a courtesy credit for the covid-19 agent said she had to have a sup approval and would call back. Never did. I am having issues still with my speed. I have had 3 agents hang up on me or transfer me to the ivr. I have been waiting 35 mins for a sup and the sup just hung up on me. This is unacceptable. I meant someone to help me get my issues resolved and something to be done about my bill for the issues I am having.

Ticket: # 3995348 - AT&T cell service

Date: 5/27/2020 1:25:59 PM

City/State/Zip: Staten Island, New York 10307

Company Complaining About: AT&T

Description

My service was turned off today bc of non payment bc of pandemic I have no money unemployment has not given me my money yet I can't pay bill with no money I want to file complaint against At&t for shutting service and want it restored immediately.

Ticket: # 3995361 - Spectrum

Date: 5/27/2020 1:29:46 PM

City/State/Zip: Pullman, Washington 99163

Company Complaining About: Spectrum

Description

Spectrum does not allow you to cancel services online. Forcing people to come into work during a pandemic possibly killing people for no reason. I was also on hold for almost 2 hours trying to cancel.

Ticket: # 3995367 - Optimum Internet Speeds

Date: 5/27/2020 1:33:47 PM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Optimum

Description

The consumer has Internet service with Optimum.

The consumer states that his wife and himself should be the ones on the account, Rina Boaron.

The consumer states that he is not receiving the speeds he is paying for.

The consumer daughter is a Special Ed Teacher and needs the internet to connect with the kids during COVID-19.

The consumer needs it for him kids that use ZOOM to connect to their school work and teachers.

The consumer states that they called Optimum and they told them to buy a better Internet deal so the consumer went ahead and upgraded.

The consumer states that the connection and speed is horrible and may have gotten worse than what it was.

The consumer needs this issue fixed.

The consumer states that he is not going to continue to pay for services that he is not receiving.

The consumer needs credit and something done about the connection.

CTR-415

Ticket: # 3995455 - Cox Communications COVID-19 Pledge

Date: 5/27/2020 1:54:29 PM

City/State/Zip: Phenoix, Arizona 85003

Company Complaining About: Cox

Description

The consumer has Internet and Cable services with Cox Communications.

The consumer states they are giving them 60 days but not till the end of June to stay connected.

The consumer states she had the Corona Virus in February and she speaks to doctors over the internet.

The consumer uses Tele-Med and Cox has now disconnected her from the communication to her doctors.

The consumer states that they are breaking the law.

The consumer states that they signed the pledge saying they would Keep Americans Connected until the end of June.

They are asking the consumer for credit card information to keep on file and they will give them service for a week.

They are being mean and unethical.

The consumer needs internet service back on immediately.

The consumer has no money she is not working and didn't receive a Stimulus Check.

CTR-415

Ticket: # 3995610 - Phone service shut off

Date: 5/27/2020 2:39:09 PM

City/State/Zip: Sun Valley, California 91352

Company Complaining About: Verizon Wireless

Description

Consumer just got back to work and Verizon shut them off for non payment.

They were ordered to stay home, so they had no way to pay.

Because this is a COVID 19 issue he is under the impression their service was not to be shut off.

CTR412-phone

Ticket: # 3995655 - Boost Mobile

Date: 5/27/2020 2:50:46 PM

City/State/Zip: Conesus, New York 14435

Company Complaining About: Boost Mobile

Description

Virgin Mobile sold to Boost Mobile and my plan instructions were not clear. When I attempted to clarify them my only local resource at their store was in a mall that has been closed due to Covid. They deducted my credit of \$161 stating that I had not made a payment in 90 days. I was unable to clarify how much of a payment I should make until today. They agreed to credit my account \$50. I feel that they should credit my account the entire \$161. There is no service at my home and the only time I am able to make calls is when traveling.

Ticket: # 3995724 - Cox Communications Dishonest Business Practice

Date: 5/27/2020 3:09:22 PM

City/State/Zip: Virginia Beach, Virginia 23456

Company Complaining About: Cox

Description

When we began having issues with our Internet, instead of fixing the issue, Cox upsold us to a faster service that they cannot provide and is using the COVID-19 pandemic as an excuse for failure to provide service. After multiple attempts over weeks to rectify the situation with Cox, we are asking the FCC to investigate and hold Cox accountable for providing us with our contracted services. A full description of the problem is attached, and I am available to discuss this over phone or email. Thank you.

Ticket: # 3995784 - Verizon Wireless Service

Date: 5/27/2020 3:33:17 PM

City/State/Zip: Bowdon, Georgia 30108

Company Complaining About: Verizon Wireless

Description

I have had Verizon Wireless service for 20 years and as of January 2020 the service I am receiving is TERRIBLE. I have dropped calls and calls that will not go through, text messages that will not go through or take forever to go through. I have called numerous times to complain along with a lot of other people in my area and I keep getting the same story about it being because of 5G and so many people on the internet because of COVID19. I do not buy that story and I live in a small community that has always had good service and now its TERRIBLE.

Ticket: # 3995808 - Comcast channel availability

Date: 5/27/2020 3:41:22 PM

City/State/Zip: Kane, Pennsylvania 16735

Company Complaining About: Comcast

Description

Consumer has Comcast.

She lives in NW PA.

Consumer receives Buffalo NY channels instead of PA channels.

Consumer claims they continue to take away her PA channels.

Consumer wants to be able to get Erie PA stations.

Considering the current pandemic, it's imperative that the consumer can see the governors messages.

Consumer is willing to pay for the channels she would like and would appreciate a corporate member calling her to discuss her options.

CTR404-phone

Ticket: # 3995893 - Poor costumer service

Date: 5/27/2020 4:07:08 PM

City/State/Zip: Charleston, West Virginia 25314

Company Complaining About: Sudden Link

Description

for years we have received poor service but Suddenlink being the only company we can work with, makes it hard for us to do anything but complain. My main issue started at the beginning of the year and severely worsened after covid due to the fact I wasn't comfortable with someone entering my home. I did however contact Suddenlink MANY time during that month and they informed me it was an issue on their BUT they'd still need to send a tech out, scheduled a tech and the tech did not show up for THREE appointments and when one did, I was told my lines were good and my router needed to be upgraded. (sounded like bs to me and I even told him it made no sense) anyways, I proceeded to purchase a brand new router, problem was not resolved. I called suddenlink again and scheduled yet ANOTHER tech. This one came and said the first tech was full of it and it was not my router, I suggested to him that it is probably the tap near my house because that was the issue last time that suddenlink REFUSES to fix. He tested my lines again and told me the only place it could be an issue is the tap 100%, he swapped my router out, told me he did a work order for the tap so that someone could come out and it has almost been 2 months later, My internet is STILL horrible, no one has come to fix the tap and I've had to pay my bill in full EACH MONTH when I have me and my fiance who work from home and now have to struggle with internet, a deaf daughter who relies on internet to speak to us when we are not around. Suddenlink has to be the WORST company I have every dealt with in my entire life. All I get from them is excuses and false promises. As of 5/27/20 my internet is just as bad as it was the beginning of the year. This is a constant issue year round but it usually last a month or so, not 5.

Ticket: # 3995994 - Comcast business practices

Date: 5/27/2020 4:34:26 PM

City/State/Zip: Knoxville, Tennessee 37931

Company Complaining About: Comcast

Description

I have been a very long-time customer of Comcast/Xfinity. Over the years of service, I have paid \$43,000. I have recently downgraded my services from full cable channel lineup (@\$360/mo) to internet-only service. I increased my router from 300 Mbps to 600 Mbps. Since March, I have only been receiving 25 Mbps or less in speed. My TVs freeze and my computers drop the connection literally every 10 minutes. I have called and complained multiple times all of which I have had to sit on hold 2 or more hours each and every time. All call centers apparently are not in the states making it difficult to understand and hear the reps. Although they try, nothing ever gets resolved. Last week I was sent their newest router, the xFi 7 and was "assured" I would not have the same issues. But less than a week later, I am having the same if not worse issues. I am totally disgusted and over the issues I am having with Comcast. They scheduled a local tech to call - a week from now - because they are not sending out their techs due to COVID. I always work from home so working at home is nothing new to me but I know when there is a line problem. While they say the speeds on their end are fine it is clearly not. I asked that a supervisor call me and they once again assured me it would be one hour and they would call. Of course, that did not happen. I stated that if I did not receive a call within an hour, I would be filing an FCC and/or FTC complaint.

I would like my speed issues fixed with a reputable tech and I would like full credit for the last 3 months of problems as well as a full credit until the issue is done. I am paying for a 600mbps speed and only getting 25mbps speeds. It is egregious and it is unacceptable.

[Ticket: # 3996042 - Century Link increasing monthly svc. to \\$49.95 from \\$29.95 for dial up svc.!](#)

Date: 5/27/2020 4:55:06 PM

City/State/Zip: Placitas, New Mexico 87043

Company Complaining About: Centurylink

Description

Internet svc. works worse during this pandemic. Hotmail returns fail with the note to try back later. Memorial Day at 1:30 I could not get svc.! It's just like dial up! Now they want almost twice as much! This is wrong!

Ticket: # 3996092 - Poor Cell phone service

Date: 5/27/2020 5:08:25 PM

City/State/Zip: King Salmon, Alaska 99613

Company Complaining About: Gci

Description

Our cell phone service has been nearly unusable for about two weeks. Callers trying to reach me either cannot get thru at all, or are sent directly to my voicemail. It doesn't even show as a missed call, just a random voicemail shows up in my inbox. I can rarely call out and usually after dialing it is silent for a few minutes and then disconnected. When I can get through the calls are dropped frequently. Texts are also not able to be sent. I don't know if I am missing incoming texts. I have sent emails to GCI and I have phoned them. They say it is a problem with a tower, but there are several towers in the area. I should add that I am a municipal employee and am on the "front line" of the COVID19 response and this is becoming a health problem for the 1600 people I help to provide services to.

Ticket: # 3996111 - Comcast

Date: 5/27/2020 5:13:26 PM

City/State/Zip: Miami, Florida 33128

Company Complaining About: Comcast

Description

I made a payment arrangement on 05/26 to pay my bill on 06/05. I spoke with a supervisor to get this done. I asked if there would be interruptions or if my plan would be changed to their stupid Covid plan. I was told "NO". No interruptions nor changes of any kinds. I asked several time to be certain and was again told there will no changes nor interruptions.

First thing this morning (05/27), the services were interrupted. I called and spoke with numerous people and supervisors whom escalated the call. They all say the notes that there was a payment arrangement and no services would be interrupted. The last person I spoke with said that they the notes now said there would be one. COMCAST IS LYING AND NOT STANDING BEHIND THE PAYMENT ARRANGEMENT THEY MADE. IT SHOULD NOT TAKE ALL DAY TO RESOLVE THIS MATTER AND THEN LIE TO A CUSTOMER IN ORDER TO SIMPLY GET OUT OF THE ARRANGEMENT.

Comcast, as everyone knows, is a monopoly that does not allow for other CABLE companies to compete in their areas. This is why they LIE to get out of arrangements and no one does anything about it.

My services need to be TURNED ON IMMEDIATELY!!!! I doubt they'll pay nor do anything about the inconvenience and aggravation that they have caused us all today.

Ticket: # 3996189 - Billing dispute not adjusted

Date: 5/27/2020 5:45:25 PM

City/State/Zip: Florham Park, New Jersey 07932

Company Complaining About: Optimum

Description

I have bundled service Optimum in NJ. I have returned equipment before the Covid 19 crises began on March 13th and I've still been getting billed for this. I've called 4 times about this issue with no resolution. I've been overbilled on every bill for the last 3 months and there has been no fixing it. I've been told a supervisor will call me back to help resolve the issue twice and I've never received a call back.

I've let each representative know that I'm not willing to pay this bill until the issue is rectified and I've been told OK by each one. However, now I'm being threatened with my service being disconnected when all I want is to not overpay for my service.

Ticket: # 3996222 - poor rural internet

Date: 5/27/2020 6:00:11 PM

City/State/Zip: Geneseo, Illinois 61254

Company Complaining About: Geneseo Communications, Geneseo Il

Description

We have to call often - such as every 7 - 15 days to get our internet up and running again. For example, just recently we had no internet from May 22 - 25 (Memorial Day weekend). We were out of service again for 2 hours on the 26. We received a notice that we would have no internet tonight, May 27 from 7 p.m. on - hopefully resolved by 7 a.m. This is not an abnormal situation. We have been dealing with this for years. Not only do we lose internet, we can not download email at times because it is so slow. We can not watch videos - which may seem not important to some. But as a school teacher - I needed those videos during COVID to continue school work. My husband works for a VERY prominent company and missed several meetings due to poor service. I am aware, and have been for several years that Geneseo Communications gets a substantial amount of grant money to improve rural internet services. I have done some research in the area, they have not completed this task in any surrounding areas. I would like to know where these millions of dollars are going? They are not servicing their customers as they had promised to do. I have filed complaints with the company as many of others have done. These complaints fall on deaf ears.

Ticket: # 3996232 - Internet Cutoff No Notice & Still being billed and paying

Date: 5/27/2020 6:03:53 PM

City/State/Zip: Carrollton, Texas 75006

Company Complaining About: Frontier Communications

Description

I am 80-years old and work full time to make a living. I signed a 2-year contract with Frontier ending around July 2020. Around March 2020 they cutoff my Internet without my knowledge even though I was being billed and paying. When contacting Frontier they stated I had to go online and agree to a new terms of service or they could not cut my Internet service back on. The fact I had no Internet access since they cut it off was not their problem, they said I could find an Internet Café or go somewhere to use the Internet, even though Dallas County was under mandatory shelter in place and everywhere was closed. They stated nothing else could be done until I did that even with the pandemic going on. They are still billing me. This is unreasonable and they could not even explain how I was notified my contract was changing, which I thought that was a reason for a contract so terms would not change. My daughter is filling this out for me over the phone.

Ticket: # 3996239 - commercials are becoming louder.

Date: 5/27/2020 6:04:52 PM

City/State/Zip: Las Vegas,, Nevada 89134-8615

Company Complaining About: Directv

Description

Throughout this pandemic we have been inside and the commercials on the television are louder than the programs once again. PLEASE MAKE THEM STOP THIS AT ONCE.

Ticket: # 3996285 - Unsolicited Junk Faxes to Business**Date:** 5/27/2020 6:24:26 PM**City/State/Zip:** Indianapolis, Indiana 46236

Description

I have a small private patient practice. I must maintain a fax number for health insurance companies who require HIPAA compliant responses. For several months, I have been receiving COVID-19 money schemes and similar 'deceased relative unclaimed asset' faxes routinely, having never provided access to my number. My service is able to block the faxes after receipt. However, once blocked, they senders utilize different numbers to get through. My fax service can not block without a full number, so the process continues.

Ticket: # 3996357 - Spectrum charging for technical assistance**Date:** 5/27/2020 7:09:59 PM**City/State/Zip:** Spartanburg, South Carolina 29306**Company Complaining About:** Spectrum

Description

I contacted Spectrum internet service initially because my router would not connect to my work VPN. I was advised that a new router would be sent. Shortly after, during a thunderstorm, my internet completely went out. I called again for technical assistance. After troubleshooting, the rep advised me that he was going to send out a technician. The tech came the very next day. He changed my router, but never said what the issue was. Now I'm receiving a bill of \$49.99 for a service call. Anytime I call Spectrum for a billing dispute, I receive a lot of pushback as to why the charge is valid. This time was no different. I asked to speak with a manager. I was then transferred to an escalations rep., then a manager at my request again. A lady named Joday answered the call and again began making excuses as to why I'm charged for technical service. She stated that the technician noted that I damaged my router after moving it. That was a lie. She stated that she would not remove the full charge. I could either settle for a \$20 courtesy credit or nothing at all. I asked how I file a formal dispute. She stated that since I wanted to formally dispute the charge, she was not able to even apply the "courtesy credit". I told her that I would not pay the charge and I wanted to know my dispute options. She stated she would submit a dispute for me, however a manager such as herself would look at it and see that the charge is valid...based on the technician's notes and that they rely on his integrity to back it up. I have a serious issue with the technician's integrity, because I had already called and submitted a complaint about him showing up without any protective gear during a pandemic. It's ridiculous that my internet went out, possibly storm related, and that Spectrum can charge me for a service call and claim that I damaged the equipment without any proof. All lights were working on the router, it just wouldn't connect. Obviously there was an equipment malfunction due to no fault of my own. Joday advised that she would submit the dispute in my behalf but assured me that the outcome would not be favorable for me. She says a manager would review it and then the charge would stick based solely on the technician's notes. She placed me on hold, then another manager named "Sarah" came on the line and made the situation worse. She advised me that no dispute could be filed. I would not receive the credit and that my complaint would not be escalated any further. The entire conversation was frustrating to say the least. I felt like I was not being heard, understood and that my business doesn't mean anything to them. I missed a day of work UNPAID due to the internet being out. I should not have to turn around and eat a \$50 charge for someone to come and fix my service...when no one can truly diagnose why the equipment was malfunctioning. I want this charge taken off my bill. Spectrum should be held accountable for service issues and not use it as an excuse to steal money from customers. They never want to listen to reason. They are a monopoly and for that reason, they feel like they can do whatever to their customers without repercussion.

Ticket: # 3996376 - Continued Delays over 45 days no help

Date: 5/27/2020 7:19:44 PM

City/State/Zip: Cameron, North Carolina 28326

Company Complaining About: Centurylink

Description

CenturyLink repeatedly has lied about when my service would be installed. First time I was guaranteed service in April, order delayed due to a part with an estimated completion date in June. Second time my order was delayed 3 times before I was told a third party company needed to install the cabling before CenturyLink would install service, but was told 3 times that service was going to be completed on that day or the following day I called. Latest contact with CenturyLink gives me no estimation of completion that is on the third party company and the eta is sometime in June (DURING COVID19 and working from home with little children needing to do work and entertainment).

Ticket: # 3996518 - Spectrum Internet

Date: 5/27/2020 9:14:20 PM

City/State/Zip: Fallbrook, California 92028

Company Complaining About: Spectrum

Description

On 5/12/20 I removed all TV services, and retained internet service in order to reduce my monthly expenses. I was told my new bill would be \$74.99 for internet only. Due to limited income during this crisis of COVID19 i had to shut down the internet as well so I called Spectrum on 5/22 to canceled the Internet and spoke to Jay who gave me ord#(b) (6). He never provided any type of disclosure or explanation of charges. My final bill included the full cost of the internet service \$74.99 for the next bill cycle from 5/19 - 6/19/20. On 5/27 5:05pm I called to get an explanation of the charge since I only used the internet a few days; I spoke to Tiacoia who told me it is a Spectrum policy is not to prorate the service. This was absurd; all utilities bill in advance and prorate the service. I requested to talk to a supervisor and was connected to a Lead named Anthony. He echoed the policy and refused to credit any portion of the charge. I told him I would at least request a 50% reduction; he refused and referred me to a supervisor who also refused.

This was the first time I was verbally informed of this; the rep I spoke to on 5/22 did NOT provide any disclosure of the final charges and/nor clarified that I would be billed for the entire month and would not be prorated according to the policy. Had this been explained to me, I would have made a decision to wait and use the service since I had already been billed in advance. Spectrum hides behind a policy that apparently was established a year ago. They may note this on the bill in very small letters, however, it does not exclude them to take responsibility for the incompetence of their employees who are required by law to provide disclosures of services added or removed. They are also NOT sensitive in any way of helping their customers with the current economic crisis. I understand all utilities bill in advance, however, they prorate their service based upon the dates the service is actually used and credit their customers for unused services. Why is Spectrum allowed to do this? it is an abuse of their company policy and they do not take responsibility for any misinformation or disclosures that should be provided to their clients. I urge you to have Spectrum comply with the same guidelines as all other utilities if they want to compete in the same arena. They should be required to comply with the same rules as all other utilities equally. It is a disservice to allow this company to get away with these type of shenanigans.

Ticket: # 3996523 - optimum/cablevision

Date: 5/27/2020 9:17:45 PM

City/State/Zip: Boonton, New Jersey 07005

Company Complaining About: Optimum

Description

I paid my bill on may 27,2020 when it was due. I then had no television service. I called and was told they are shutting off services to save customers money during the pandemic! If I chose to have my services turned back on, it would take 30 minutes. This did not occur. I called back and told it would take over 3 hours! I can not believe cable is allowed to turn off services due to the virus and the customer needs to call to have them restored! they also stated no supervisor was available to speak to. also, what gives optimum the right to do this?

Ticket: # 3996587 - Lied to about services and then charged full price for services I didn't receive

Date: 5/27/2020 10:30:09 PM

City/State/Zip: Midland, Michigan 48642

Company Complaining About: Charter

Description

Toward the end of January (29 or 30) I called Charter to cancel my tv and internet service as I was going to Florida for a few months planning to return the first or second week of April. When I told the person on the phone my plan she said, Oh you don't have to cancel, you can put it on a hold which will give you limited service while you are gone. I specifically asked what I would get and she told me limited internet and local channels. I specifically asked it it would run my Ecobee thermostat to monitor the temperature in my home as I live in Michigan and she said yes it would. I asked what I do when I am coming home and she said just call to resume regular services. I agreed to this plan as it sounded just like what a snowbird needed and since this was my first time doing this I didn't even know it existed. The expense was affordable enough that I could afford to purchase cable/internet in florida as well. So fast forward to March 18th and we were hit with a global pandemic. So I canceled my cable/internet in fl and it was pro-rated by Comcast for the month. In the meantime I never had internet services at my home in Michigan. My very next call was to Charter to resume my full cable/internet. Imagine my shock when they told me that because I was resuming services in the middle of the month I would be charged for the whole month because I wasn't gone for 60 days. I told them I didn't know anything about the 60 days and I never had service anyway while I was gone even though I paid a partial payment. I asked to speak to a supervisor. How can they change the rules on you? Why don't they pro rate like comcast? I never received any service I was promised. Looking back now I realize I was told what I needed to be told to maintain my service to them as I was going to cancel. I asked to speak to a manager as you can't promise people something and then change your mind and charge more ESPECIALLY to a retiree on a fixed income! I waited over an hour and a half to talk to the supervisor Joel number 4153057. He told me that it is their rules and he doesn't know why I was told misinformation-he told me you NEVER get internet for that low of a price and I would have paid quite a bit more for my thermostat to work. I asked how they could tell me it would work and then also not ever tell me about the 60 day rule. I asked how they could not inform their customer what they were really getting. They lied about what I would receive. I told him that is called bait and switch and is illegal. Asked if the FCC governed them and he said yes. Joel's exact words, "go ahead and file a complaint and it will come right back to me and a few months from now we will be having this exact conversation." I kept asking how they could not honor what I was told. Asked him to go back and review the tape. How can you promise a service for a price and then not give that????!! The only reason I stay with this company is because I have no choice where I live. I was treated with respect and honesty from all of the Comcast employees. Why doesn't Charter/Spectrum have to do the same? The monopoly in our service area is why! Thank you for your time reviewing this. To think in the middle of a pandemic they would treat a loyal customer this way (or any customer for that matter). Please just be honest with your customers and tell them what they really get or don't get for their money so they can make an informed decision based on fact..not empty promises.

Ticket: # 3996634 - Billing for Services after disconnection

Date: 5/27/2020 11:28:28 PM

City/State/Zip: Lewisville, Texas 75067

Company Complaining About: Frontier Communications

Description

Called Frontier to disconnect services as of 5/23/2020. I am being told there is a charge of 9.99 to disconnect services. Also I am required to pay for services till 6/18/2020 which is end of my billing cycle because it's my fault I had to move in the middle of my billing cycle. I was charged late fees for months the provider was not supposed to charge late fees due to COVID 19.

Ticket: # 3996670 - Re: [FCC Complaints] Re: Sprint Billing Complaint

Date: 5/28/2020 1:40:53 AM

City/State/Zip: Arcadia, California 91007

Company Complaining About: Sprint

Description

This is a follow-up to your previous request # (b) (6) "Sprint Billing Complaint"

Dear FCC, I have got your response and the new FCC # (b) (6) later this afternoon. Please let me forward you the complete email here - I will be sending it by another message. Hope you stay safe. Thank you. - by (b) (6)

(b) (6)

May 27, 2020

Re: FCC # (b) (6) complaints Sprint Corporation about Its Improper Charges and Irresponsible Service

Dear FCC:

Currently, I am still in the process dealing with Sprint's incorrect billing and its service issue.

1. On December 14, 2019, I was called to go to the Sprint store San Gabriel CA to open a new family account at \$125.00/month to replace my \$100.00/month old Sprint family plan that was upcoming expired. Unfortunately, the Sprint salesman did not activate our new account and closed our old one correctly. Both the old and new accounts had been opened creating the issues of our double billings and overcharged.

2. After I had processed going to contact Sprint's departments for two months, I got no response for fixing our billings and service problems. I had to file to FCC this March then I received the FCC Ticket (b) (6) and

(b) (6) very quickly even on the lockdown day.

3. Thanks for the help from Mrs. Katherine Devoe, the Sprint Executive & Regulatory Services officer in Dalas, TX. Mrs. Devoe already closed our old lines which was under my daughter's name and refunded our money occurred on the old account.

4. Our problems have yet to be removed. The incorrect billings for our new account of \$125.00/month plan has not been refunded, please see the details listed:

-

01/06/2020 \$272.25

-

02/07/2020 \$324.25 billing for Dec 14 to Jan 13, 2020

-

03/09/2020 \$212.28 billing for Jan 14 to Feb 13, 2020

5. I am confused that both billings for our new account and old one continue to come. Please have a view again attached. I don't know what I should be paying correctly. Last week, I tried the Express Payment but failed going through. The Sprint agency said our account had been terminated last December 14 by the Sprint store rep and we are not Sprint customers anymore even though the Sprint's old and new bills are still coming. On Monday the Memorial Day, I got the Sprint's notice showed that our family account had been scheduled to be disconnected.

6. Initially, the Sprint's employees operated our family lines at the store with their formal promise that we can keep our own three numbers in the new opened account. As you might understand, our own numbers, (b) (6) are very important for our family's life and work.

7. The local Sprint stores have yet reopened but the Sprint's Dalas executive affair office is too far to get my issues out. There may be language difficulties preventing communication. Typically, local wireless

companies do routines to maintain their old numbers for new customers. I wish I would have an assignment to get a baby-step approach by having to deal with a local Sprint rep for removing our family issues.

8. My daughter, (b) (6), a fresh undergraduate, received the first debt collection in her life for an old account that should be terminated or expired in December 2020. By far, we have not yet received any correction notice about this debt collection.

9. In the past few months, people have gotten a lot of relief and deferrals by blocking all inconvenient events and its proceedings nationwide for the duration of the COVID-19 crisis. As a Sprint's customer, we get heavy pressure by the wireless company. Six months past, the society is reopening, we only accomplished the rise of massive depression and severe procrastination disorder. I am sorry I even met mental anxiety to write you the update.

I look forward to having your response. Should any additional questions arise please do not hesitate to contact me by my email (b) (6) or my number (b) (6). Thank you for your attention to our family issues in the pandemic.

Sincerely,

(b) (6)

On Wed, May 27, 2020 at 1:53 PM (b) (6) wrote:

> May 24, 2020

>

>

> Re: FCC Ticket (b) (6) Complaints against Sprint
> Corporation about Its Overcharges and Unscrupulous Service Issues

>

>

> Dear FCC:

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>

> Currently, I am still on the troubles of Sprint's double billing,
> overcharging and service.

>

>

> After my processing to contact Sprint in different departments for a
> couple months for removing our problems - no response I had got during the
> period at all. I had to file to FCC this March then I got the FCC Ticket #
> (b) (6) quickly even in the locked down days.

>

>

> Thanks for Sprint's kind response that would be credited to FCC's support.
> The Sprint's old and new bills are still coming, Monday is the Memorial
> Day, I got the Sprint's notice showed that our family account had been
> scheduled to be disconnected.... almost six months past, I only
> accomplished the rise of massive depression and severe procrastination
> disorder. I have mental anxiety for writing you a update.

>

>

> The local Sprint stores have yet opened but the Sprint's executive officer
> is too far to get my issue out of their Dalas TX office. I really need to
> get a baby-step approach by dealing with a Sprint local rep for removing
> our family problem.

>

>

> I am sorry for my delay message; it is 5:00 PM east time now... Can you
> please give me few more hours to let me pick up my own ideas? ... I will be
> finishing and sending you a complete email this afternoon.

>

>

> Thank you.

>

>

> (b) (6)

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> On Tue, Apr 28, 2020 at 2:58 PM FCC <consumercomplaints@fcc.gov> wrote:

>

>>

Ticket: # 3996695 - This is a complaint about Verizon Fios

Date: 5/28/2020 2:58:09 AM

City/State/Zip: Bronx, New York 10473

Company Complaining About: Verizon

Description

My mother family and I are trying to return back to Verizon, On her behalf I get to credit info which No one initially, told us upon going back we needed to submit a Social security number for verification or pay \$250.00 my mom has to pay upfront.

With senior citizen on a fixed income, and COVID-19 This is ridiculous at this time.

they tell you to verify info on the form but , the order may not go through.

They need to wave this fee we submitted Drivers Licence and social security this is private information. Former Bill from March Paid off By check mailed to Verizon in May. \$250 Dollars is a lot to submit to come back to this company very sneaky.

There are ways to verify a persons credit without Paying !

Ticket: # 3996768 - Business account overcharged

Date: 5/28/2020 8:52:10 AM

City/State/Zip: York, Pennsylvania 17402

Company Complaining About: Comcast

Description

February i paid 510\$ making 0 balance.

Pandemic shutdown 2 months. Got a call from
Comcast may 27 tell me i owe an extra 240\$.

Ticket: # 3996835 - Unsolicited Political Robo Call

Date: 5/28/2020 9:46:01 AM

City/State/Zip: Fairfax, Virginia 22033

Company Complaining About: Nh Republican Party

Description

Yesterday I received an unsolicited political robo call from the NH Republican Party supporting Donald J. Trump's handling of the Covid-19 virus.

How they got my phone number is beyond me, as I am a Democratic Media Consultant.

Ticket: # 3996846 - Bickleton, WA phone issues

Date: 5/28/2020 9:49:53 AM

City/State/Zip: Bickleton, Washington 99322

Company Complaining About: Centurylink

Description

There are a number of damaged (noise on the phone line that renders it unusable), or completely non functional phone lines in the area. My parents are one of these customers. Most the the affected people are elderly with health concerns. Century link is the service provider and has done absolutely nothing for 6 months despite repeated calls. This is both a health and legal liability issue for these elderly people in the midst of the COVID pandemic.

Ticket: # 3996860 - Comcast Complaint

Date: 5/28/2020 10:02:09 AM

City/State/Zip: Plymouth, Minnesota 55447

Company Complaining About: Comcast

Description

- Comcast is treating the consumer poorly
 - every time he tries to call them he gets someone over seas and he can barely understand them
 - consumer has been laid off because of COVID-19 so he was just trying to get his bill adjusted
 - consumer is a senior citizen and has a hard time hearing
 - Resolution: consumer would like to speak to a supervisor located in the United States.
- Consumer would like them to reach out to him so they can discuss his bill.

CTR409-phone

Ticket: # 3996884 - Cancellation Issues**Date:** 5/28/2020 10:10:37 AM**City/State/Zip:** Amherst, New York 14228**Company Complaining About:** Sprint

Description

I've been with Sprint for about a year. Due to covid19, I had to move back home which isn't in the United States so I asked to cancel the service. The first time I called (April 24th) I had asked to have my service and automatic withdrawal canceled and was told I would no longer be billed after the billing cycle. Sure enough, the billing cycle ended and another took its place this time more expensive. So we called again on (May 26th) to check on why I was still receiving a bill. They told me that there was no cancelation and that they only put a stop to the automatic payments. Even though I know what I said, and they have a recording I told them I didn't want to pay another dollar after this final payment. They said ok we will send you a cancelation email which they never sent. two days later I check my phone and the service is still operating. So I call this one final time and they became really Passive-aggressive once they found out there was a second person near me and started questioning who they were talking to and offering new promos every time I asked for a cancelation. They then after repeatedly asking them to cancel my sprint subscription forwarded me to their cancelation service which I then asked to again to cancel my service. I had to refuse to hang up until they sent me a cancellation confirmation email.

1. They lied to me about the first cancelation stating that they would cancel after the cycle which they did not.
2. They lied the second time about how they would cancel my service but they didn't
3. They harassed me on the phone offering more promos when I made it clear I only wanted to cancel my subscription
4. They hiked my prices after I asked to cancel the first time stating that because I had been removed from the auto payment the charge had increased.

If you are able to get ahold of these recordings that they have they will prove without a doubt everything I have said.

Thank you for taking the time to read this I could not fit all of this in 3-5 sentences, and so I apologize for making you read through this.

My Phone number: (b) (6)

Ticket: # 3996966 - 8887130576

Date: 5/28/2020 10:39:36 AM

City/State/Zip: Woodstock, Alabama 35188

Description

Recorded call says they have a complaint against my social security number; Court date has been postponed due to COVID. etc. etc. Does NOT have the legal disclaimer "this is an attempt to collect a debt ... etc." Internet search indicates this number belongs to a debt collector. Says to call back to 8887130576. My credit score is in the 800s and my report is clean as a whistle. I can assure anyone that I have no debt issues.

Ticket: # 3997013 - No access to TV outside the apartment

Date: 5/28/2020 10:55:07 AM

City/State/Zip: New York, New York 10025

Company Complaining About: Spectrum

Description

(b) (6) signed a contract with Spectrum to provide bulk services. The product was supposed to provide services anywhere (I am physically not at the apartment due to Covid.

The channels that were promised were not available.

The spectrum app on Roku rejects the id (I use the (b) (6) ID).

The had me replace all the equipment turn it on and have not resolved this issue for at least two weeks.

Ticket: # 3997178 - Re: [FCC Complaints] Re: Deceptive Billing Breach of Promise Faulty Workmanship

Date: 5/28/2020 11:58:24 AM

City/State/Zip: Monroe, Georgia 30656

Company Complaining About: Windstream Communications

Description

This is a follow-up to your previous request (b) (6) "Deceptive Billing Breach of..."

I have not heard from FCC or Windstream on a follow-up. I am wondering if this claim is still open. Due to the pandemic I understand that things can be moving at a much slower pace. At this point I am not satisfied with the outcome

Ticket: # 3997328 - Sudden Link/COVID-19 Issues

Date: 5/28/2020 12:37:36 PM

City/State/Zip: Charleston, West Virginia 25311

Company Complaining About: Sudden Link

Description

She is calling about Sudden Link.

She said, she works from home.

She has lost 25 hours of work this week from 05/25/2020-05/28/2020.

She wants compensation for lost of work and no service.

She has no availability.

She has called Sudden Link; she is unable to reach a Live Person.

She does not have phone service, without no internet service.

[Ticket: # 3997471 - Frontier refusing to remove late fees during outbreak and will be turning off my services on 6/18/2020](#)

Date: 5/28/2020 1:17:13 PM

City/State/Zip: Fort Wayne, Indiana 46808

Company Complaining About: Frontier Communications

Description

Frontier has been refusing to remove the late fees from my account for being unable to pay during the pandemic. They have sent me a letter letting me know they can legally turn off my services and I am to pay \$381 by 6/18/2020 due to lack of payment during the pandemic

Ticket: # 3997585 - Service refusal

Date: 5/28/2020 1:56:09 PM

City/State/Zip: Splendora, Texas 77372

Company Complaining About: AT&T

Description

Sudden Link Internet Service Provider is the only company offering internet service in my neighborhood. I'm being forced to work off of a mobile hotspot. their service port is on the utility pole in my front yard and they service the house on both side of me. This is costing me great revenue loss since the Covid 19 uprising.

Ticket: # 3997609 - Customer service assistance**Date:** 5/28/2020 2:02:48 PM**City/State/Zip:** Florida, New York 10921**Company Complaining About:** Optimum

Description

On the 19th of May, I contacted Optimum and advised them that one of the cable boxes was not working. The customer service rep determined that I needed a new box. I tried to contact Optimum yesterday and after several hrs of being put on hold I ended the call without anyone answering. Today, since 8:30 AM. I've tried to reach out to Optimum without any satisfaction. I eventually was able to contact someone via chat... it took them till 9:53 AM to finally respond. I explained to Deshauna the fact that I had not received any confirmation regarding the shipment of a new box. She advised me that there was no record of me calling. Around 15 minutes ago, I finally received a call (I had put my no on a call wait). I explained to the gentleman my issue and he confirmed that I in fact had called on the 19th with the issue, however, the shipment was cancelled because the original customer service rep had made an error. Optimum made no effort to reach out to me and clear the matter. I was advised that a new box will be forthcoming and that I should receive a confirmation via e mail. Optimum is a poor service provider, their customer service line is extremely difficult to access. Their prompt does not allow a customer to access a live person... the prompt immediately circumvents any "attempt" to reach someone live. They are using the "covid" situation for their LOUSY service. They have outsourced their customer service overseas and unfortunately some of the individuals do not understand the issue. My call on the 19th is a perfect example, the individual did not know how to process my request and subsequently Optimum chose to cancel without any further action. I am going to file complaints with you ICC till you investigate this company having poor service. We should have an option of choosing several providers rather than to be forced to use this poorly run corp.

Ticket: # 3997688 - rude collections agent

Date: 5/28/2020 2:21:00 PM

City/State/Zip: Atlanta, Georgia 30349

Company Complaining About: AT&T

Description

call into the 611 from my business account was transfer to personal accounts. Explain to the rep that I had a payment arrangement for the past due balance on May 30 and June 30 to get caught due to the effect COVID-19. The rep called into collections the rep told me I need to pay something today. I ask why when a payment arrangement was made in April as stated above. The collection rep rudly hung upwheni was trying to explain what was done April. I am a valued customer and should have been treated this way. Better customer training is need in the department.

Ticket: # 3997705 - From a broken remote control to no service

Date: 5/28/2020 2:23:06 PM

City/State/Zip: Tamarac, Florida 33319

Company Complaining About: Comcast

Description

Comcast said many things and convinced me to upgrade 3 cable boxes to Xfinity, saying someone will drop them off, just plug them in and they will work. Boxes arrived next evening, and I was scheduled for surgery the next day so I couldn't spend a lot of time with programming.

In the past two weeks, we have gotten two sets to partly work, out of four.

I have been passed to second level support, who concluded the boxes only needed activation. And activation confirmed the needed that (and did it) and passed me back to regular support, who my mother swears told her that for \$199 they could send out a repairman. Now they say that's impossible at any price.

So for two weeks we've spent hours on the phone with activation, repair, two support levels, and no one can get the sets going.

This all started with just needing to replace one remote control--which never arrived because somehow we were placed on a "do not mail anything" list that doesn't apparently exist, but prevents their computer system from shipping anything at all to us.

I go back into the hospital for more surgeries next week. Mom is 95 and cranky, she WANTS HER TV. And we've worked every step with Comcast at least three times--only to be told that if we wait for after the Covid, they can send someone out maybe in six months or so.

The account is in the name (b) (6), that's Mom and I have her power of attorney as well as living with her and normally caring for her. But my hands are tied here. We've been strict about quarantine, have sanitation gear here (ozone and UV to CDC standards) and REALLY need Comcast to do something. When I'm out of hospital next week, I may not be able to see, let alone program equipment. All they do is have us chasing our tails and contradicting each other.

PLEASE. HELP.

Ticket: # 3997808 - Change in Cable Service

Date: 5/28/2020 2:43:36 PM

City/State/Zip: Brooklyn, New York 11216

Company Complaining About: Optimum

Description

I have been trying to reach Optimum for two days and their message keeps giving an excuse about volume being high due to COVID-19. I am trying to change my service because of less income and I need a response from them. They deliberately avoid any changes and their help support is useless.

Ticket: # 3997909 - AT&T billing

Date: 5/28/2020 3:11:14 PM

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

Company Complaining About: AT&T

Description

Her provider is over charging her.

Consumer claims her phone was disconnected.

She did make a payment to get service back on.

Due to COVID-19 and the billing issues she has been unable to make a payment.

Consumer claims they are overcharging her and she would like to discuss the billing issues with AT&T.

CTR404-phone

Ticket: # 3997933 - Internet provider charging extra fees to access the Internet on top monthly billing

Date: 5/28/2020 3:20:23 PM

City/State/Zip: Dallas, Texas 75217

Company Complaining About: Spectrum

Description

During the pandemic that hit the US, I was more inclined to try the two-month free internet access that Spectrum was offering which obligated me to pay a monthly payment up to a year or two I believe. Spectrum is denying access to the internet since they refuse to install without an extra \$500 fee on top of the monthly billing. To my knowledge, the \$500 payment will go to building a connection for the internet to activate in front of my house. Further putting me into a troubling financial instability because of this forced contract. The only solution I see fit is to not charge me an additional \$500 fee or just outright cancel the contract.

Ticket: # 3998128 - Spectrum No Availability/COVID-19

Date: 5/28/2020 4:12:33 PM

City/State/Zip: Warren, Ohio 44481

Company Complaining About: Spectrum

Description

She is calling about Spectrum.

She has called Spectrum to set up appointment for service.

Spectrum is telling her it costs \$2000.00 for them to come up and hook up service.

She feels since it is the COVID-19, Why should she have to pay for Internet service to be put in when she has children at home.

She has COPD also.

She needs Internet service for her children's school.

She is trying to work from home also.

CTR414-phone

Ticket: # 3998166 - TracFone Reducing Data Speed Below 2g Speed

Date: 5/28/2020 4:25:06 PM

City/State/Zip: Houston, Texas 77057

Company Complaining About: Tracfone

Description

TRACFONE IS A COMPANY THAT OWNS SIMPLE MOBILE (SIMPLE MOBILE IS MY CARRIER*SIMPLE MOBILE ISNT LISTED ON YOUR SITE*) DUE TO THIS DEVASTATING PANDEMIC THERE IS A FEDERAL MANDATE ON CELL PHONE CARRIERS CALLED COVID-19 TELEHEALTH PROGRAM AS ANNOUNCED BY FCC CHAIRMAN AJIT PAI. NOW, I HAVE CONTINUED TO HAVE ISSUES WITH SIMPLE MOBILE FOR YEARS SO I'VE HAD TO CONTACT TRACFONE CORPORATE OFFICE WHO "WAS HELPING" BUT STOPPED.

Ticket: # 3998567 - Optimum/Altice suspended service for non-payment

Date: 5/28/2020 7:30:47 PM

City/State/Zip: Glen Rock, New Jersey 07452

Company Complaining About: Optimum

Description

Optimum/Altice in NJ suspended my service for non-payment. I spoke to them in March letting them know I'm self employed and my business was shut down for now due to Executive Order from Governor Murphy due to Covid-19. Due to Executive Order No. 126, Optimum assured me that my service would not be shut off for non-payment. They suspended my service on 5/27. I paid them approx \$707 because I thought I had no choice, even though I didn't have that money to give. That was enough money to bring my account into the clear. It's been over 24 hours and my service has still not been turned back on. I've called them 4x. Their reps have lied, hung up on me, and given me the run around. I've rebooted my cable boxes and modem. Every time I turn on the cable box, it just says my cable has been suspended for non payment. When I go online and look at my account, it says my account is clear. The last rep I spoke to said there is an outage in my area. Meanwhile my neighbors with optimum have cable and the website says there are no outages. So they've lied and just refuse to turn my service on. I've tried their chat and they refuse to answer in there. I've also tweeted them and DM'd them on Twitter numerous times to no resolution. They just refuse to communicate. They're impossible to reach. I've tried their chat- they take so long and refuse to answer anything. They hope you just can't take it anymore and leave. After an hour I did. I uploaded a copy of one of the chats I had. I've now been on hold in their chat tonight for about 45 min with no response so far.

Ticket: # 3998721 - Suddenlink internet and cable service

Date: 5/28/2020 9:24:56 PM

City/State/Zip: St. Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

Have no internet service but paying for 400 Mb/s. Have had suddenlink tech out who said it is a problem at their box not our house. Waiting over a week for a fix. Also affecting our cable TV service. We are paying additional for SafeGuard to fix issues. Have called Suddenlink several times with long hold periods and promises to escalate. I have to work from home due to COVID and have had to switch to a cell service. Horrible service from Suddenlink. Paying too much to get nothing.

Ticket: # 3998751 - Cox communications

Date: 5/28/2020 9:56:37 PM

City/State/Zip: Phx, Alabama 85019

Company Complaining About: Assurance Wireless

Description

On may 9 2020 I signed up for a promotional deal cox internet was offering as a Coronavirus relief for new customers for 19.99 i fill out all the forms and the ran my credit I was told I qualified and waited for the computer modem to arrive on may 22 I received a email saying my service was terminated I then called and the customer service agent said the computer made a error and kicked out several people after trying to get it back on the customer service agent said they no longer honer the covid 19 special and said I would have to pay full price this a scam at its highest level using a pandemic to rack in more corporate greed.

Ticket: # 3998761 - Internet

Date: 5/28/2020 10:08:43 PM

City/State/Zip: Phx, Arizona 85019

Company Complaining About: Cox

Description

I signed up for a Coronavirus special cox was advertising 19.99 may the 9 on may the 22 I was sent a email saying my service was canceled I called customer service agent and they said it was a computer error and the the no longer would honor the covid 19 deal this is corporate greed praying on a pandemic

**Ticket: # 3998802 - Price-gouging During Covid-19, Data limits & Lying
Representatives**

Date: 5/28/2020 10:50:49 PM

City/State/Zip: Abilene, Texas 79601

Company Complaining About: Sudden Link

Description

I was charged a data overage (unaware that there was a data cap on my plan), with no warning that I was going over the cap and since working at home, my data usage went up exponentially. When I found out there was a data cap, I called in and asked what plan I had to upgrade to not have the cap, that was a 400 Mbps. I upgraded, but was still charged the overage (even though the rep told me he would refund that since I was unaware, and no notice was given). The rep told me it was a \$10/month upgrade (to the unlimited 400 Mbps), but when I got my next bill it was \$30/month. I have requested a recording review of the call, but they "are unable to locate any call where I spoke with a representative about data overage and upgrading." I was also told I would receive a call back from a supervisor 4 different times, and never received the call.

Ticket: # 3998805 - Suddenlink issues

Date: 5/28/2020 10:58:27 PM

City/State/Zip: Nitro, West Virginia 25143

Company Complaining About: Sudden Link

Description

Have been paying for 1000mbps Internet from Suddenlink and only receiving 30-40mbps. Have attempted many times to resolve the problem with customer service to no avail. Technicians have been to my home and verified my equipment is fine. The constant problems and outages are costing me wages while I am forced to work from home during COVID 19.

Ticket: # 3998830 - Scam - Free 2 months for students for Covid

Date: 5/28/2020 11:49:55 PM

City/State/Zip: San Diego, California 92130

Company Complaining About: Spectrum

Description

I was considering spectrum when the offer for 2 months free for students for new accounts came up. I was told that I was eligible for the offer since I do not have an active service yet, so I signed up. Spectrum gave me the one month credit (see attachments where we discussed the 2 months free offer) but refused to give me the second month's credit. They now said that I was only eligible for one month. There was no such thing mentioned when I chatted with Spectrum when they first gave me the one month free (see attached). Now they have threatened to cut my services unless I paid up. I only ask they they honor their offer to give students free access if I have a new account. Due to covid, everyone is stuck at home and need internet. Spectrum should honor they offer and not take advantage of people stuck at home and threatening to cut services.

Ticket: # 3998860 - Internet speed and connection

Date: 5/29/2020 1:47:22 AM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

Since before the Covid-19 issue started we were having problems with connectivity, since the Covid-19 issue they have sent a tech out here every other week. Each one updating a single thing and then leaving. Never checking the speed. Now my bill has gone up \$80.

Ticket: # 3998880 - Cox disconnects service in this Pandemic

Date: 5/29/2020 3:24:38 AM

City/State/Zip: Las Vegas, Nevada 89138

Company Complaining About: Cox

Description

Hi Cox my internet provider in las Vegas has been calling daily for bill payment but finally cut my internet this evening at 11.00pm had I have explained my situation that I have No money come in due to delays in State and Federal relief of money and as soon as I get payed by them I will make your bill payment I have been ordered to stay home by the state governor due to covid19 and have no source of income till the Gov state or federal make me a pandemic payment I have explained this almost everyday to a cox customer service billing dept but they do not understand this unusual covid19 circumstance and have been harassing me almost everyday for a payment but LIE on there website that they are providing relief atleast till June 30 for non payment and I have been there customer for atleast 17 years

[Ticket: # 3998885 - pandemic internet cutoff](#)

Date: 5/29/2020 3:29:10 AM

City/State/Zip: San Marcos, California 92069

Company Complaining About: Cox

Description

Cox communications made an agreement with fcc to not cutoff internet services during pandemic. It has done so, proving that they do not care about anyone but money. I know nothing will be done because. Ajit pai and the Republicons on the board don't care but this complaint is being done for the record.

Ticket: # 3998906 - Suspended service

Date: 5/29/2020 7:14:48 AM

City/State/Zip: Lincoln Park, New Jersey 07035

Company Complaining About: Optimum

Description

I thought cable companies couldn't suspend service during a pandemic?

Ticket: # 3998952 - ATT Billing issue

Date: 5/29/2020 8:43:19 AM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: AT&T

Description

I went to pay my ATT bill and there was a late fee. During a pandemic. When I, like so many are struggling to put food on the table. I refused to pay it.

Ticket: # 3998963 - AT&T Covid 19 issue

Date: 5/29/2020 8:54:58 AM

City/State/Zip: Mt. Auburn, Illinois 62547

Company Complaining About: AT&T

Description

I am off work due to Covid19 with no income coming in. I called AT&T to see if there was any assistance they could offer myself a customer of 15+ years. AT&T responded with "we can add \$4.90 to the .10 on your account and you can use the \$2 a day plan for 2 days. I just had heart surgery in Feb and can't work and that's what they can offer. SERIOUSLY

Ticket: # 3999069 - Re: Ticket No. 3969798 - Request received: AT&T FRAUD; RELENTLESS HARASSMENT; UNRESOLVED FCC COMPLAINT

Date: 5/29/2020 9:34:12 AM

City/State/Zip: New York, New York 11413

Company Complaining About: AT&T

Description

This is a follow-up to your previous request (b) (6) "AT&T FRAUD; RELENTLESS HARA..."

Ticket No. (b) (6). Forwarded email history - sent to the FCC Consumer Complaints - 9:33 a.m. (estimated) - Eastern - May 29, 2020-----

-----Original Message-----

From: AH (b) (6) >

To: g14411@att.com <g14411@att.com>; aw6232@att.com <aw6232@att.com>

Cc: consumercomplaints@fcc.gov <consumercomplaints@fcc.gov>

Sent: Fri, May 29, 2020 8:36 am

Subject: URGENT: NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - MAY 29, 2020

SENT TO: g14411@att.com - AND - aw6232@att.com, FORWARDED EMAIL HISTORY BELOW.MAY 29, 2020 AT 8:35 A.M. EASTERN - ESTIMATED TIME.NO RESPONSE RECEIVED FROM AT&T.AT&T DISTURBING CONSUMER RETALIATION.--COPIED TO: FCC CONSUMER COMPLAINTS---

-----Original Message-----

From: AH (b) (6)

To: g14411@att.com <g14411@att.com>

Sent: Wed, May 27, 2020 2:03 pm

Subject: URGENT: NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - MAY 27, 2020

FORWARDED EMAIL HISTORY BELOW.MAY 27, 2020 AT 2:02 P.M. EASTERN - ESTIMATED TIME.NO RESPONSE RECEIVED FROM AT&T.----

This email message (and any attachment) is for the exclusive use of the person to whom it is addressed and may contain information that is proprietary, privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any viewing, copying, use, disclosure or distribution of this information may be subject to legal restriction or sanction. Please notify the sender, by email or telephone, of any unintended recipients and delete the original message without making any copies.

-----Original Message-----

From: AH (b) (6) >

To: g14411@att.com

Sent: Wed, Apr 22, 2020 7:28 am

Subject: NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - APRIL 22, 2020

NO RESPONSE RECEIVED - FCC COMPLAINT - CONTINUED AT&T NEGLIGENCE - SENT VIA EMAIL - APRIL 22, 2020 Estimated Time: 7:27 a.m. (Eastern)

NO TERMINATION OF MOBILE ACCOUNT; MOBILE SERVICE; NO PENALTIES; NO FEES; NO CONSEQUENCES; AT&T WAIVER OF ALL BILLING STATEMENTS AND / OR - ACCOUNT BALANCES. CONTINUED AT&T FAILURE TO RESOLVE THE VALID FCC COMPLAINT; CONTINUED AT&T NEGLIGENCE; CONTINUED MOBILE DEVICE HARASSMENT; FRAUD; CONTINUED AT&T OVER-CHARGED ACCOUNT; CONTINUED AT&T FAILURE TO 100% PROVIDE ALL SERVICES 'PROMISED' - COVID-19 PANDEMIC - FINANCIAL WAIVER - AT&T "CEO" LETTER BELOW. -----

"Letter From CEO of AT&T Communications

I don't think any of us have ever experienced a situation quite like this one. The coronavirus (COVID-19) pandemic has affected virtually everyone around the world, upended the engines of commerce, closed schools and some businesses, and disrupted the rhythms of our daily lives.

Connectivity is always essential to our customers – doctors and nurses, first responders, governments, banks, grocery stores, pharmacies and others delivering vital services. It's even more critical during a public health crisis that's challenging everyone. In fact, as a critical infrastructure provider, AT&T believes we have a civic duty to step up and keep our customers and communities connected. I wanted to share some of the ways the people of AT&T are working to respond. We will keep this site updated with new developments as they happen. Our path forward

One of AT&T's core values is to Be There when people need us. And we can't do that if our employees are sick. A simple, effective way to minimize risk is to maximize social distance. So last Friday, we implemented a sweeping work-from-home policy. If AT&T employees can work from home, they will. We greatly appreciate our customers' patience as we manage through these challenging times. In these situations, we work to prioritize and serve critical needs. And because we anticipate higher call volumes, we recommend, when your need isn't critical and when possible, reaching out through att.com or our myAT&T app for customer support, additional resources or to access our online store. Staying safe on the front lines At the same time, we have implemented new policies and guidelines to help protect our nonmanagement and management employees who are on the front line serving customers or who can't do their jobs from home. We're working to keep up with demand for hand sanitizer and other supplies and are sourcing these from multiple vendors. In retail, our goal is to limit employees' exposure while still upholding our responsibility to meet the essential needs of customers, FirstNet subscribers and the public safety community, who are counting on us.

- So, today we'll begin closing 40% of our company-owned retail stores nationwide. Closures will continue while we concentrate our resources on select stores to meet the immediate service needs of our customers, including first responders and health care providers.

- At stores that do remain open, we're adjusting store hours to 11 a.m. to 7 p.m. local time, and we're closing all stores on Sundays.

- Staffing in stores that remain open will adhere to social distancing guidelines, while still being able to serve customers.

Our call center capacity has declined because of the leave accommodations we have made for employees who are parents of children whose schools have closed and our employees who are at higher risk for the coronavirus. As a result of reduced capacity in our call centers, we're taking the following steps:

- Using new IVR (Interactive Voice Response) messaging that encourages customers to take advantage of our self-help online tools at att.com.
- Adjusting call center staffing levels and shifts to ensure proper social distancing. This may result in longer hold times for service.
- And just like in retail, we're taking actions to prioritize service issues - optimizing the handling of calls, whether inbound or outbound, and balancing capacity across all functions.

Our field technicians play a critical role in installing and repairing our services for millions of businesses and consumers. While their mission is essential to keep our customers connected, we also recognize that there is a balance between providing service and keeping our technicians safe. To accomplish that balance, we're providing them with new policies and procedures, so they feel comfortable serving customers at their businesses and in their homes, while delivering on our commitment to service. Our first priority is repair of the network and the services we provide to customers. Our second priority is installing broadband for health care providers, first responders, government and other essential business and service providers. We will work other installations as resources allow. Supporting customers and communities Here's what we're doing to help our customers and our communities get through this:

- Last week, we announced that we are suspending broadband usage caps for our home internet customers. That means no overage fees while people are home using more data.
- We're keeping our public Wi-Fi hotspots open for anyone who needs them.
- We continue to offer internet access for qualifying limited-income households at \$10/month through our Access from AT&T program.
- We won't terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic – and we're waiving late payment fees for those customers.
- We are underwriting expenses for a “one-stop” resource center to support eLearning Days from the State Educational Technology Directors Association. It's available to help all educators handle school closings and virtual learning.
- As public safety's partner – not simply a vendor or commercial network provider – our FirstNet teams are working closely with first responders – firefighters, police, medics and more – to keep them connected when and where they need it most.

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Ticket: # 3999096 - Refusal to return funds, deceptive business practices

Date: 5/29/2020 9:54:35 AM

City/State/Zip: Minneapolis, Minnesota 55413

Company Complaining About: Comcast

Description

Due to covid 19 I was required to work from home. Now on furlough can't work. Paid April and May bill. \$40 removed from checking. Called 5/11 asked for refund told to call back in 7 days. Called 5/18 told must wait 7-10 business days . Called 5/27 asked for manager. Alex said will call me back af62pm. He never called. Again called and told that cannot get refund will be applied to future charges. Asked that service be disconnected. Returned modem 5/27/20@3:20 PM. Going on third week no refund. All reps led me to believe refund possible.

Ticket: # 3999123 - Spoofed phone call to Bank of America in France

Date: 5/29/2020 10:05:50 AM

City/State/Zip: College Park, Georgia 30349

Description

Our Bank of America employee in France received a suspicious phone call on May 19th from an individual claiming to be a Bank of America employee who was stuck in France due to Covid-19. He said his bank computer was broken because he dropped it. He asked the employee to help sending some files to another Bank of America employee, which needed to be sent within an hour.

He gave spelling of his name – Jason O'Baine. We verified the name in our system and confirmed no employee with that name is working for Bank of America.

The phone number he used to call the bank employee was listed as : (9) 00 44 21 7592 5064

Bank of America associate received the phone call at work phone number: 33 1 87 70 00 42

The call came in at 14:11 19th May 2020 (Paris time).

Ticket: # 3999156 - At&t complaint

Date: 5/29/2020 10:19:39 AM

City/State/Zip: Orlando, Florida 32837

Company Complaining About: AT&T

Description

I currently have service with At&t/ Direct Tv and due to COVID 19 I am unable to keep the service. I called to advice At&t about this and was advised that not only would my bill go from \$56 to 137.96 and I would also have to pay 150.00 disconnect fee. This is not what I agreed to and I feel it it unfair and excessive in this Pandemic.

Ticket: # 3999306 - Suddenlink Unreliability**Date:** 5/29/2020 11:16:41 AM**City/State/Zip:** Hurricane, West Virginia 25526**Company Complaining About:** Sudden Link

Description

The internet at my location has intermittently disconnected a total of 17 different times on 5/29/2020. This is in addition to previous unannounced, and unprovoked disconnections occurring over the previous 5 months. On a weekly basis, the internet has disconnected on average 5-6 times.

Any attempted remedies through Suddenlink a own support channels has resulted in no progress or solution to the issue. I have confirmed that the router and modem are not the source of the issue as the router is the most up to date model available and the modem is provided by Suddenlink.

The numerous internet disconnections has put my current source of income at jeopardy due to remote work being the only method of performing my job duties. As an example, if water or electricity were to have these same patterns of dropping service, they would be held liable, but due to the misclassification of internet services--especially during this pandemic where internet services are ESSENTIAL--Suddenlink seems to not care about actually fixing this issue (as is evident by their inability to solve this issue).

Previous attempts to rectify the situation have also garnered sarcastic or inappropriate responses from the Suddenlink CEO. This includes minimizing the impact of service interruptions and incorrectly assuming the service to be non-vital. I reference the letter sent by the CEO whereby he incorrectly assumes the purpose of my usage to be for "Roku streaming".

Ticket: # 3999307 - Lack Of Service & Repair

Date: 5/29/2020 11:16:45 AM

City/State/Zip: Phoenix, Arizona 85053

Company Complaining About: Cox

Description

I have to hire a 3rd party tech to come in my home to test and fix the connections that Cox Communications installed. They refuse to (blaming covid) to fix their products/services and will only credit if you complain more than once. They have already checked out the outside of house, the lines, etc. But keep sending out techs to check the same outside line. Switched out products (which already exposed me to them, negating the safety precautions in place). They want ppl to pay for their non-working service in hopes of waiting for a future place holder date to come into fix the issues. This is for both cable and internet through cox communications.

Ticket: # 3999393 - Service/ billing /fraud/Following up (b) (6) / COVID-19

Date: 5/29/2020 11:56:42 AM

City/State/Zip: Boston, Massachusetts 02114

Company Complaining About: AT&T

Description

Consumer states that he used to have a pre-paid service with AT&T until they cancel his service.

(b) (6) explains that AT&T was taking day off out of his billing cycle. Consumer states that his when he started on getting services on AT&T his billing started on the 19 and he finished on the 9.

Consumer states that this practices were on the entire time that he had the service with them.

Consumer tried many times on solving the problem with the until they got to the point on asking him for a account number. When he did not give this they suspended his account. Consumer filed a complaint previously but nobody return his phone calls. Consumer states that he wants a refund for all the days that were took off in his service plan. Consumer cannot believe that they shut off his service in the middle of a pandemic. Consumer has a list of all the months that they took his money earlier that the expected.

ctr408-phone

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Ticket: # 3999442 - Spectrum

Date: 5/29/2020 12:11:23 PM

City/State/Zip: Wilmington, North Carolina 28401

Company Complaining About: Spectrum

Description

Internet cut off twice during pandemic. It's been off since may 5th but they are still charging me for it. Prices are too high, I paid 14.99 for same thing at almost 80 now, when they were time warner. That call nonstop with local numbers.

Ticket: # 3999546 - ATT/SBC Global

Date: 5/29/2020 12:45:02 PM

City/State/Zip: Chesterfield, Missouri 63017

Company Complaining About: AT&T

Description

Delmar Gardens provides nursing home services with 8 facilities in St Louis. We are required by law to notify family members of residents when an employee or resident tests positive for Covid-19. We send our notifications out using the family members address on file. For some unknown reason SBC Global has blacklisted us (delmargardens.com) so our emails are not going through to anyone with an email address that ends in sbcglobal.net. This is an awful thing for the company to do during this critical time when we are trying to notify family members about their loved ones in our nursing facilities.

Ticket: # 3999673 - Optimum No Availablility

Date: 5/29/2020 1:20:48 PM

City/State/Zip: Hackensack, New Jersey 07601

Company Complaining About: Optimum

Description

The consumer states she has Optimum bundled services.

The consumer pays \$100 something every month for their services.

The consumer owes them April and May but she mailed the check out last week and they claim they didn't get it.

The check is 7261 dated 5/18 in the amount of \$459.46 for the month of April and May.

Her husband just got the Corona virus 2 weeks ago and lost a lot of weight and doesn't know if he will survive.

The consumer states they turned off her TV services.

The consumer called at 11:24 am and they said they would call in no more than 40 min and have yet to call her back.

The consumer needs her service turned on immediately.

The consumer does not want to pay for the days she is going to go without service.

CTR-415

Ticket: # 3999695 - Cablevision - Beyond Poor Service**Date:** 5/29/2020 1:25:09 PM**City/State/Zip:** Westport, Connecticut 06880**Company Complaining About:** Optimum

Description

I have previously filed a complaint about poor service I continue to receive from Cablevision. In early November 2019 I had issues getting TV service and called Cablevision. At that time I was told I needed a new Cable box and would have to make an appointment to have someone come out. The wait time was two weeks. I have a holiday related business and understood I needed to be home for 5-6 hour spans with no guarantees for this service. I delayed the service & went without TV service for this time. Two weeks later I called again and another customer service person told me I could have the box delivered and install myself without issue. I did this. Six days later I received the box and attempted to install. Physical install was done but I could not get the service to work. I then called back and got cut off three times before I was able to speak to someone. I was told I needed to have someone come out to install. What good was the box delivery I asked. Their reply - I have no idea why someone sent it to you!! Now we in smack in the middle of the holiday season for my business. At odd times I would call in because a friend told me that you get a different answer every time you call Cablevision and there is no coordinated service or good training they provide employees. By February I had called 19 times and each time either got someone who gave me instructions that did not work or someone who said I have no idea how to handle this. 19 Times!!! The frustration was overwhelming. Now we get to March and Covid-19. Now I am home 24/7 and no TV service! I call back and talk to six more people. One person told me I got him by accident but he knew how to solve the issue. He solved the box issue in two minutes! Problem is now solved but I want credit on my bill for missed service & box charges - Cablevision has 55 minute waits for billing questions alone!!! Here is compliant (b) (6). Who is going to tame this monster!

Ticket: # 3999775 - Billing/Service Issues

Date: 5/29/2020 1:46:04 PM

City/State/Zip: Cheasapeake, West Virginia 25315

Company Complaining About: Sudden Link

Description

- The consumer is calling about Sudden Link as her carrier
- She has a bundled package
- She states they shut off her Internet service twice during COVID-19
- She states she has not received a bill since March from them
- She states she has tried to reach out to the carrier multiple times
- She states they have sent her shut off notices
- The consumer has a pacemaker
- The consumer wants a copy of her bill every month
- The consumer would like someone to reach out to her as she sent a money order that was cashed but not credited to her account

CTR405-phone

Ticket: # 3999859 - fraudulent caller

Date: 5/29/2020 2:07:16 PM

City/State/Zip: Sumter, South Carolina 29150

Company Complaining About: Unavailable

Description

1-866-397-4267 claimed to be “your electric company” and demanded payment within the next half hour or my service would be terminated. I’m current on my bill and the company isn’t cutting off service due to,covid anyway,

Ticket: # 3999983 - Bait and switch cricket covid-19 plan

Date: 5/29/2020 2:38:21 PM

City/State/Zip: Conyers, Georgia 30094

Company Complaining About: Cricket

Description

Signed up for the \$15 plan for 2gb in April. They did say price subject to change but past plans remained grandfathered and my account says grandfathered (see screenshot). I loaded the account with \$104 credit to cover the next several months. A month later they say the plan will be discontinued and I must pay \$30 a month. No acceptable during covid-19 and unemployment. Bait and switch offer. I want my \$104 credit refunded.

Ticket: # 4000073 - Complaint RE Cell Phone Service Suspension During COVID-19

Date: 5/29/2020 3:09:06 PM

City/State/Zip: Akron, Ohio 44313

Company Complaining About: AT&T

Description

Good afternoon - I hope this message finds you well and that you are having a wonderful week! I need some assistance. My cell phone service (AT&T) was just shut off for 'non payment'. However, I made a sizeable payment last week to AT&T (which should have circumvented this); and, there should have been some sort of notice before my service was suspended - which did NOT occur. I am currently unemployed due to COVID-19 and need assistance. My cell phone is the only phone that I have (I cannot provide another phone number at this time, because I do not have one). I thought that companies were not supposed to do this sort of thing during covid. I obviously missed something and could use your help. I do not have any files to attach, as I just found out when I tried to make a phone call. Thank you for your time and consideration. I look forward to hearing from you.

Ticket: # 4000123 - Charter Spectrum

Date: 5/29/2020 3:29:18 PM

City/State/Zip: Asheville, North Carolina 28801

Company Complaining About: Spectrum

Description

I prepaid my entire year of internet service so I would not have to worry about monthly bills, so my account had plenty of money in it.

I called up Charter Spectrum and asked to close my account due to not using it during the COVID-19 Pandemic. They said that they could shift it over to a seasonal hold and my bill would only be \$4.99. That way I could turn it back on without setting everything back up at any point. I agreed, and they basically turned off my internet.

Upon checking my bill, I noticed that the \$4.99 was not only a fee, they were additionally taking the original \$69.99 out of my account as well. I had no idea because I was not receiving a bill, and the money was just being deducted from my balance. When I asked them about it, the girl I spoke to said that they would refund the prorated amount and it should appear in the account within hours. When I called again they said they did not prorate it, and that they would not since I put it on a seasonal hold a day after my bill date! So not only were they charging me for the entire month, they were charging me fees too!

They refuse to refund any of the money and won't give me the money I already paid back - even though I am now not going to use it.

Everyone I talk to has a different story and nobody knows anything.

When I asked where I can see the balance on my account, the girl on the phone had no idea. Then her supervisor told me I had to look at previous statements. I told her the one lady said she was issuing a refund, so how would I see that? She said no refund was issued, and there was no way to see the balance on my account.

They are not clear about their billing, and are extremely devious and deceptive. I want my money back!!

Ticket: # 4000147 - Truck Interference

Date: 5/29/2020 3:37:16 PM

City/State/Zip: Pensacola, Florida 32501

Company Complaining About: Channels

Description

(b) (6) inform the FCC there's a truck in her community that's left on there OWN in which this truck is causing interference with a HUGE ANTENNA that sits on top of his truck . The trucker is able to take the ANTENNA off and on .

The location of the trucker is 1810 West Cerdantes Street Pensacola, FL 32501 color of truck is Orange

Consumer is located at a Assisted Living Development and the landlord haven't been available since the Pandemic

She shared that the local authorities have not done anything to assist with this matter.

Ticket: # 4000177 - CCTV Camera

Date: 5/29/2020 3:45:22 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Optimum

Description

Hello!

I just filed a complaint last time with regards to the hanging wires from Optimum. (b) (6). Optimum fixed the wires however, they accidentally cut the wire of one of our CCTV cameras. I called them and informed me that we have to go to a retail store and present the proof for them to compensate. During this pandemic, we don't really want to go out and go their directly. They wouldn't let me speak with the manager and at the same time, there's really no assurance that they will replace. We just want to email them the proof and we can start from there.

Ticket: # 4000198 - Spectrum Internet Service**Date:** 5/29/2020 3:50:11 PM**City/State/Zip:** Lexington, South Carolina 29072**Company Complaining About:** Spectrum

Description

They are unable to supply equipment to support the internet service for which I'm paying. Our modem and router were "fried" in a thunderstorm last weekend, and we have been trying since then to get the equipment replaced, and a credit to our bill for the service they cannot provide. We reported the issue as soon as it was discovered last Monday, and the technician that was sent to our home was able to resolve only the TV cable box issues, not our internet service, because he was not supplied the appropriate equipment to support the faster internet speed I pay for. He was told there was none of that equipment at their warehouse. After speaking with several levels of supervisors, it was determined that equipment would be mailed out to me, expedited, because without internet service, my business cannot function. Since we're all working from home due to COVID-19, I am losing business and missing deadlines. I was told that Spectrum has "had trouble" getting this equipment for months, yet they have done nothing to resolve the issue. The other option offered to me was to see if one of the local stores had the equipment on hand, so I went to the local store on Wednesday, and stood in line for an hour, only to be told they also didn't have any of the equipment to support the 400 mbps speed. I have patiently waited to get the equipment that was supposedly mailed to me last Tuesday, but when it didn't show up by today (Friday), I contacted Spectrum to get tracking information. I learned that the equipment was NEVER MAILED TO ME AT ALL! They said there was a balance due on my account, which is not true, and if it were, the credit I'm due from not having service for a week would more than offset any error I may have made in paying my bill online. I have now been on hold for more than 30 minutes to speak with a supervisor to see how they're going to resolve this, but I am thinking I may have to sue for lost business at this point. Spectrum should not be able to even do business in this space, and I'm certain it is quite illegal for them to promote and sell Internet services when they don't have the capability of providing the equipment required to deliver it.

Ticket: # 4000229 - FAKE Geek Squad renewal call

Date: 5/29/2020 3:58:28 PM

City/State/Zip: Midlothian, Virginia 23113

Company Complaining About: Geek Squad

Description

I received a call from an Ohio number 330-267-7855 at 3:23 pm. I receive calls for work since I am working from home during the COVID-19 shutdown & called the number back at 3:33 pm. The person on the other line said they were calling to see if I wanted to renew my Geek Squad protection plan. When I asked the caller which computer they were covering, they could not tell me. They pretended to transfer me to a supervisor & I had the same response. Then, the gentleman started pretending to disguise his voice when I asked for a name. In a very high pitched voice he said his name was Cynthia & started laughing. I advised him that the number would be reported & hung up.

Ticket: # 4000235 - Service/COVID-19/ Service interruption

Date: 5/29/2020 3:59:42 PM

City/State/Zip: Bronx, New York 10453

Company Complaining About: T Mobile

Description

Consumer states that she has been receiving a lot of calls from T-mobile requesting to make the payment. Consumer called the FCC and an agent told her about the COVID-19 pledge that was renew it updated with a cover until 06.30.2020. Consumer called T-mobile again and they told her that the information given by the agent was wrong and that if she did not make the payment will would disconnect the service. Consumer called back to file a complaint. FCC pledge was in fact extended. Consumer phone service shall not be disconnected for a reason of not been unable to pay the service since this is due to the COVID-19.

ctr408-phone

Ticket: # 4000434 - Cell Phone Disconnect

Date: 5/29/2020 5:18:58 PM

City/State/Zip: Vancouver, Washington 98664

Company Complaining About: Verizon Wireless

Description

Hello - I am filing this on behalf of my brother, who has been in the hospital since the beginning of March. He had a tracheotomy and a feeding tube put in. His only form of communication is through text messaging. With Covid-19, he is unable to have visitors. Verizon disconnected his cell service for being late on a bill and they did not send a notice to prevent disconnection.

Ticket: # 4000523 - Phone number locked from previous provider, Sprint

Date: 5/29/2020 6:16:18 PM

City/State/Zip: Tyler, Texas 75701

Company Complaining About: Sprint

Description

We were Sprint customers from 2002 to 2019. During that time, we had four phones with this account. Somehow, Sprint kept my son's line (b) (6) open though it was opened under a new carrier. After months of our son's line not working properly (incoming calls and texts not going through), we reached out to both AT&T and Sprint to identify the problem. Sprint repeatedly assured us that the line was cancelled and number was unlocked. In March 2020, I reached out to Sprint again. After speaking to a manager, we found out that Sprint kept my son's line and it had been accruing a monthly bill. Sprint immediately corrected the billing and account error, and supposedly, unlocked my son's number. To date, my son's number doesn't work. This error has caused my son many issues, including missed calls from his physician, professors, family, and summer internship opportunities. Moreover, it has prevented us from effectively communicating with him and caused him to miss a message telling him Yale was closing for the remainder of the semester due to Covid 19 and he should remove all of his property before going home for spring break. He missed this message and is currently home with very little of his belongings.

We would like our son's phone number in working condition immediately and refunded the amount we paid for his monthly due to this disruption, since we moved his phone in September of 2019.

Ticket: # 4000535 - comcast

Date: 5/29/2020 6:21:45 PM

City/State/Zip: Chantilly, Virginia 20152

Company Complaining About: Comcast

Description

too many power outages without a reason ,finally after the 9th outage called Comcast and informed them that i work from home and I need to work, they credited only \$60 and reassured me that they will send a technician to my house and once he is done they will credit more since i have had too many outages, the manager informed me that she had put good notes on the acct and once i call back they should be able to provide me with extra credit!! keep in mind that on 5/26/20 once again power was out from 1-5pm , I have lost so many hours of work because of power outage! today i called to find out all of that was a lie, no manager had put notes on the account , the person who picked up the call his name was Cory ID#12119 had no idea what i was talking about, he made it sound like i was not telling the truth since there was no notes!!!! after screaming and yelling at him to get a manager, he came back and said we will give another \$27 credit and that's it!! Oh my God!! I told him how much of my wages of have lost due to power outage and his response was he was sorry and nothing else can be done, asked him to get a supervisor on the line which he proceeded to put me on hold for 30 min and finally a guy named Jeffery came on who refused to provide his last name and ID number!! i told him the entire situation again and his answer was that they don't pay for lost wages and that \$80 is more then enough of credit!! we as consumer pay almost \$150 a month so they can provide us TV and internet , why am I paying if they are not delivering the service as promised?? why is it that they can get away with stealing money from people like me who is struggling and working from home due to COVID19, PLEASE do not allow these sharks to do this to consumers

Ticket: # 4000542 - Both the phone number and online chat for Suddenlink seem to have automated menus that do not serve my problems with my television reception

Date: 5/29/2020 6:28:36 PM

City/State/Zip: Cabot, Ar, Arkansas 72023

Company Complaining About: Sudden Link

Description

Our local Suddenlink office is closed due to covid-19, so I can't reach a live person to get what I am paying for!

(1)Two sets, connected directly to wall cable, have lost channels, indicating weak signal. One has had this problem only since recent thunderstorms with wind. All automated directions mention a cable box, but these do not have one.

(2)Another set, with a cable box, which has had a technician come previously, has had sporadic connection with upper channels, but also now gets only the basic (local) channels! The automated directions given don't work.

Solution: I would think I need a technician, but I can't find a way to ask.

Ticket: # 4000545 - Mediacomm internet issues

Date: 5/29/2020 6:29:50 PM

City/State/Zip: Inlet Beach, Florida 32461

Company Complaining About: Mediacom

Description

My Mediacom internet service has not worked for the last month. At one point I did not have service at all for 3 days -- and this was during the COVID-19 quarantine. I have an elderly parent who lives with me and there were concerns if we needed medical help we would not be able to access since the service effected our phone as well since wifi was not working. I sent complaint to Mediacom corporate thru their website and heard nothing. When I called for service they made me wait for a week and this continued numerous times since they couldn't fix the issue. I asked a Mediacom representative for phone number for corporate office and was given a phone number that rang but no one answered and there was no way to leave a voice mail. I have not heard from Mediacom corporate. A maintenance technician come out today 5/29 at 11 am and it was working, then at 2:15pm it stopped again. This problem has not be resolved.

Ticket: # 4000574 - AT& Billing

Date: 5/29/2020 6:45:20 PM

City/State/Zip: Columbus, Ohio 43209

Company Complaining About: AT&T

Description

I cut off my cable, I was instructed to return the cable boxes which I did through my local Kinkos store. I notice that I had an overdue balance on my account and called and inquired about it, this was around April. I was told it was due to the cable boxes and once they received them I would have it removed.

In May I continued to receive messages that I owed money. I tried to communicate through calls, text and spoke with multiple people. On May 20th I spoke to an employee through chat for over an hour regarding this situation. I informed Charlie that I had spent several hours trying to get this resolved but I kept on getting late notices. I sat on the chat with him until he was able to contact the FedEx to verify, they had my items and that they were delayed due to COVID-19. This employee confirmed that all I needed to do was pay my monthly bill and my service would not be disconnected. I informed this employee that I was so relieved at this due to my current situation. I am working remotely due to COVID-19 and this situation has caused some financial stress. He assured me I would not be disconnected.

Today 5/29/2020 my services were disconnected. I called and spoke with several employees trying to get assistance. The first two stated that they saw a record that my equipment was on the way but there was no way to credit my account and I would need to pay \$111 to have my services turned back on. I asked several times why I could not have a credit until it posted, and they stated the only way to have services was to pay the amount and my credit will be on in two to three cycles. I stayed on the phone asking to be escalated until the last male rep informed me that my items were received but not all of them. He stated that one piece was missing and that is why I owed the money. This rep also accused me of lying when I stated I was told all my items were verified by Charlie. After speaking to the last rep. I gave up and stated I would just charge the amount. He transferred me to the collections department who told me I needed to pay \$150 to have service again. This even though everyone told me \$111.

I paid \$150 to have it turned back on.

Ticket: # 4000608 - At&t withholding my numbers from porting to T-Mobile

Date: 5/29/2020 7:09:31 PM

City/State/Zip: Plymouth Meeting, Pennsylvania 19462

Company Complaining About: AT&T

Description

Att withholding our numbers and we are unable to port them to T-Mobile. The formal reason we have outstanding balance and they cancelled our account and deactivated our numbers the moment we requested pin number to port my 5 lines to another company. We agree to make partial payment even our business is closed during nationwide emergency COVID pandemic, but att representative don't want to release our phone numbers. Also we don't have att service in my house area and promised wifi calling also doesn't work. So basically att requesting money for the service we din't have and no one in att don't want to help us. Despite not having service we paid for all previous months until pandemic shut down and overpaid \$160.

Ticket: # 4000651 - Suddenlink

Date: 5/29/2020 7:56:46 PM

City/State/Zip: S. Charleston, West Virginia 25309

Company Complaining About: Sudden Link

Description

For over the last year she has been paying for a 400mbps (\$54.99mo) service through Suddenlink. She has also been renting a modem/wireless router for an extra 10 bucks a month. The modem they were renting to her is only capable of 100mbps service (which is \$39.99mo.) Which does not support a 400mbps system. We have tried for months to talk to a supervisor even awaiting calls back we have never received. Another route we have taken was calling corporate which lead not only to another dead end but again within 24 hrs we were promised a call from a supervisor however it has been well over 48 hrs and still no word. Suddenlink will not try to resolve the problem. On top of this she now has bills labeled for around \$95.00 a month which did not start till this pandemic began. Last month we bought her a router and modem and they still are charging her the rental fee. Never payed over \$77.00 before. They are cheating customers and not providing the service been paid for.

Ticket: # 4000683 - Comcast Xfinity not complying

Date: 5/29/2020 8:44:47 PM

City/State/Zip: Lee, New Hampshire 03861

Company Complaining About: Comcast

Description

My husband and I have been calling Comcast Xfinity trying to establish a connection for over a month. We each have called 3 times, totaling 6. we were told by multiple reps that we couldn't do so. By the 4th rep we were finally told they would put in a request and expedite it as well as ensure a call back. a week later no such request was put in. We reached out again to a 5th rep who offered no assistance but to follow the normal process even though we asked for expedited assistance (which was not unreasonable as I need internet to perform my occupation. During COVID-19, we are REQUIRED to work from home and they didn't seem to care they were costing me my living wages). We finally asked for a supervisor who had advised he would put in an expedite for the initial part of the request but offered no further assistance to make sure our connection would be set up timely. No ticket numbers were provided until today when we confronted the representatives about it. The representatives also ignored my husbands questions and concerns and never addressed them or even tried to rectify the issue. All we were asking for was after a month of mishandling our account to expedite it, which apparently they were too good to do in this pandemic filled world.

Ticket: # 4000760 - Comcast imposing late fees during pandemic despite pledging not to do so

Date: 5/29/2020 10:28:13 PM

City/State/Zip: Bannockburn, Illinois 60015

Company Complaining About: Comcast

Description

Comcast indicated in a press release that they would be "no disconnects or late fees" associated with the pandemic. Unfortunately a \$10 late fee has been assessed to our company on the bill despite this pledge. Comcast has also indicated that the late fee would be waived upon contacting them, but their self-described 24/7 call center has reduced hours, preventing customers from being able to have their late fees removed or, in my case, their bill paid at all. The autopay associated with our account did not run properly for reasons that I am unable to figure out via online tools, I am unable to call to pay the bill/figure out the technical glitch preventing payment, and I am unable to call to waive payments. I do not believe it is proper of Comcast to penalize customers for their inability to keep pledges or keep call centers staffed.

Ticket: # 4000862 - Twitter Censorship

Date: 5/30/2020 8:36:56 AM

City/State/Zip: Woodbridge, Virginia 22193

Company Complaining About: Twitter

Description

Why has the FCC not stepped in to prevent Social Media platforms from censoring free speech? I thought that was unconstitutional, yet as evidenced by Twitter, Facebook and Youtube from banning contrary opinions on Covid-19 they are preventing the exercise of our first amendment right. I am sure they claim it is a private platform but given these platforms are open to the entire public, they operate in the public sphere.

Ticket: # 4000889 - Bad Node Causing latency issues live video/ audio needed for work/school

Date: 5/30/2020 9:08:33 AM

City/State/Zip: Hudson, Ohio 44236

Company Complaining About: Spectrum

Description

A bad node shown in image has been causing latency spikes of up to 500+ ms every few seconds causing problems with live video and audio for work and school. This has been an ongoing issue since Ohio stay at home order began. I have changed out my equipment and three techs have tested my line to tell me there is no problem. I then started with pingplotter and Winmtr and it was obvious it was a bad node (shown in image). When I brought up the issue dispatch told me they were aware of the issue and that it was expensive to fix and it wasn't presented as a priority. So to clarify ...

Spectrum has sent 3 techs to check the connection at my drop and in my condo during a national pandemic that they knew was caused by this bad node (see image). This should be fixed Asap as it makes using my 400 down 20 up connection useless for school/work.

Ticket: # 4000959 - Covid 19

Date: 5/30/2020 11:34:32 AM

City/State/Zip: Clovis, California 93612

Company Complaining About: AT&T

Description

Hello, I'm emailing because AT & T assured me because of the Pandemic I would have service thru Jun 30th. I like most Americans in this hard time am just trying to make the best of it. I have a son with special needs who uses the internet for his speech therapy.

Ticket: # 4000970 - Directv

Date: 5/30/2020 11:45:39 AM

City/State/Zip: Lafayette, Louisiana 70506

Company Complaining About: Directv

Description

They are charging \$9.99 a month for sport fees when there are NO live sports because of covid19!

Ticket: # 4000985 - Altice/Optimum irregular billing, won't cancel service

Date: 5/30/2020 11:55:15 AM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Optimum

Description

Since being overtaken by Altice, Optimum Internet service has escalated about 250% in price, with no change in service. Actually, it's not harder to get service.

I was offered a promotion which would reduce my expense back to a reasonable rate, and the billing has never been accurate.

I've requested to cancel the service outright, as a result of the questionable billing and poor service. I now received additional billing.

I've seen invoices online which a week later were completely changed, suddenly charging different rates, removing discounts previously applied, and escalating the price.

It is now nearly impossible to reach anyone about cancellation. I cannot send an email to cancel; cannot cancel through an online portal. The recorded message uses COVID-19 as a scapegoat, along with technical issues, and busy personnel.

When trying to cancel in the recent past, I was told in an antagonizing way that Optimum had no competition in my area and I would not be able to find a replacement.

Ticket: # 4001012 - Unwanted phone call

Date: 5/30/2020 12:15:03 PM

City/State/Zip: Danvers, Massachusetts 01923

Company Complaining About: Medicare Health Insurance

Description

Caller claiming to be from "Medicare Health Insurance" calling to send me supplies relating to the Coronavirus pandemic.

He gave a sketchy address from San Diego CA, then switched it to Lawrence Kansas when he realized I was writing it down.

Gave phone # 1-877-486-2048 - but caller ID said #1-424-421-7704

Ticket: # 4001081 - harassment and a invasion of my privacy

Date: 5/30/2020 1:40:10 PM

City/State/Zip: Riviera Beach, Florida 33404-4523

Company Complaining About: AT&T

Description

AT&T has started again to harass me again, by knocking me off line forcing me to reconnect with my modem several times to day even while filling out this complaint, they were doing it once a day then twice a day then daily, this not only affects my on line activity but watching movies on my TV. what a way to feel safe with this COVID problems. I am a elderly Veteran.

Ticket: # 4001134 - Full bill charge after account was closed

Date: 5/30/2020 3:06:26 PM

City/State/Zip: Whitehall, Michigan 49461

Company Complaining About: AT&T

Description

I, William Munsee, was laid off due to Covid-19 and was forced to switch carriers due to significant decrease in my bill. I had called May 08, 2020 to make sure our bill was paid so we could switch providers which I had stated. We were not able to port our Numbers till May 13, 2020 and we were charged \$348 cause we were one day into a new bill cycle. I was informed and under the impression we were on May 08 done with AT&T wireless. I called a few different times and got in touch with loyalty department, but the gentleman was not very informative about my situation. I would like a prorated for the 1 day of service or for AT&T to just forget the 1 day that we didn't use and let my family and I go with the little money we have to live on till I get other employment.

Ticket: # 4001148 - Billings and Service Issues

Date: 5/30/2020 3:23:43 PM

City/State/Zip: Blakeslee, Pennsylvania 18610

Company Complaining About: Sprint

Description

A longtime customer of Sprint Wireless. During a time of Pandemic and Economic uncertainty. Sprint has fail to provide alternative billing arrangements and has allow service to deteriorate. Have experience poor service in calls and internet connections within the pass two months. Sprint has been unable to resolves these issues.

Ticket: # 4001158 - No Antenna for KRCB in Santa Rosa

Date: 5/30/2020 3:36:34 PM

City/State/Zip: Santa Rosa, California 95404

Company Complaining About: Krcb

Description

I live in Santa Rosa Calif and had been able to watch KRCB (Northern California Public Media) on my old fashion TV in the living room with my family. On April 29 they moved frequency from UHF to VHF. I have a box and rabbit ears and was told I could rescan my box and still get KRCB. I rescanned and DO NOT get KRCB. I called them and was told that because of hilly/mountainous terrain in the direct line path between the transmitter on Sutro Tower and their location it is not possible to receive KRCB in Santa Rosa, even with a VHF antenna. I now have no TV. I don't have a new smart TV or Roku. I don't have a dish or cable. I only want public broadcast, as I have had for years. This is terrible during Shelter in Place and shameful during a pandemic. It effects my whole family. I have access to a laptop to stream KRCB but it is poor quality and not the same. It was a family event watching programs on my big old fashion TV in the living room. This is so unfair! especially for those of us those of us with a limited income. Public broadcasting is supposed to be for EVERYONE.

Ticket: # 4001177 - Botched History

Date: 5/30/2020 3:57:03 PM

City/State/Zip: Bellevue, Washington 98005

Company Complaining About: Cnn

Description

You botched history. I have been in aviation and aeronautical engineering my entire life. Born and raised in Minneapolis, I've traveled to CA, TX, and FL to be a part of countless Nasa moments. Because of the global pandemic, I cannot be at the live events. I've been watching all my Space X launches via their livestream on YouTube.

With the pandemic, and riots in my home city I figured I would watch the launch on CNN to get more news than just the livestream from Space X. BIG MISTAKE. You...CNN...ruined history. You missed the 2 biggest events of today. When the clock struck 0 and the liftoff happened, you were instead showing a computer simulation of the mission. Why then? You could have shown that earlier or later to illustrate the purpose but at T-minus 0 seconds, you chose to show CGI rather than the real life rocket. Embarrassing. I know you were on a delay so don't say it was in case of a disaster, you just messed up.

If that wasn't bad enough, the stage 1 landing on the ship in the ocean is the second best part. You again, were off talking about other things. I had to re-watch the entire event AFTER it happened because you failed at memorializing this history event. SHAME ON YOU for calling yourself a broadcast news company. You failed space and aviation enthusiasts.

Ticket: # 4001188 - Fraudulent Charges**Date:** 5/30/2020 4:17:08 PM**City/State/Zip:** Louisville, Kentucky 40214**Company Complaining About:** Spectrum

Description

March 17th-19th I tried to cancel my cable through Spectrum via phone (do not allow you to cancel partial services online through their site). Received message "Due to high volume we are not accepting calls at this time" and was then disconnected. Finally got through via phone the morning of March 20th. Cable service was terminated during that call. Spectrum has been charging me for services not rendered plus late fees ever since. I have contacted them multiple times and reported them to the FTC but this issue has not been resolved. They simply keep telling me that they were busy due to COVID-19 and because service was canceled after the bill was printed they cannot refund my account. FYI: Spectrum holds a monopoly in this area so I do not even have the option of switching to a new provider.

Ticket: # 4001214 - Suddenlink is terrible

Date: 5/30/2020 4:48:47 PM

City/State/Zip: Enid, Oklahoma 73703

Company Complaining About: Sudden Link

Description

I arranged for my 80 yr old mother to have suddenlink bring her a new cable box and large remote for her eyes to connect to her new tv. The old box was outdated and wasn't working properly. I fully explained the situation after calling over 3 different days and being on hold for hours. When they arrived they connected the current box to the new tv and said they had no order for a new cable box and handicap remote and she would have to call again. She gets beyond anxious every time she calls and it takes hours on hold as they have furloughed all their staff and farmed calls to other countries, blaming it on covid. They have always had poor cust svc with no other options in Enid.

Ticket: # 4001293 - Directv - "Channels I Get" - Deceptive Trade - Not Channels the consumer actually receives.

Date: 5/30/2020 6:12:07 PM

City/State/Zip: Las Vegas, Nevada 89139

Company Complaining About: AT&T

Description

Directv lists all the channels available to the consumer based on their programming package. Due to the economic/covid crisis I have had to cut expenses. Not crying about it. Directv & ATT demonstrated to me on the phone today that they do not care about individual consumer cost concerns or how overpriced ATT is for consumers.

I changed programming package from Choice to Select.

When I looked on the ATT Directv "Settings & Help section " and "Channels I Get", ATT Directv list the programs the consumer should receive and call "Channels I Get"

According to ATT Directv All Channels & Channels I Get page, They state, "Listed below are all available channels. The channels you receive are marked. Use numbers to jump to a channel". I input 206 ESPN, not available. (See Image Attached). I input 692, 693 694, 696, not available. (See Image Attached). Nor is 215, & 216 , although ATTs Directv system clearly states I receive them.

This company and its employees (Bel, Joanna (Supv.) &v Adam (Senior Supv.) These people would not answer my question , "Where is ESPN, I should be recieving according to the Channels I Get system list?"

"Where is 692, 693 and all the channels Your system says I am to receive according to the Channels I Get system list?"

Bel, Joanna (Supv.) &v Adam (Senior Supv. responded with misdirect and confusing language in attempt to not answer the questions.

Please see images attached.

At the time of this writing ATT has blocked me from accessing my account when I went to retrieve my account number for this form per FCC request.

Ticket: # 4001294 - Spam call

Date: 5/30/2020 6:13:35 PM

City/State/Zip: Coventry, Connecticut 06238

Company Complaining About: Potential Spam

Description

Unwanted spam call for Covid-19

Ticket: # 4001407 - Verizon Jetpack

Date: 5/30/2020 9:47:28 PM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Verizon

Description

I purchased the Verizon Jetpack at the onset of the Corona Virus pandemic. I left the city and never used it. Subsequently, the store closed so I was unable to return it. When I tried weeks later I was told there would be an enormous cancellation fee. I would like to return the item sans cancellation fee and return to my original plan.

Ticket: # 4001547 - Cox disconnected my internet service recently

Date: 5/31/2020 7:02:24 AM

City/State/Zip: Escondido, California 92027

Company Complaining About: Cox

Description

I have been a loyal customer to Cox communications here in northern San Diego County for 4 years. I was unable to pay due to a close friend contracting the corona virus. Not being able to contact friends or being formed of local covid updates has made things even more difficult.

Ticket: # 4001549 - Re: [FCC Complaints] Re: Re: Request received: Re: [FCC Complaints] Re:Phone service by landline

Date: 5/31/2020 7:09:59 AM

City/State/Zip: Laurel, Maryland 20708-3204

Company Complaining About: Windstream Communications

Description

This is a follow-up to your previous request (b) (6) "Re: Request received: Re: [...]"

----- Original Message -----

Date: Tue, 05 May 2020 13:13:47 +0000

Hi. They turned off my landline service. They had no right to do so due to law prohibiting utility turn off during covid 19 pandemic regardless if phone company was discontinuing service to customers or not the lines need to stay open. I need my landline to talk to family, bills and many other life reasons. I am a senior citizen and this is not right.

Also based on what I found out, other landline phone companies will not port my number since I have had it longer than ten years. Is that true?? I want to keep my number indefinitely because I have had it for 32 years!!!!

Thank you in advance. (b) (6)

Ticket: # 4001568 - COVID-19 Financial Hardship Discrimination

Date: 5/31/2020 8:32:57 AM

City/State/Zip: Syracuse, New York 13204

Company Complaining About: Boost Mobile

Description

Hi, my name (b) (6) and I am a customer of BOOST Mobile. My phone number is (b) (6) and i've been with BOOST for nearly 6 months more or less. I am being discriminated against by BOOST Mobile as a disabled American who is refusing to give me payment arrangement so that I can pay my arrearage and stop my phone from being cut off. The basis of the discrimination is that my cousin who lives with me and is a Boost customer had her account credited for the month of May and Boost mobile is denying me the same privilege in violation of my 14th Amendment right. The company is denying me the same privilege that it is giving other customers in violation of the United States Constitution during this COVID-19 pandemic - Financial Hardship. Finally, the company has not given me monthly bills since the beginning of my service with them in violation of the Uniform Commercial Code (UCC) so I can dispute any bills, nor has given me any required documentation of any Grievance Process. I request a printed bill every month, and help because my phone will be cut off tonight. Thank you

Ticket: # 4001616 - Issues with HughesNet

Date: 5/31/2020 10:10:48 AM

City/State/Zip: Savannah, Missouri 64485

Company Complaining About: Hughes Net

Description

On Friday, May 29, in the morning I call HughesNet to cancel my satellite internet citing that it is not capable of handling the type of work I need to do based on the current pandemic (latency issues and inability to stream without delay/buffereing). As college teachers we have no idea what we will be facing in the fall and being able to teach online for the near (or even far) future seems to be what we must plan for. HughesNet tried to get me to continue, or to pause the service even while admitting that their service could not provide me the ability to do my job currently. They will not cancel the service until June 13, my next billing date and at that time there will be added an early termination fee of \$280 because there will be at that time 14 months left on the contract. Additional information in the attachments--a more detailed explanation and a HughesNet email.

Ticket: # 4001651 - Speed connect internet

Date: 5/31/2020 11:07:49 AM

City/State/Zip: Mayville, Michigan 48744

Company Complaining About: Speed Connect

Description

I use to have internet that worked however especially during covid I've been having internet upload and download speeds so slow I can't watch ufc fight night on espn+ . I live in a area where speed connect is the only high speed internet available. I've called them in the past to fix the problem but my attempts never seem to make a difference, they will not reply to my emails anymore. I pay almost 70\$ a month for internet that has uploads speeds slower than 1 millibyte I'm supposed to get up to 50 megabytes per second..... It's a crime what they are doing they are stealing from me and selling me a subscription that can't fulfill , I'm unable to use any other subscription that requires internet (Hulu, Netflix, ESPN+, etc.) they should have to pay me for all these subscriptions for the last 5 months because I have no internet.

Ticket: # 4001714 - ISP Forcing Us To Slower Speeds**Date:** 5/31/2020 12:39:26 PM**City/State/Zip:** Blountsville, Alabama 35031**Company Complaining About:** Otelco

Description

Our ISP, Otelco, has been trying to force us to a slower speed for roughly a year. We normally get 8mbps on DSL, and one day roughly a year ago we were told that we can NOT get 8mbps in our area. We were told we could ONLY get 4mbps, and that they were lowering the speed and our monthly price. We told them NO, we do get 8mbps, and to not touch it. Well, they told us that we will just pay for the 4mbps price and still get 8mbps speeds. That is exactly what has happened for a year now until recently after another phone conversation with them concerning trying to get PROMISED fiber in our area. They, again, told us we CAN NOT get 8mbps, and this time they lowered our speeds to 4mbps. This is UNACCEPTABLE. In this current world, our children can't even do online school work during this pandemic with such slow speeds. We have patiently waited for 5 years now for their PROMISED fiber expansion, and now it's almost like they are attempting to FORCE us out of service, as this is a rural area which probably does not net them much profit. We are BEGGING that immediate federal intervention be taken, please!

Ticket: # 4001727 - Sprint keep America's connected

Date: 5/31/2020 1:06:22 PM

City/State/Zip: Coon Rapids, Minnesota 55448

Company Complaining About: Sprint

Description

Sprint has shut my phone off 5 times during the covid crisis due to billing to get it turned back on I have to call numerous times, they try to tell me i need to pay them now in order to turn my phone on i get different answers on the amount they tell me they are going to shut it off in 2 weeks

Ticket: # 4001737 - Sprint

Date: 5/31/2020 1:10:40 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Sprint

Description

Hello. I was under the impression that phone provers weren't able to disconnect during the pandemic. I have been turned off twice now in a two week period. Today the 31st then again on the 16th.... I contacted an agent on Thursday the 29th to inform them I still didn't have a payment has my unemployment hasn't come in since their was a freeze in Washington. The agent informed me I wouldn't be able to catch up even after the pandemic, proceeded to tell me my service was secured then today I get turned off. I informed them I was contacting you guys. My service has now been restored until June 16th.

Ticket: # 4001744 - Telephone Fraud

Date: 5/31/2020 1:25:36 PM

City/State/Zip: Anasco, Puerto Rico 00610

Company Complaining About: Fedex International - Lic. Jose Manuel Megollan Ozuna

Description

On the morning of Sunday, May 31, 2020 at 12:21 pm, a call was received apparently from Fedex International informing about a package of licenses from the Puerto Rico Department of Health and asking for a payment of \$ 900 for licenses to operate in the emergency. from covid-19. They gave us a tracking number that is as follows: (b) (6) the call was apparently made by Attorney Jose Manuel Megollan Ozuna and the phone number that was made was 477-677-1522

Ticket: # 4001749 - No Internet

Date: 5/31/2020 1:28:34 PM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: AT&T

Description

Our internet has been out since Friday! The neighborhood has experienced outages. AT&T has not worked on the problem! Others have been told it is a bad Modem. We were told 24 hours. It has been 48 hours and counting. In the midst of a pandemic, we cannot afford not to have this service.

Ticket: # 4001757 - Verizon phone & Internet

Date: 5/31/2020 1:45:23 PM

City/State/Zip: Brooklyn, New York 11204-2028

Company Complaining About: Verizon

Description

On 1/27/20 I switched phone & internet service fro Verizon to Optimum. Verizon was notified by Optimum and myself that they are no longer my service provider. When I called, I was told that I will receive a box with a return label to return their router. As I didn't anything from them, I called again, and again I was told that I'll receive a box and a return label. I received another bill from Verizon for \$132.26 and like a fool I paid it. When I received another bill, I called again and was told to take the router to a Verizon Store, by then we were already in middle of the pandemic and i was quarantined. I told that to Verizon and was told again that I'll receive a box with a return label but all I'm getting is more and more bills. Currently I'm due a refund from Verizon as of 1/27/20 and I still haven't received the box and return label they keep on telling me. My last communication I received is a letter from a collection agency. I may be reached at (b) (6) anything you can do to help me would be very much appreciated.

Ticket: # 4001846 - WOW broke an agreement made regarding my bill.

Date: 5/31/2020 4:07:37 PM

City/State/Zip: Augusta, Georgia 30904

Company Complaining About: Wow

Description

I have phone, internet and cable service with WOW. On 4/29/20 I called WOW and spoke with Customer Rep Eric about my past due bill. I was told if I pay \$250 of my \$592 bill my services would remain on and in good standing until the end of May. I agreed to pay \$300. I paid this amount and WOW still cut all 3 services off 5/13/20. I was told cable was not an essential service and if I wanted the services back I had to pay the balance of \$292. I felt defeated and lied to. I tried to make several calls to corporate and all calls would lead back to customer service. I finally spoke to a Supervisor and pleaded with him. He agreed to cut the services back on if I paid the current past due amount of \$70. The \$191 needed to be paid by 5/26/20. I paid the \$70 and the services were restored. This is not the first time WOW has made an agreement with about my bill and then disregarded the agreement. The services I pay for with WOW do not work properly. I have made Service calls about my equipment for over 3 years and the services still act up. The last 5 weeks the internet signal has been weak. I want WOW held accountable for their actions especially during this Pandemic. They are taking advantage of customers. I am tired of being billed for poor service.

Ticket: # 4001871 - Poor Service

Date: 5/31/2020 4:41:34 PM

City/State/Zip: Frisco, Texas 75036

Company Complaining About: AT&T

Description

I have had numerous problems with my service to include slow internet, loss of service ,equipment malfunctions. I have tried to reach out to ATT Tech support and customer service without any success. I have waited several times with wait times exceeding 60 minutes and then being disconnected other times said just to call back and disconnected again. Today I tried contacting ATT regarding my remote control it stoped working during the last ATT outage and needed assistance. I was given a hard time and was told that it was my problem. I ask to speak with a U.S. supervisor in which he was unable to help me I then ask to speak with someone regarding terminating my service due to the above. I was again put on hold for almost an hour then was disconnected without speaking to anyone. This is the only way to communicate with ATT is through the FCC which is unacceptable I understand the wait times due to the pandemic but poor and rude customer service is unacceptable my resolution is to terminate my contract with ATT without penalty so I may find a provider that will provide the basic service and customer service and without interruption.

Ticket: # 4001876 - Cox internet disabled after payment

Date: 5/31/2020 4:48:15 PM

City/State/Zip: New Orleans, Louisiana 70130

Company Complaining About: Cox

Description

After I paid my bill with a debit card Cox disabled my service and said I had to wait until Monday June 1 to get it back on. This is the second time they have violated the FCC rule on not disconnecting anyone's service. Mine you I have MS, and other diseases where I can't be out during this Pandemic. I am not even afforded the opportunity to get on hotspots. I have called Saturday night. And was in 2 chats. On Sunday I tried reaching them to resolve this and so far as of 3:45 pm Sunday I haven't gotten thru to them to resolve this issue. Cox gets your money then leave you with no service and I'm sick of it. You get no help from them. They just pass you to someone who don't deal with my issue or no one answers the switch over which I waited one time for over 2 hours just to have the person get back to me the next morning after I finally hung up.

Ticket: # 4001900 - Blocking from a public/local forum

Date: 5/31/2020 5:26:12 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Assurance Wireless

Description

About a month ago, I posted a some information about a study (that was done in 2005) in helping with curing the SARS virus (which is similar to COVID-19).

This was posted on a local/public forum. It is www.kingwood.com, and on the "Forums" link. The administrator (whom goes by Joe), removed my post, and has blocked me from posting anything else.

This is a local and open forum.

I did NOT using any wording that would be a violation of the rules. I believe others have complained about his biased attitude on this forum.

I hope you will look into this violation of free speech.

Thank you for your time.

Ticket: # 4001912 - COVID response

Date: 5/31/2020 5:46:59 PM

City/State/Zip: Tulsa, Oklahoma 74134

Company Complaining About: Cox

Description

Even though Cox cable has said they are abiding by the FCC "Keep America connected" they are not. My family has been affected by COVID and wanted to pay our bill 2 days later. I called to ask them to extend my date and they refused. I told them about their commitment to the FCC and they stated that they weren't terminating my services but interrupting them. Interruption still means I can't work from home and my children still can't learn from home. Their CEO even stated on their web page to keep people connected. The rep on the phone even told me there is a fine line between interruption and termination and acknowledged we basically would not be connected as stated by their CEO.

Ticket: # 4001915 - AT&T Fiber Optic Internet Service Outage**Date:** 5/31/2020 5:50:26 PM**City/State/Zip:** Cary, North Carolina 27519**Company Complaining About:** AT&T

Description

My AT&T service has been out since 11:00am on Friday, May 29, 2020, as part of a broader service outage for my neighborhood and surrounding communities. I spent hours on the phone with AT&T to resolve the issue that they said was not a service outage when in fact, I later discovered that it had been reported hours earlier. I have been without internet, television and none of my connected home equipment has worked for 3+ days due to the outage. I will not be able to work from home on Monday, June 1 since service is still expected to be out (my employer is still closed due to COVID-19).

Ticket: # 4002052 - AT&T extended downtime and misleading customers

Date: 5/31/2020 10:01:28 PM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: AT&T

Description

Friday at ~11 AM ET May 29, 2020 AT&T Internet went down in our neighborhood and there has been complete downtime since. Among other things, we are unable to work in the pandemic with physical locations shut down. In addition, AT&T has intentionally mislead customers each day saying they are working the problem and it would be fixed the next day each day of the outage. We know they are misleading us based on insiders (NextDoor) telling us no actions in the case have taken place since an initial troubleshooting step was taken on Friday. Furthermore, they are telling customers different stories that are completely inconsistent and false to pacify us. As a business, AT&T would not accept this level of extended downtime from its partners or providers in any single one of their business units. As their customer, we expect the same level of commitment from them. We cannot accept this level of extended service unavailability.

Ticket: # 4002055 - Sprint

Date: 5/31/2020 10:30:05 PM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Sprint

Description

I was not able to use my phone for last two months due to phone not working correctly. I'm also, paying for a service I can't use. I had to buy a prepaid phone so I can receive my calls. Plus, my account was compromised and I had issues with identity theft. During COVID 19 I really needed my phone for jobs but sprint kept suspending me due to non payment. I'm not working and the fees are ridiculous plus, my bill is almost \$400 every month. I can not afford this. I Need options to keep my services but lower my bill.

Ticket: # 4002059 - Complete lies from Cox

Date: 5/31/2020 10:35:35 PM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Cox

Description

I was told two different stories. I was told my representative that getting complete cox care on my account It would include technician fees. Then I was told not true. Then the technician came out to just replace modem but then I asked there are no fees for this appointment correct? He said No fees. Then I get charged \$60 for appt. I was lied too and I feel helpless, then my service was shut off due to COVID-19 I can can barely pay bill then they charged my \$25 fees and shut off fees. This is a hard time and they're business practices are disgusting. I need these issues addressed and fees reversed. Where is the compassion.

Ticket: # 4002080 - Bill complaint against Verizon on a phone line that is not used at all

Date: 5/31/2020 11:50:38 PM

City/State/Zip: Los Angeles, California 90019

Company Complaining About: Verizon Wireless

Description

I am submitting a formal complaint regarding my phone line with Verizon (b) (6), the mainline on the account is (b) (6). The line ending in 3737 has not been used for more than 6 months, I have also fell behind due to COVID-19 due to loss of hours and wages. I have contacted Verizon and I have not been able to get anyone to call me back due to COVID-19. The problem with that is that I have a bill and I am falling behind due to my loss of wages. Please have someone assist me in getting this fixed I owe over 1000\$ because I have falling behind. The best way to get a hold of me is via cell at (b) (6)

Ticket: # 4002126 - Re: Internet Speed is only 1/10th of what I pay for

Date: 6/1/2020 8:01:55 AM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

This is a follow-up to your previous request (b) (6) "Internet Speed is only 1/10th of what I pay for"

Follow-up comments

The issue is not resolved. The provider can't rectify the issue because they can't send a technician to correct the problem due to Covid neither they can provide a move date, so they removed two months charges. This is not a satisfactory resolution, I am not here to save money. They advertise 100MB speed they need to provide sustained internet speed of at least 75% of posted speed. It is not a local issue it has to be a network issue or other problem is their services.

Ticket: # 4002273 - Area of service.

Date: 6/1/2020 10:07:31 AM

City/State/Zip: Westport, Massachusetts 02790

Company Complaining About: Youtube Tv

Description

Hello. I live in Westport MA but I guess because we are so close to RI that we only get Providence news stations. But I live in Massachusetts and I want access to Massachusetts news stations and any tv provider will only offer the Providence market stations. That's messed up. I have had directv in the past and only can get Providence. Now I have YouTube tv and still only Providence. Bought an antenna and can't get a strong enough signal to clearly and fully watch Boston stations without interference. It's disheartening especially during this pandemic when I have to try to watch the governor on my phone.

Ticket: # 4002289 - Blocking my employer's VPN

Date: 6/1/2020 10:11:24 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Antietam Cable

Description

I live in Hagerstown, Maryland where unfortunately Antietam Cable has a monopoly on the internet options for high speed internet. Due to Covid-19, my job has closed its offices and we are purely working remotely. I have to use high speed internet to log onto my company's VPN. It was working fine until about three weeks ago when Antietam Cable began blocking the VPN. I have conferenced both my company's IT and Antietam Cable's IT on the phone, and they both agreed that the problem is stemming from Antietam, however no IT person can determine how or why it's being blocked. They actually go so far as to state the official line, "We do not block any VPN's," however they agreed with my IT person that the problem was coming from them. I have been unable to work and am thus losing money. They seem uninterested in correcting this problem, and I have no other way to access the internet, besides trying to use my cellphone hotspot to logon to the VPN which is very slow and often disconnects.

Ticket: # 4002307 - Internet disruptions**Date:** 6/1/2020 10:27:54 AM**City/State/Zip:** Sterling Heights, Michigan 48314**Company Complaining About:** Comcast

Description

I have Comcast prepaid internet for months now, my internet will go out for HOURS at a time. Sometimes 8 hrs or longer. I've tried to reboot and restart my modem, I've called them for assistance but they can never figure out what's wrong, they claim they can't give me a refund for this month. Because I wish to cancel my service. I spoke with a gentleman named Mark. His employee number was 53557. They claim they can't cancel my service and refund me for this month because I'm half way thru my service. But I've been having this issue continuously for months and I was reluctant to get new service because of the amount of time it will take to have it installed and with the pandemic going on I was trying to avoid the hassle. It's annoying but it was cheap service, so I didn't expect a lot. However as time has went on, I've been a loyal customer with Comcast, and yet the problem is not only consistent at least once a day it'll go out for maybe 30mins to an hour, the problem is actually getting worse and worse as time passes. They claim they can send someone out or reboot the service but at this point I feel that Comcast is purposely slowing down and stopping my service for whatever money saving scheme they are trying to do. Because it makes absolutely no sense that something like this should be happening. My internet went out at around 8pm last night. It's now 10:30am and it's still not working. I've been on the phone with Comcast for the past 3 and a half hours and am still on hold and nobody will help me. Mark said he WILL NOT give me a refund for this month, but he will send in a request, which I didn't make sense. If he wasn't giving me a refund, who was he going to ask for approval?? Since it seemed he already made up his mind that it wasn't worth his time. I had to argue with him to be transferred to someone above him. And the first time I called they hung up on me and I had to call back and do the process all over. Mark is extremely rude and doesn't seem concerned with my issues.

Ticket: # 4002353 - Pending Issue with Verizon**Date:** 6/1/2020 10:49:02 AM**City/State/Zip:** Bronx, New York 10473**Company Complaining About:** Verizon

Description

To sir or Madam,

This is a follow up , and or update on the response to Verizon. A representative from Verizon credit Dept called are home on Friday. And She said EquiFax would have all of the information The Rep stated that all the credit information they have to verify goes to Equifax. So I told her my mother will call to verify, her credit. I ask the Lady whether the check was received to close out the account, she did not verify, then I stated that Is my mother paying \$250 because the equipment has not been returned ? She told me customer service can answer that. I said well My mother is not Paying \$250 dollars for nothing . AT ALL !

So My mother spoke to the Gentleman Handling the Call at Equifax and I was present at the time of the call. She gave her information to him, he checked and said There is nothing on File here , nothing owed by credit. Nothing at all

so who Is Lying Now ! Does Verizon what customers like my mother to Pay \$250 dollars Just because ? I hope i find out. They are being very sneaky and things don't seem right with No reasonable information just saying its company policy that customers pay \$250, I said not for no reason, people don't have money to give away like this. My mother put the needed info for credit check into the system already social security # and drivers licence the Executive Dept said to me that once you put in the social security number you won't have to pay \$250 and My mom did that. I also placed an order online order and It went through with no problems at all, even gave an installation date. Nothing came up in the order of paying \$ 250 . Its always A new story. I try to reach The Executive Rep

Olan He never called me back He was the first representative to contact us to go back to Verizon. The Equipment, will be sent back by tomorrow. BY UPS. The store for Verizon is not at our reach or not open Due to COVID-19 . But The representatives, are on a recorded line, But the don't tell the truth. I refuse to have myself or mother being taken advantage of. So If the FCC can step in to help us to solve this give us the truth on whats Regulatory and not fraud Please let us know. Every time there is a different story to getting our service placed. A social security number is not to be played with after Entering it I hope no one is using It for Fraud, and hope it doesn't stay on File. That is are concern We want to start our service .

Ticket: # 4002381 - Dropping from the internet

Date: 6/1/2020 10:59:31 AM

City/State/Zip: Pomona, New York 10970

Company Complaining About: Optimum

Description

I have had 3 service calls in the past 2 weeks to look into my issue of poor internet service. I have increased my speed from 100 to 400 mbps. The issue has yet to be rectified. I am being charged for a service i am not receiving. I see this as fraud and Altice is taking advantage of the COVID-19 situation we are all experiencing. My technicians are stating it is an issue outside of my home which needs to be addressed. Altice has not sent anyone yet to address the cabling issues in the area. And yet they see no issue in increasing my bill. My neighbors are having the same issues as I am having. Since Altice has taken over i see a decrease in customer service. Please help.

Ticket: # 4002395 - Poor picture on my television

Date: 6/1/2020 11:06:15 AM

City/State/Zip: Pomona, New York 10970

Company Complaining About: Optimum

Description

I have had 3 service calls in the past 2 weeks to look into my issue of poor television picture quality. The issue has yet to be rectified. I am being charged for a service i am not receiving. The wind blows and i get a "pixeled" picture. I see this as fraud and Altice is taking advantage of the COVID-19 situation we are all experiencing. My technicians are stating it is an issue outside of my home which needs to be addressed. Altice has not sent anyone yet to address the cabling issues in the area. My neighbors are having the same issues as I am having. Since Altice has taken over i see a decrease in customer service. I filed a complain on internet as well. Please help.

Ticket: # 4002397 - Xfinity/Comcast

Date: 6/1/2020 11:06:30 AM

City/State/Zip: Chambersburg, Pennsylvania 17202

Company Complaining About: Comcast

Description

Asked to stop TV service in April when tv box stopped working. Had past due balance to pay . I had a past due balance that needed to be paid and advise them we no longer want to TV services when I paid the past due balance in full they reconnected my TV services for billing even though the TV box did not work I could not turn the box in because of the COVID-19 and they were closed now they don't open till June 8 and I have again a past two balance of 300 and some dollars when we did not want toHave the TV service. I've tried to resolve this with them several times all they wanna do a switch out the boxes and give me a new box which I don't need I have the latest communication with them as you can see if needed I will send those to you I continuously asked not to have TV services and they're only resolve is to send me a new box.

Ticket: # 4002407 - Regional Sports Fee on every month bill

Date: 6/1/2020 11:09:53 AM

City/State/Zip: Iselin, New Jersey 08830

Company Complaining About: Comcast

Description

As a Xfinity customer, there is a charge for "Regional Sports Fee" even though I am not watching it. Also especially during the COVID-19 situation when there are no live sports, it is indeed sucking the customers money by over charging this amount in every month's bill.

Ticket: # 4002467 - Deceptive illegal billing practices

Date: 6/1/2020 11:30:56 AM

City/State/Zip: Largo, Maryland 20792

Company Complaining About: T Mobile

Description

I have been with T-Mobile for over 20 years never missed a payment and without any warning or notification T-Mobile disconnected suspended my services on or about 05.31.2020, although my closing date is 06.02.20, and my account was paid in full for this period of time. When I reached out to T-Mobile to find out what was going on and why services were disconnected. I was told my bill was past due and I owed \$129, when my monthly bill is \$80. Although technically my bill was not due until 06.2.2020, I paid \$80, and service still were not restored. I placed a second call and was told I owed \$48.88, which was additional charges for restoring services, and past due balance. T-Mobile is illegally billing my account for third party charges which I have disputed and continued to dispute to this date. T-Mobile have no legal right to collect or bill for third parties and once consumer dispute charges cannot disconnect services while the dispute is in progress. During a pandemic while folks are unemployed, homeless T.Mobil showed no compassion, did not offer any extension just disconnected services based on fees that were no legal. This is unexcusable way of doing business during a difficult time for many families but must importantly totally illegal.

Ticket: # 4002489 - Charter Availability Complaint**Date:** 6/1/2020 11:41:40 AM**City/State/Zip:** Webster Groves, Missouri 63119**Company Complaining About:** Charter

Description**Subject:** Charter's Pledge

I know the Keep Americans Connected pledge is something you have been passionately involved in and I'd like to thank you for your efforts to support small businesses and families. I am writing to inform you that while Charter/Spectrum signed the pledge, they are not following the guidelines they agreed upon. My restaurants' service was shut off today for a 1 month past due bill of barely over \$100 dollars. We received no notification via phone or email (they claim it was on our bill which we likely did not receive because our businesses were forced to close and mail was held at the post office). We opened our restaurant this morning with no knowledge that our service had been disconnected. This resulted in dozens of orders being placed online for curbside service and we received none of them, as our online ordering tickets do not come through without an internet connection. So now, due to their greed and decision to not follow their pledge, rather than being able to make a little money (after being financially CRUSHED for the last two months) on a Saturday curbside brunch, we took a financial hit and provided negative experiences to our guests. This action on their part is incomprehensible. We have multiple businesses and accounts and a record of timely payments. Only one month late and with no attempt to contact us to resolve the issue, they chose to disconnect our service. Had they not committed to continuing service, we would have prioritized their payment. Knowing they had agreed to not discontinue service, we allocated funds available to other small, local, family owned vendors' bills. I'm blown away yet not surprised. We are fighting tooth and nail to keep our businesses alive through this and hits like these hurt now more than ever. We cannot afford these missed revenues. We cannot afford to provide a less than perfect experience to our guests. I don't know what I expect this email to result in but I feel that it is important that a person or company is held to their word. Charter should not be able to publicly claim that they are part of an initiative to support small businesses if they are not doing so. Thank you for your time.

As we continue to see and feel the effects of COVID-19 our restaurants will be limited to curbside service to ensure the safety of our team. We look forward to the time where we can welcome you into our dining rooms to enjoy our excellent food, beverage and hospitality. We appreciate your continued love and support!

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 4002574 - DIRECTV STELAR ACT

Date: 6/1/2020 12:11:07 PM

City/State/Zip: Blakely, Georgia 39823

Company Complaining About: Directv

Description

The consumer states that she doesn't have her local channels and went into effect June 1st (today). The consumer spoke with (DirecTV) them for 3 hours this morning and that they can't do anything. The consumer is 40 miles from everywhere and there are at least 1.4 million customers being affected by this.

The consumer states the East coast New York and West Coast Los Angeles is where she gets the news coverage.

The consumer hopes Congress can extend or get enough votes for approval of the STELAR and keep it going for emergency reasons

The consumer needs help especially during the pandemic COVID-19.

CTR-415

Ticket: # 4002583 - dispute resolution for non service requested and not done; debt sold to collection agency

Date: 6/1/2020 12:13:19 PM

City/State/Zip: Goshen, Massachusetts 01032

Company Complaining About: T Mobile

Description

T Mobile service for cell phone was bought end of December 2019., but once home, no cell connection was available, so account was cancelled after 2 days. I paid the partial bill but T Mobile charged me for \$40 port fee which the store manager told me he would get it waived. T Mobile continued to bill me, in March I called T Mobile 3 times to dispute bill. They said due to Covid they would get in touch with Michael, manager of brick and mortar store, and they would call me back. They never closed the dispute with me and sold the debt to a collection agency. T Mobile on 06/01/2020 confirmed with store (recently opened) that store manager wanted to waive the \$40 for me, but b/c account was closed he could not. T Mobile help line said debt was sold one day ago to debt collection agency but they couldn't tell me who that was. No resolution was given to my dispute which kept me on phone for hours.

Ticket: # 4002593 - DIRECTV STELAR ACT

Date: 6/1/2020 12:16:41 PM

City/State/Zip: Blakely, Georgia 39823

Company Complaining About: Directv

Description

The consumer states that she doesn't have her local channels and went into effect June 1st (today). The consumer spoke with (DirecTV) them for 3 hours this morning and that they can't do anything. The consumer is 40 miles from everywhere and there are at least 1.4 million customers being affected by this.

The consumer states the East coast New York and West Coast Los Angeles is where she gets the news coverage.

The consumer hopes Congress can extend or get enough votes for approval of the STELAR and keep it going for emergency reasons

The consumer needs help especially during the pandemic COVID-19.

CTR-415

Ticket: # 4002601 - RE: Frontier Communications issues

Date: 6/1/2020 12:18:48 PM

City/State/Zip: Urbana, Illinois 61802

Company Complaining About: Frontier Communications

Description

This is the second time I have been forced to file a FCC complaint against Frontier Communications due to excessive line interference or lack of dial tone. We are a business that is having to spend hours each month (or every other month) dealing with phone issues through this company. As they are a monopoly, I have zero options for choosing another provider. This is costing me valuable time and lost income due to not being able to process orders - which is even more dire due to the Covid situation.

What recourse do I have? Can I file a lawsuit in small claims court against Frontier Communications? This situation is untenable as it currently stands.

Ticket: # 4002643 - Violation by radio station AM 1430

Date: 6/1/2020 12:33:35 PM

City/State/Zip: Northglenn, Colorado 80233

Company Complaining About: Am1430

Description

Denver, CO radio station is in violation of not informing the public during this pandemic. Kim Monson on her weekend broadcast is referring to our governor and mayor as issuing edicts rather than informing public of dangers.

Ticket: # 4002760 - STELA Act Expiration & June 1 2020 loss of local channels from east coast west coast feeds

Date: 6/1/2020 1:09:46 PM

City/State/Zip: Blakely, Georgia 39823

Company Complaining About: Directv

Description

As of June 1, 2020, I have lost my Direct TV access to local channels via east coast (NY) & west coast (LA) feeds. I understand this has happened because the STELA Act was not renewed by Congress. Please help us to restore access, otherwise, I cannot see/hear news coverage at a time of pandemic crisis in our Country. I understand that 1.5 million people have been affected by this as of today. This is an emergency. We are isolated in very rural areas & need access to ABC, CBS, NBC, & FOX coverages from the east/west coast feeds because we do not have opportunities for any other local coverages in these rural parts of the country.

Ticket: # 4002815 - ATT turned down 530-669-7669 porting out request 2 times

Date: 6/1/2020 1:25:50 PM

City/State/Zip: Woodland, California 95776

Company Complaining About: AT&T

Description

To Whom It May Concern. Hope this email find you in a good spirit and show that I am trying to stay objective.

On 05/12/2020, per Tello.com, "We have initiated the port-in process for the number 1(b) (6) as you requested, but unfortunately, it was rejected by your previous mobile provider, indicating that there is a pending order with them.

On 05/15/2020, I called ATT and was told that my phone service would be disconnected on May 19, 2020 and the phone number (b) (6) will be kept for 30 days. Later I emailed tello.com the same information.

On 05/31/2020, per Tello.com, "Your porting request for the number 1(b) (6) has been submitted but unfortunately is being delayed by your previous provider. We have not received any type of response from their end."

On 06/01/2020, I called ATT and was told that a customer service supervisor would contact me addressing my concerns with their inconsistent porting-out information provided by ATT customer service reps.

ATT has not called back to me yet. I understand it may take longer due to COVID-19. However, judging from my own experience and other people's complaints on line, I do not know what to expect.

Best regards,

(b) (6)

Ticket: # 4002931 - Optimum Keep America Connected

Date: 6/1/2020 2:04:13 PM

City/State/Zip: Nyack, New York 10960

Company Complaining About: Optimum

Description

Caller's bill went up to \$660. Optimum is her carrier.

She can't afford to pay this. They said they will shut TV off by Thursday. She offered to pay \$200 but they would not take that. She lost her job due to COVID-19.

Resolution the caller is seeking is she does not want Optimum to shut her TV off. ***CTR386-phone***

Ticket: # 4002995 - HughesNet

Date: 6/1/2020 2:20:29 PM

City/State/Zip: Stevens Point, Wisconsin 54481

Company Complaining About: Hughes Net

Description

I attempted to cancel my service several times. During the pandemic nobody answers the phone at any of the numbers provided.

When I finally got through from getting yet another number I shared I wanted to cancel my service and they told me I still have to pay for the months ahead due to a contract I never signed. I went through a third party and was told you can cancel at any time. I was a customer for a little over 2 years and never missed a payment. Once I finally got the service canceled and made an agreement to have the fees waved they still billed me and now when I call nobody answers again and it says my service is not cancelled even though they have the radio transmitter and everything mailed back!

[Ticket: # 4003077 - Follow up to complaint submitted on 5/21/2020](#)

Date: 6/1/2020 2:51:37 PM

City/State/Zip: Mechanicsville, Virginia 23116

Company Complaining About: AT&T

Description

Misleading information about support during COVID-19. AT&T offers customers an extended time to make a payment or make a payment arrangements but harrases and suspends services in spite of such claims and requests reconnection fees.

Ticket: # 4003139 - Bill Discrepancy

Date: 6/1/2020 3:14:21 PM

City/State/Zip: Houston, Texas 77073

Company Complaining About: Comcast

Description

I am currently a Comcast customer and I have autopay installed. Comcast services withdrew 226 from my account due to autopay and two days later, withdrew 202 because of a payment arrangement that I set. Despite Comcast taking 426 within two days, during this Covid19 pandemic; I dont want a refund. I simply want the 226 that was deducted from my account to be recognized and reflect from my bill along with the 202 that was taken two days later. I have called and spoke with Representatives from Xfinity and they all tell me that I didnt pay the 226 and that its due. I dont like the fact that I have to file a complaint with the FCC when at this time there are much more larger issues that America is facing right now but I am a family man of 4 and no longer with employment and I cant let this issue go. I have bank statements and documented photos supporting my claim.. Thanks in advance for taking the time go over my claim.

Ticket: # 4003168 - Repeated multiple day no service

Date: 6/1/2020 3:21:54 PM

City/State/Zip: Cameron Mills, New York 14820

Company Complaining About: Verizon

Description

Background: Literally decades of abysmal service from noise too outages.

Latest issue of no service this year begins with ~ one week of no service starting with Ticket

(b) (6) reported on April 28, 2020.

We are now in the third period of no service beginning May 29th and as of this writing still out.

My wife and I are elderly with significant health issues (I am a Viet-Nam vet with two service connected cancers attributed to Agent Orange plus stage 4 kidney disease.

Please note that we have no cell phone service at our home so must rely on the abysmal Verizon "service". I am concerned that in a health or other emergency we may not get timely help. COVID is no excuse as this is a persistent problem.

Ticket: # 4003327 - Scam Text

Date: 6/1/2020 4:05:10 PM

City/State/Zip: Davie, Florida 33325

Description

The consumer states that someone sent out a message to her through Whats app saying that because of COVID-19 all affected families would receive a gift cards from them.

The text message said "Whole food is giving \$175 per family this week to support families during this pandemic please click on the link to get the voucher <http://www.wholefoodsmarket.com/175usd.club>.

The consumer states that once you click on the link it prompts you to do 3 more steps in order to get the voucher.

The consumer called Whole Foods and they did say that it was a scam they aren't just giving away money.

The consumer wants to file a complaint.

CTR-415

Ticket: # 4003333 - Optimum Billing

Date: 6/1/2020 4:07:15 PM

City/State/Zip: Yonkers, New York 10701

Company Complaining About: Optimum

Description

- consumer wanting to file a complaint with Optimum
- March 2020 silver package \$119 plus tax \$240-\$243 and then switch to the preferred package of \$94 plus tax \$224.00 which is a \$25 different which they are still charging her for the silver package.
- consumer stated that she was told that the \$25 was for a late fee but the bill does not show any late fee.
- during the COVID Optimum gave them free channels since the lock down but then turned around and charged the consumer for the additional channels that Optimum gave her, and she did not ask for.
- consumer would like this issue resolved by charging the consumer the correct price that she is receiving services for which should be \$224.00.

CTR395-phone

Ticket: # 4003335 - Comcast turned off services during the pandemic

Date: 6/1/2020 4:08:18 PM

City/State/Zip: Grand Blanc, Michigan 48439

Company Complaining About: Comcast

Description

Under the governor's order in Michigan we are not allowed to go anywhere close stores down haircuts everything's closed even Comcast stores know where to pay a bill with cash

Ticket: # 4003348 - Leave and termination service without termination fees

Date: 6/1/2020 4:12:08 PM

City/State/Zip: Aiken, South Carolina 29801

Company Complaining About: Sprint

Description

Since the beginning I had terrible service i live in the country and I told that to Sprint. I had to pay over 400 to get two phones and plan to get the service active. Since day one i had no service. The service comes and goes. I complain to Sprint and i am being told it their towers but to give them time to fix because they are short staff because of covid 19. I said ok but it now 3 months and nothing change. Now my service is turn off when i am still paying for the monthly bill which is 162 a month. I want out of the contract without paying termination fees. I also want to buyout one of the phone which is 152 and return the second phone. I have no service or contact number to provided because Sprint was the only source of communication i had.

Ticket: # 4003353 - SHUT OFF Cellphone

Date: 6/1/2020 4:13:43 PM

City/State/Zip: Simi Valley, California 93063

Company Complaining About: AT&T

Description

ATT Complaint

Consumer notify carrier unable to pay bill because of COVID-19

Consumer inform the FCC that carrier SHUT OFF services and also applying late's

Even though the FCC have in place to not disconnect services until June 30

Consumer is in need of his cellphone

Ticket: # 4003541 - Keep America Connected/Shut off

Date: 6/1/2020 5:21:03 PM

City/State/Zip: Hutchinson, Kansas 67501

Company Complaining About: Straight Talk

Description

Consumer said she is with Straight talk

Consumer said she called Straight Talk to get help during the Covid-19 Pandemic

Consumer states her phone is to be shut off in the next 2 days

Consumer was told that they cannot help her, that she can file for lifeline services

Consumer said she spoke to Trac Phone Corporate office and read the Keep America Connected pledge and she said they hung up on her and after 30 seconds her service was shut off

Consumer said she had a heck of a time getting reconnected

Consumer said she called Trac Phone and they went through trouble shooting and kept escalating her up, finally they sent her to Verizon and they reconfigured her phone to their towers and her phone came back on.

Consumers phone number is (b) (6)

Consumer said she is being self-Quarantined for 14 days due to being exposed to Coronavirus and is verifiable through the courthouse

Consumer just wants her service to stay on and her husbands to be reinstated since he must be quarantined also. Consumer said since she had to go through the inconvenience of this, she would also like 3 months of service for free for her and her husband

CTR402

Ticket: # 4003555 - ViaSat Cable Account**Date:** 6/1/2020 5:33:04 PM**City/State/Zip:** Oak Hills, California 92344**Company Complaining About:** Viasat

Description

My wife is a teacher who had to work from home due to COVID19. We live in a very rural area, about 10 miles from school. We have had Frontier Internet for years, but my wife needed faster service to communicate with students on Zoom, interact with district office, review student work, post finals, and submit grades. Frontier was just too slow to do all she needed to do for with students.

We called ViaSat because they claimed we could get faster service than we were getting with Frontier. We had to wait over a week for install, which was fine. However, the installer was supposed to arrive between 2-5 p.m. He showed up at 7:15 p.m., with his wife in tow. We were eating dinner when they arrived, so we had them sit down to eat with us before they got to work. They were a very nice couple. But, it took them 4 hours to install the cable and router. By then it was 11:30 p.m., it was so late, they only checked the signal outside. They never came in to check it on a computer. Everyone was already in bed, so we did not check either.

Once installed, we were connected to ViaSat for approximately 4 days when we called to complain that we were not getting any service, it was just loading. They told us we had already used 93 gigs of data! HOW? My wife was having to use her HotSpot on her cell phone to access Internet with her students because she could not use ViaSat at all.

We complained by phone three times that the service was not even close to what they claimed on May 4, May 7 and again on May 11th. I explained that it was WORSE than Frontier, my wife could not get out on the Internet at all, it was just loading and circling, and we could get no service. We asked for the technician to come back out and check it, and were told "No", they could see from where they were in Kentucky, that the service was working fine. Each call the rep would insist the service was fine every time we called to complain that all we were getting was loading and circling. So, they offered to upgrade us to the more expensive plan. What? We cannot get the service we have!

The fourth time we called on 5/15, I asked for a supervisor and was told no supervisor was available. So, I asked to cancel the service. We been charged \$100 for installation, a \$60 hold on our account, and \$70 for service...service that we never truly received. I was told that I would be charged an extra \$300 for canceling service before the 2 years. I asked again to speak to a supervisor to request that we not be charged since we received no service, and was told "No", that I could write the company if I wanted to complain.

Today, without authorization my credit card was charged \$344.03 because we canceled before the 2-year contract was up. I sincerely hope you can help me get this charge reversed. This is no way to treat people. We should not have to pay a deposit for a service we never truly had.

Thank you for your time in reading this. I hope you can help us.

(b) (6)

Ticket: # 4003589 - Charged with services I didn't request or receive

Date: 6/1/2020 5:48:33 PM

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

Hello,

I only use Comcast for internet. Starting in February they added a "DVR service" equipment fee. I reached out to request it be removed. I was told it was fixed. Not wanting to pay for services I didn't pay immediately wanting it removed off my bill. I was told the problem was solved and I wouldn't be charged a late fee.

It wasn't fixed and I was charged a late fee. This has been on going since then. I have been told on three separate occasions it was fixed.

I also requested that my internet be shut off temporarily at the end of March. Because I moved in with my sister during the COVID shut down. My internet was not shut off.

I just moved back in yesterday. I checked my Comcast and saw that they were going to shut it off if I didn't pay over \$300. Off which is over \$100 of service I haven't used or requested. And with none of the billing issues resolved.

I have requested multiple times to speak with someone and they keep sending me back to chatrooms through their phone systems.

Ticket: # 4003652 - Using EBS for non emergency content

Date: 6/1/2020 6:19:59 PM

City/State/Zip: El Paso, Texas 79925

Company Complaining About: Other

Description

El Paso is sending non emergent content over EBS. Mental health is important and could use non emergent means to communicate this using public information systems. Where Covid testing is another misuse. EBS I thought was for tangible threat emergencies like tornado, severe storm, active shooter, and etc..... The constant us for non emergent issues will cause non adherence to real threats because of "cried wolf too many times" syndrome.

Ticket: # 4003800 - HughesNet

Date: 6/1/2020 7:56:14 PM

City/State/Zip: Grand Junction, Colorado 81505

Company Complaining About: Hughes Net

Description

Hughes net never offered the internet they advertised. I stopped using there service only after a couple of months of using it.i tried to have them resolve the slow speeds by calling several times.on two occasions a technical support member supposedly fixed the issue at hand, only for it to not work right after. I would call again only to be told it's my fault and need to do less streaming, and they tried to upsell me more internet wheich would start my contract all over again. I have tried to cancel my account since September 2019. Because of the expensive terminations fees I had to save my money. I finally now have the money to do so and they are threatening to send me to collections even though they say they are taking money from my husband's credit card that they did not get permission to use. Now because of this Covid-19 they won't answer billing or cancelling service calls and only to add new service calls which is not okay. Charter is giving out internet for free to help people during this time, while they are sending peiple to collections because they refuse to answer the phone to cancel and only to add service.this is just another reflection of the long history of times they have been ripping people off and getting away with it.I have received an outrageous bill for the amount of \$644.43. I cancelled the internet and stopped using the services only three months after being signed up. Our family relied on mobile Hot spit through T-Mobile for internet. We were never able to utilize Hughes net internet because of the poor services. I called multiple times to cancel with no success. I sent back the equipment that Hughes Net asked for on May 18 2020 through there box they sent me with tracking number ending in 2932. I have documented pictures of the loaded equipment in the box places as requested, letters I have received from Hughes Net etc. I am a disabled mother of two working on my credit to be able to buy my family a home. This amount is outrageous. The letter that was sent to me does not even explain what the amount is for. I also have a documented picture of that.

The amount of \$644.43 needs to be dropped to the amount of 0.00\$ considering I have done what was asked. I have done what the business has asked since the last BBB complaint by sending back equipment. I would like this to finally be over.

Ticket: # 4003818 - misleading & fraudulent sales techniques at Cox Cable

Date: 6/1/2020 8:07:01 PM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: Cox

Description

We were promised that if we sign a 2 yr contract w Cox, that the monthly price would be fixed for 2 years, and that it would not change. All of a sudden, we went from \$167/mo. to a \$188/mo bill, after only a month. When we called, they used the excuse that the "bundle rate" changed, and now we're stuck in a contract for another year. We are both unemployed due to Covid 19. If we had not been promised that the monthly rate would be fixed for 2 years, we would have never renewed with Cox. Becuase they have a monopoly in this Las Vegas market, they think they can get away with misleading sales tactics.

Ticket: # 4003826 - FCC Complaint against Suddenlink Communications - 2nd Complaint

Date: 6/1/2020 8:17:22 PM

City/State/Zip: Flagstaff, Arizona 86004

Company Complaining About: Suddenlink Communications

Description

My husband and I have been working to resolve the internet issues we have been facing with Suddenlink Communications for over 2 months. I have previously submitted an FCC complaint re: the issues my husband and I have faced, but unfortunately, these issues have not been resolved, leading me to file a 2nd FCC complaint.

My husband and I have been charged for 1 gig speed with Suddenlink Communications but have never had internet speeds above 200 Mbps. There has been 4 technicians sent to our home to try to figure out whether the issue is on our end or with the Suddenlink Communication servers. Every technician has informed us that the issue is with the Suddenlink Communication servers and that our system is not the problem. However, when Naomi at the Suddenlink Communications Corporate Office updates us, she tells us that the technicians report that nothing is wrong with the Suddenlink Communications servers and there are no reported outages.

Today, Suddenlink Communications sent another technician to our house named Charles. I recorded our interaction (which I have attached to this complaint) for which he very clearly states that the issue is with the Suddenlink Communications servers and that their servers have been unable to keep up with the influx of internet users.

As you will hear in the recording, he states that each node is set up to handle about 200 customers, but since COVID-19, each node now has over 2,000 users on it and the Suddenlink servers have not been able to handle this influx. He also stated that customers who are paying for 100 Mbps services are only getting about 20 Mbps, customers who are paying for 400 Mbps service are only getting 100 Mbps. Charging customers for a service that is not delivered is FRAUDULENT.

We have been charged/paying for 1 gig service, and only getting a max speed of 200 Mbps, and sometimes, no internet service at all. We have asked for our bill to be adjusted to reflect the speed that is actually delivered, but Naomi continues to refuse and say's that she has to contact her field services rep to see if the problem is with the Suddenlink servers (This has now occurred 3 separate times). Every time she calls us back to update us on her conversation with the field services rep, she tells us it is NOT the Suddenlink servers. Furthermore, multiple phone calls that my husband and I have placed to Suddenlink are not documented in our account, causing us to have no recourse, nor the ability to hold Suddenlink accountable for their server issues and our grossly under-delivered internet speeds. This is why I elected to record the interaction between the Suddenlink technician and myself this morning. It was the only way to prove on our end that Suddenlink Communications is not being honest about their server issues with us and likely their other customers, yet charging us for internet speeds that they are not delivering.

Furthermore, as you will hear in the recording, I asked Charles (Suddenlink Communications tech) if he would be documenting these findings in our record, to which he stated, Of course, it is the only way for Suddenlink to know which servers need to be fixed. Yet, when Naomi called to update me on what Charles (Suddenlink Communications technician) reported, she informed me that the technician documented that everything was fine and nothing was wrong with the servers and no outages have been reported. Again, the reason I recorded the conversation with the Suddenlink Communications technician, Charles today.

I asked Naomi to escalate this issue to her superior, but she refused. I told her that this was a poor decision on her part and that she should be informing her Legal/Risk department of this issue, especially given that I have audio recording of their own technician stating that the Suddenlink servers are the issue, however, she again refused.

We are hoping to get resolution with Suddenlink Communications and our bill adjusted to reflect the internet speed we have actually been receiving. Once they own up to their server issues and adjust our bill accordingly, we will immediately pay them. Until then, we are holding payment in the hopes this will be resolved properly and professionally. Charging customers for a service they are not receiving is fraudulent, and we will escalate this legally if they do not immediately change their business practice to be in-line with Federal and State laws. I am sure my husband and I are not the only customers experiencing this issue, so a class action lawsuit may be the best option moving forward. Suddenlink must do the right thing and charge for speeds customers are actually receiving and work within the bounds of the law.

Your help in resolving this issue is greatly appreciated.

Ticket: # 4003925 - Cell Phone Trade in Value Dispute

Date: 6/1/2020 9:52:47 PM

City/State/Zip: Lexington, Kentucky 40514

Company Complaining About: AT&T

Description

My Wife Upgraded her phone in March and did not receive her new phone till Mid April. There was a promotion and she was suppose to get \$300 for her old cell phone to trade in. During the pandemic, the store would not take the phone for trade in asked us to send it in. When We received the documents it was only giving us \$150 credit, which was half of the promotion. I have tried to call At & T to resolve and they will not even listen to me. I have been with AT &T for a very long time.

Ticket: # 4003926 - Received a suspicious phone call stating that they were from College Board

Date: 6/1/2020 9:53:42 PM

City/State/Zip: Medford Lakes, New Jersey 08055

Company Complaining About: College Board

Description

Received a call stating they were from College Board & that my daughter (they knew her name & our phone#) was set up to take the SAT's on July 14. All SAT testing date were cancelled because of COVID. They were sending out a Test Practice Packet and needed a credit card # as the CD they were sending would need to be returned after the SAT's & that they would take the hold off the credit card once they received the CD back. I told them I would talk to my daughter and he abruptly hung up. The # they called from was disconnect when I try to call back. They must have spoof the # as it showed up as Joint Base which is the # for the Joint Base of Maguire/Fort Dix in NJ. Not sure how to solve it but want to know how that got my daughter's info. Did they hack into a system.

Ticket: # 4003966 - Lack of access to ISPs

Date: 6/1/2020 10:40:19 PM

City/State/Zip: Haines City, Florida 33844

Company Complaining About: Charter

Description

Charter Communications services over 99% of the zip code 33844. Requests were made to identify serviceability, with the prospect of paying a deductible to set up service. We were told someone would be sent out and after having to follow up, we were declined service. Due to COVID-19, we have had/continue to use expensive and unreliable satellite internet to complete school and work responsibilities. The only internet option is satellite and given today's day and age, we should have access to reliable internet service that is not satellite, data limited and access restricted. Charter Communications is listed as a provider under the FCC Fixed Broadband Deployment Data Center for the census block/address referenced.

Ticket: # 4004028 - Provider Refusal to Provide Services While Locked Down From Wuhan Virus

Date: 6/2/2020 12:18:06 AM

City/State/Zip: Redlands, California 92374

Company Complaining About: Spectrum

Description

We created a Seasonal Suspension for travel purposes overseas starting in January 7, 2020, with Spectrum (Time Warner Cable) that was to end on May 3, 2020, when we were scheduled to return from travel. While overseas we were put under lockdown and placed under a curfew for the community that we stay in. Our airline tickets were then canceled by the airlines in return to the USA. When we attempted to connect with our provider in the USA, either by Internet or telephone, (to let them know to extend our Seasonal Suspension), we were unsuccessful. On May 16, 2020 we were billed for a full month of services while still on quarantine and not knowing that our tickets would again be canceled past the May 16 billing date. After our airline tickets were canceled a couple times more we finally got a connection to a live agent in Colorado by telephone. His name was Chris, and gave us his ID# as P2928840. He refused to assist us on correcting the charges and threatened us by telling us there would be collections against our credit if we didn't pay, we had auto-payment from our credit card. He also refused to transfer us to the proper department to take action on this matter or allow us to talk to a manager, and stated that Spectrum-TWC had been open 24/7 during all the chaos from the pandemic, we had no excuse from not contacting the provider to stop the charges. We spent almost an hour on the telephone, from our overseas location, when he hung up the telephone. We called back the next day at a different time and made contact with another Spectrum-TWC agent who shut off our service but told us that Spectrum-TWC does not allow credit for non-usage of the Internet, even if there are extenuating circumstances, such as ours. We would like to know why the United States government is allowing service providers of Internet & communications the same tactics as those used in Communist China in order to extract charges without reasonable cause? In other words why can they rip off consumers that pay their bills on time and are dealing with other International restrictions that they have no control over?

Ticket: # 4004088 - Viacom's "I can't breathe"

Date: 6/2/2020 6:55:54 AM

City/State/Zip: Leland, North Carolina 28451

Company Complaining About: AT&T

Description

I was shocked yesterday when my daughter came to me in a panic. Her TV screen had gone blank and the message "I can't breathe" was streaming across the TV with heavy breathing. Mind you this was on Nick Jr. I get the message they were trying to send but on a kids channel. With covid already having them unset and reeling...this was just too much and wholly inappropriate.

Ticket: # 4004100 - Qlink wireless

Date: 6/2/2020 7:51:12 AM

City/State/Zip: Fredericktown, Ohio 43019

Company Complaining About: Qlink Wireless

Description

I have no income so i qualify for a free phone and data, this is an ongoing problem not receiving my data allotment. I've called them over 15 times to get the same procedure, i even bought one of their replacement phones and I'm still being blocked from my data. I don't know if it is intentional or not, i do know they are incompetent to run a cellphone business who receives government money. I am at my wits end literally, since the pandemic began i have been unable to receive my data and they don't know whats going on, they don't have the know how needed to fix this problem. How is it that they got this gov. contract to begin with? can you help me?

Ticket: # 4004102 - Unsubstantiated Email re: student loan

Date: 6/2/2020 8:00:02 AM

City/State/Zip: Rock Hill, South Carolina 29732

Company Complaining About: Mail From Hotmail

Description

Email dated 6/1/20

(b) (6)

(b) (6) Did you hear that congress passed the Cares Act into law? The recent changes in the law due to the Corona Virus might mean that you are entitled to relief from your Student Loan Payments. Find out if you qualify for help by giving us a CALL: (833-642-1913) Thank you..... ITLMedia, 6300 Riverside Plaza Ln, NW Ste 118. PMB 79784 . New Mexico. 87120. this is sponsored content to no longer receive advertisements go to,|remove \$B!> (Bme \$B!> (Bplease. com|

Currently working with another firm for loan forgiveness.

Ticket: # 4004125 - Update previous complaint # 3987888

Date: 6/2/2020 8:18:26 AM

City/State/Zip: Franklin, Tennessee 37064

Company Complaining About: AT&T

Description

I have spoken to two different employees of AT&T's Office of the President and gotten essentially the same response in concerning my request to upgrade our existing AT&T line and transfer box. The first, Karen stated that she was sorry but AT&T is not going to be able to help me because upgrading the line to our house was not cost effective; however, less than 1/4 mile away, in the neighborhood directly adjacent to the two lots of the family farm that touch our parcel, AT&T DOES supply high speed service. I explained to Karen that I have called every ISP in our area and none offer land line service. There is a satellite service available, however, they make you sign a two year contract and they only provide limited high speed per billing cycle, and with my job, I would regularly exceed the allotted high speed limit and therefore spend half a month with service as useless as what AT&T could currently offer me. I explained this to the second AT&T representative, Deborah Kito. She sympathized but said there was just nothing they could do. I even asked her what it would cost us to pay them to run the line, or could we run our own line to meet up with them and then pay to connect. She said that wasn't possible. I asked her what she tell me if I were a mother with a student who had to learn from home? She still said sorry, there was nothing they could do. So basically, AT&T is going to let customers out in the rural United States sit with no upgrades to their service because it isn't cost effective, they pick the easy cherries in town where running a new line is cheaper for them and to hell with everyone else who has a genuine need for their service. Nice...and that after receiving millions from the Federal government and pledging directly to the FCC to keep America connected. See their pledge here: <http://about.att.com/pages/COVID19> . They are breaking their pledge and spitting in the face of rural Americans everywhere.

Ticket: # 4004221 - 7 years ON time, then this & during COVID?

Date: 6/2/2020 9:37:18 AM

City/State/Zip: Kinston, North Carolina 28504

Company Complaining About: Sudden Link

Description

I initially had a data overage that I was not aware of as I had never had one before and thought we had unlimited data. I spoke to a customer service rep several times but never got my issue resolved. They advised they were going to escalate my issue and someone would call me back. They never did. This occurred during the pandemic so I was trying to be understanding and called them back. They had hour+ wait times so I opted for a call back, which they offered but never received a call. During this my wife paid our normal payment amount on the due date. We have never had an issue with this company before this. Then we got our next bill and there was a late fee because we did not pay the overage charge. So we started down the path of calling. They made it nearly impossible for us to make contact with them and do date, still have not been able to make contact. They have now shut off my service, charged me for equipment that I have and are ready to turn in to them. I would like nothing more than to pay them what I owe and turn in my equipment. I am not willing to pay a late charge. Every other company that I work with is being VERY accomidating during this time because they are the ones on limited hours and with extremely long wait times. Not Sudddenlink. Just turned my service off after 7+ years of on time payments, during COVID. Wonder if it ever crossed their minds that they may have some of the fault here. We have very limited options when it comes to internet services and the governance of these organizations needs to be in place, especially when so many are out of work and the organizations are not even open.

Ticket: # 4004307 - Intenet Overage Charges

Date: 6/2/2020 10:14:50 AM

City/State/Zip: Grenada, Mississippi 38901

Company Complaining About: AT&T

Description

We are living through the Covid pandemic and have children at home that have to use this to continues their education and are being charged for overages but they will NOT offer and unlimited plan to help with continuing education. My bill has \$300 in overages and cant get anyone on chat. I filed for relief which they did not give me!

Ticket: # 4004632 - Sudden Link No Availability

Date: 6/2/2020 12:11:10 PM

City/State/Zip: Cross Lanes, West Virginia 25313

Company Complaining About: Sudden Link

Description

The consumer states that his fathers Internet and Landline services have been down for several days.

His Father and account holder, (b) (6), has services with Sudden Link.

The consumer states that a big truck driver came down his driveway to get to a neighbors house and he believes that he accidentally knocked the wires and equipment down.

The consumers father is 76 years old and he is not able to get a hold of him since he must connect to the internet to get his calls.

The consumer states that Sudden Link has about 10 different phone numbers that all go to one center and you can never reach a live person.

This is an emergency situation since he lives alone and is 76 years old and especially now during COVID-19.

The consumer would like someone to come out and fix the service.

The consumer hopes his father will receive a credit for having no service for the time its down.

CTR-415

Ticket: # 4004843 - Sudden Link billing issues

Date: 6/2/2020 1:12:14 PM

City/State/Zip: China Spring, Texas 76633

Company Complaining About: Sudden Link

Description

Consumer's son is in college in LA, but consumer lives in TX.

Consumer hooked up SuddenLink TV and internet at his apartment, but was sent home a couple days later due to COVID-19.

Consumer called about the issue and was told they would put it on 'seasonal' so he would only need to pay \$22 per month.

Consumer would like the service to be disconnected and all charges removed due to the issues.

Service was at (b) (6) [REDACTED] [REDACTED]

CTR404-phone

Ticket: # 4004943 - ATT COVID 19 Disconnections

Date: 6/2/2020 1:37:15 PM

City/State/Zip: Irvine, California 92603

Company Complaining About: AT&T

Description

I, like many other Americans, are experiencing hardships due to COVID-19. During the week of May 18th, our wireless service with ATT was disconnected and suspended due to non-payment. We reached out to them and had our services restored and were told we would have until June 15th to pay the rest of the past due balance (even though they signed a pledge saying that they wouldn't disconnect people until June 30th). Moreover, they didn't even wait until the 15, as of the morning of June 2 they again disconnected and suspended our wireless service.

Ticket: # 4004988 - ATT COVID 19 Activation Fees**Date:** 6/2/2020 1:49:26 PM**City/State/Zip:** Northglenn, Colorado 80233**Company Complaining About:** AT&T

Description

On April 16th I transferred services from Verizon to ATT. When I tried to use the online portal it was telling me I had to call in to port the numbers. The website mentioned they were waiving all activation fees for consumers who were new customers. The rep stated that was true for phone orders too. Some how I'm now being charged \$120.00 for activation fees and they're telling me this was not accurate information and they never had that going. Looking at their website it states that anyone who got service between April 2 and May 13 would have their activation fees waived. They are telling me that this is something that I have to pay.

Ticket: # 4004996 - Phone Charges

Date: 6/2/2020 1:50:21 PM

City/State/Zip: Louisville, Kentucky 40241

Company Complaining About: AT&T

Description

This is a COVID 19 Issue.

Consumer reached out to the company in April asking to change his plan.

For financial reasons they need to accomplish this.

Four days ago they suspended their phones - it is their only method of communication.

The consumer asked them to modify his phone plan but they have refused saying they have a contract that runs to November.

Consumer is asking them to make an allowance to remove one of his phone lines at this time.

CTR412-phone

Ticket: # 4005064 - Billing and pulling phone calls

Date: 6/2/2020 2:12:23 PM

City/State/Zip: Germantown, Maryland 20874

Company Complaining About: Sprint

Description

To whom it may concern,

On March 9, 2020 I contacted sprint because I noticed an increase in my monthly bill. I told them that the bill was too high. They informed me that the plan that I had expired. The account service representative put me on hold to see what plan he can offer me at the rate I was use to paying or cheaper. He comes back and says he has a plan for all four of my line for \$100 a month. I asked was this a promotion plan will it expire like my last one. He said No I said ok sounds good to me. He said I should see it reflect on my next months bill. A couple weeks later my next months billing statement was sent out and was even higher then the previous months. so I called sprint and asked to speak back to account services to see what was going on. I informed the rep about my call weeks ago and he said We don't have a plan like that nor any notes about this call on ur account so I asked for the call to be pulled he said he'll put in a request and someone will get back to me within 7-10 business days. 2 weeks has gone by and still never got a call. So I called sprint before my auto payment for the bill was due to come out my account. They said dye to the coronavirus pandemic it may take a little longer so my account was charged for the higher amount and I waited. May came and still no call was pulled they were still waiting mind you my payments are still being taking amount at higher rates. A account rep has been calling every week gong me updates that she's still waiting on the calls to be pulled. Friday may 29,2020 at 5:06 pm the rep called me and told me that it's been so long that they can't pull the calls and I told her I asked for the calls in March it's May and y'all should've been had the calls pulled. My bill continues to go up and nothing is being done to correct my plan.

I will like the calls pulled and the offer that was offered to reflect on my monthly bills moving forward.

Ticket: # 4005212 - At&t not keeping me connected during covid 19

Date: 6/2/2020 2:51:03 PM

City/State/Zip: Redwood Falls, Minnesota 56283

Company Complaining About: AT&T

Description

AT&T suspended my wireless service today. It says on their website and app I have until June 30th to pay my wireless charges. Their link to fill out a covid 19 waiver has not worked ever for me so I had no way to fill out the form stating I have been affected. I have been unable to reach customer service via chat or phone as well. I am a single mother 100% of the time and my youngest is 19 months old and has a congenital heart defect and I cannot work during the pandemic as I cannot take any risks of contracting covid 19 and passing it to her.

Ticket: # 4005315 - poor internet service from a monopoly that is non-responsive

Date: 6/2/2020 3:13:55 PM

City/State/Zip: Bridgehampton, New York 11932

Company Complaining About: Optimum

Description

Optimum Cable claims to be busy because of Covid crisis, but they are making us pay for substandard service. I am a professor and I cannot zoom with my colleagues or my students. I was able to do that with a different provider when I was in NYC. Now I am on Long Island and the service is too weak for online shopping or even to fill out the postal service's forwarding form! Knowing we could not get here until the end of May because of Covid, I tried contacting this company to cancel the TV part of my account since I wanted to be sure to have internet when we arrived and yet would not use it for all of March, April, and May. But they would not answer their phone except by robot and did not return calls. That is still true! I have wasted hours and hours trying to reach them. They don't accept email. They just make you pay and don't deliver service. When we arrived, even the TV did not work on channels 2 and 13. They had no picture but lines and no audio at all! I finally got them to answer the phone after many, many hours on hold. They refused any kind of credit and said that I would have to have a repair person in my house during the virus! This refusal to give credit for non-service is unfair and they make the false claim that I did not contact them. We are seniors and this account was in my husband's name (John Van Sickle). At 83, he couldn't recall the "name of the account" which turned out to be our address), so without knowing that, I could not contact them on the internet until I was in our house and the name showed up when they recognized us as a customer. It's wrong that we have no other option and they take full advantage of our dependence on them for communication!

Ticket: # 4005420 - Suddenlink cannot provide the level of service as advertised and billed

Date: 6/2/2020 3:45:00 PM

City/State/Zip: Flagstaff, Arizona 86005

Company Complaining About: Sudden Link

Description

I upgraded to Suddenlink's "1 Gig Internet" plan in 2/2020, from a 200 Mbps plan. I bought a new modem as well. Since that time, they have not been able to reliably provide the advertised 940 Mbps downstream and 40 Mbps upstream or speeds anywhere close.

When I first notified the local office of this, they sent out a service tech who spent a few minutes in my home, confirmed our speeds were only 200-400 Mbps down and 10-15 Mbps up, and stated "that's the best we can actually do. They're selling a service we can't actually provide." He then left. We were charged \$60 for this "service," without any prior notice or agreement to this fee until it appeared on our monthly bill.

I next went to the local service office, with both employees there at the time stating that they had no obligation to provide any baseline level of downstream or upstream service, as all plans are advertised as "up to." I pointed them to publicly available company statements that at least 50% of advertised service is a minimum acceptable quality. They stated that was wrong, and that "as long as you get any service at all, then we've done all we have to do." They stated their company would do nothing else for me, and one of the two present stated they were the manager. They refused to give me their names.

I had already filed an FCC complaint about a previous issue with their technical support line giving me a false number, 800-879-3781, to get more help. Calling this line resulted in being put on a spam call list which continues to this day with multiple unwanted calls from various numbers per month. I had been working with a Nathan (no last name provided) in their Customer Relations Dept. on that issue, which he state would be referred to internal review and otherwise nothing further would be publicly discussed. Suddenlink would not take any responsibility or any action for the spam calls.

In speaking with Nathan about this additional issue, he confirmed the publicly available information was correct and that they have a 50% minimum service guarantee. He dispatched a Mr. Joe Marrero to further evaluate the service issue. He also refunded the \$60 fee for the non-service visit. Mr. Marrero spent about 2 hours onsite on 3/17/2020 and found multiple issues with Suddenlink's hardware outside our home. Some of it he could fix that day, replacing equipment and lines. However, there were problems with the tap hardware being both out-of-date and damaged, as well as using "obsolete settings" that needed software adjustments. He could not fix those issue that day, but stated there would be additional service visits and further work "soon."

There has been no further in-person contact from Suddenlink since that time. I called Nathan's office and left several messages over the next few weeks, and he responded over a month later on 4/24/2020 stating he hadn't gotten any of my prior calls. He stated he would look into this delay

further, and call me back in 1 week or less. He also asked that I use cecrsdl@alticeusa.com for all further contact.

Once again, I have not been contacted again in over 1 month. I have emailed Nathan without response. I've left him phone messages again as well. I've also called and emailed Mr. Marrero, with no response. My local office remains closed due to the SARS-CoV-2 pandemic. No work has been done.

Meanwhile, there have been a few times our speeds drop to 5-10 Mbps downstream, or stop working altogether for 10-30 minutes. I am a doctor trying to provide telehealth from my home, and at times cannot do so due to these service issues. I have had unacceptable service, by Suddenlink's own standards, for over 3 months now.

We are still averaging speeds at only 2-40% of advertised, with very unreliable speeds throughout the day, and yet still being charged full price for service every month. And they have the gall to continue charging monthly "network improvement fees" as well. This is wrong. In my opinion, they need to fix my service issues and provide partial refunds for the duration of time they are unable to provide the minimum service required.

Ticket: # 4005464 - Wrongly billed for false COVID-19 support advertisement

Date: 6/2/2020 3:59:05 PM

City/State/Zip: South El Monte, California 91733

Company Complaining About: Spectrum

Description

During COVID-19 pandemic, in middle of April (around 4/13), we were advertised by Spectrum customer service that we could upgrade temporarily our existing internet service plan (\$20 per month for 20 Mbps) to 200 Mbps for 2 months for FREE to accommodate our middle school kids studying at home due to lock down. The service representative also advised us that we could switch back to our original plan after two months by calling back on 6/12. However, we got billed for \$64.98 on 5/18. We called back on 6/1 regarding to billing and Spectrum representative (Melisha) confirmed that was Spectrum mistake in billing. She also confirmed that Spectrum will credit back \$184.95 within 4 business days after our payment of \$64.98. Melisha advised us to call back on 7/3 to reinstate our original service plan (\$20 per month). However, on 6/2 we got a call from Spectrum service representative (Jacqueline, representative ID XAO) acknowledging that Spectrum provided wrong/false information leading to the upgrade. She further said that Spectrum will NOT credit back as well as will NOT reinstate our original plan (\$20 per month). We feel powerless, treated unfairly, and trapped in new plan (\$64.98 per month) by false/wrong advertisement of Spectrum which we could NOT afford even though we still need internet service for our middle school kids studying at home during difficult lock down.

We are looking for billing credit which we paid and our original service plan (\$20 per month), which we could afford, to be reinstated so our kids could continue their studying at home during this difficult lock down time. Really appreciate for your helps.

Ticket: # 4005867 - Re: [FCC Complaints] Re: Internet service disruption during Covid-19 lockdown

Date: 6/2/2020 6:25:05 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Optimum

Description

This is a follow-up to your previous request # (b) (6) "Internet service disruption..."

Hello,

I am writing in response to your last email.

My issue was not resolved and I am still trying to reach out to my internet provider. I wrote a direct email to an assistant, who was working with me on my questions on May 26, 2020. I received a phone call from him the following day with a promise to look at my complaint again, but unfortunately I did not hear back from him since then.

I would like to provide an email that I sent to Optimum on May 26 below.

"Hello (b) (6)

I am following up about my claim.

(b) (6) Account Number: (b) (6)

1) I did not receive any email from billing department about my Verizon reimbursement. The last time we spoke was April 30.

2) Also, the issue with my previous bills was not resolved.

3) In total I paid from my card to optimum \$319.99 for the period March 6 to May 31. Which appears to be higher then I expected with credited amounts.

I received credits on the account with my last bill for May, however I would like to know more details about the amount.

On April 28 I received your voice message with explanation of credit:

-both appointments for \$80 each;

-service interruption from February 22 till March 6 \$36.62.

On April 30 we spoke over the phone and you agreed to remove one of two late fees - \$10.

I have this current information available about my billing:

March 1 to March 31 - \$86.72 - I would like to dispute due to the service interruption (Feb 22nd - March 6)

April 1 to April 30 - \$86.48 + late fee \$10 = \$96.48 - no questions.

May 1 to May 31 - \$79.38 - no late fee as agreed on April 30 due to ongoing investigation.

My total payments to optimum in this case have to be \$262.58, which I would like to dispute because I did not have internet service from February 22nd until March 6.

Also, I would like to ask for the credit because I paid \$319.99, mentioned previously.

4) Besides that, my monthly plan was offering \$100 Amazon gift card, which I never received and I would like to receive it.

5) I am spending a lot of time trying to resolve the issue with very few attempts from Optimum to help me. I would like Optimum to offer me one month free internet service besides resolving issues mentioned above.

How can you help me with this? I am looking forward to hear from you. I would rather not submit a complaint to the FCC about how I've been treated.

Thank you for your help in this matter."

I am looking forward to hear from you soon.

Best,

(b) (6)

Ticket: # 4005891 - Verizon internet

Date: 6/2/2020 6:47:01 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Verizon

Description

My boyfriend and I moved to a new apartment on April 15th and been trying to get internet since then. Our building has internet, but Verizon doesn't want to go inside of the apartment due to COVID which we understood and were very patient about. Original suggestion from Verizon was that they would install the internet at the end of April, then we been reached out, and they suggested that we will get internet on May 29th. We tried to email the contact person since Friday, but they never got back to us. In a current situation, when we have to work from home and catch public internet that entire building is using and which is quite slow because of that. It's rather inconvenient and frustrating that it's been 1,5 months, and we still made very little progress.

Ticket: # 4005905 - Unwanted call

Date: 6/2/2020 6:56:19 PM

City/State/Zip: Converse, Texas 78109

Company Complaining About: Senator John Cornyn

Description

I received a robocall claiming to be from Senator Cornyn, regarding a coronavirus-related town hall. At no time did I authorize anyone, even the senator, to robocall me, and I have expressed this particular sentiment when what I assume was a PAC texted me regarding the senator's election campaign. (To be clear, this is not a political complaint; I am a registered Republican, in fact. My problem is that the phone call was an unwanted robocall, and should not have interrupted my work.)

Ticket: # 4005906 - Negative Option Billing**Date:** 6/2/2020 6:56:23 PM**City/State/Zip:** Erlanger, Kentucky 41018**Company Complaining About:** Spectrum

Description

Hello,

I have tried to resolve the issue with Spectrum. However, it was not resolved. I signed up to have internet until mid-May. It was an offer by Spectrum to help students during the Coronavirus pandemic. I was never told, nor to my knowledge provided with information that stated that my service would be extended past mid-May. When I realized it had, I contacted Spectrum. First, the Spectrum associate said that they would submit a ticket to waive the bill and to check back in 3-5 days. When I did, an associate and manager told me there is no such thing as a ticket to waive the bill. Here is the gist of my complaint. I did not agree for service to be continued; in fact, I was told that it would stop mid-May. A contract required mutual assent and mutual consideration. (These are legal terms). However, I did not assent to a continuation of service. I realize there is something called negative option billing which I think may be relevant here. Additionally, I was told that a ticket would be submitted to see if the bill could be waived. I relied on the associates direction. I have screen shots of the chat if that would be helpful. The reason I am submitting this informal complaint is because I would like to see more regulation with this type of scenario. Especially since it was suppose to be an option for the impoverished under hardship due to the Coronavirus and to me seems to me to be all the more unconscionable.

Thank you for your time.

Ticket: # 4005916 - cell phone bill

Date: 6/2/2020 7:03:57 PM

City/State/Zip: Parma, Ohio 44134

Company Complaining About: AT&T

Description

I filed a complaint against ATT re: my cell phone bill. I talked to a woman by the name of Rayna Rogers. She sent us new phone's and changed our plan. She said she was putting us on the Unlimited starter plan for 120.00 a month. In addition she was also going to give me a \$20.00 manually credit for 24 months. She said my bill would be less than what I was paying and would be \$100.00 plus taxes. My April bill was \$177.48 and my May bill was \$155.73. I have been trying to reach Rayna for 2 months. I have left her multiple messages and she will not return my calls. I have talked to many reps at ATT and they all tell me the same thing which is only the office of the president can help me. I had to make a payment arrangement so my service wouldn't be disconnected because I cannot afford to pay more than I was quoted. I am asking for help to get this resolved. I was also charged late fees even though we were told ATT was not charging late fees because of the coronavirus.

Ticket: # 4006019 - slow speed

Date: 6/2/2020 8:12:48 PM

City/State/Zip: Danbury, Connecticut 06810

Company Complaining About: Comcast

Description

I have been having problems with internet speed for 3 weeks, and they keep giving me the same excuse to no send anyone to fix, with the COVID-19 situation. The technician does not need to come inside my house to fix, the problem its outside.

Ticket: # 4006056 - Comcast refuses to fix service

Date: 6/2/2020 8:43:06 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: Comcast

Description

We have had intermittent internet, which is getting worse and worse, to the point of being down more than it is up. This poses a major problem when I am working from home as the business is currently closed because of covid. Multiple calls and I was told nothing was wrong. Appointments were scheduled and Comcast would cancel because the internet was up at that particular moment. Hours and hours of trying to get a hold of someone before we had a tech come out. He noted some things that might be causing the issue, fixed them and left. Of course the internet has not improved since then. Hours and hours on hold, going through automated systems and online chatting only to be told that they see there is an issue but they can not fix it. How am I supposed to work from home if the internet provider refuses to provide the service I am paying them for?????

Ticket: # 4006152 - Getting charge

Date: 6/2/2020 10:46:48 PM

City/State/Zip: Phoenix, Arizona 85040

Company Complaining About: Cox

Description

All begin, when I moved change my service to my new place. they told me I just needed to connect my modem and everything was going to be fine, well it wasn't. I call customer service for help and they try everything they could. They couldn't send me a technician because of COVID-19. So I call April 7 to disconnect my service and they did, I even got the confirmation E-mail, and the person I spoke to said I was just going to pay 19 something dollars for the days that I still had service on my old place. But when I got the bill I was still getting charge for the new month and I'm still getting charge still now. I call billing department and they told me they couldn't do anything.

Ticket: # 4006163 - COMCAST DISCONNECTED MY SERVICE DURING PANDEMIC**Date:** 6/2/2020 10:55:17 PM**City/State/Zip:** Sacramento, California 95822**Company Complaining About:** Comcast

Description

i signed up for comcast internet essentials in december. within 2 months i started having problems. first, my newly purchased computer was hacked and my OS was changed and my OS backup partition was deleted before i had a chance to make a copy of it. then i began having internet problems. i literally called comcast at least 3 times a week plus the numerous times i had to hard reset the gateway device plus all the other crap i had to do within comcast piece of crap phone apps that u have to install. then the apps wouldnt work and i would have to delete them and reinstall them. one app would tell me i was connected and the other app would tell me i wasnt. then one day i come home from work and my service was disconnected. my account did not show i had internet service anymore. i auto pay my bill of \$9.95 every month so i know it is not because of billing. not to mention that we are in the middle of a pandemic and utility companies are not allowed to shut off our service for any reason. i was never notified it was being shut off or anything. when calling comcast customer service u cant get a person. chat assistants told me they could not access my account and i need to contact internet essentials. internet essentials says to contact xfinity customer support. finally i got ahold of a person and was told it was disconnected bcuz someone called and tried to activate service to the same address. when i asked who called and did this i was told i could not have that info. i told them that some person, anybody can call and try to hook up service at my address and so they can just go and disconnect my service without notifying me or contacting me first AND I CANT GET THE INFO OF WHO THIS PERSON IS? WOW! THATS HOW U DO BUSINESS COMCAST?

i'd also like to report that since all of this has been going on, i believe both of my phones have also been hacked and i'm being spied on, possibly stalked and sabotaged.

NOBODY AT COMCAST WILL GIVE ME AN ANSWER AS TO WHY THEY SHUT MY SERVICE OFF WITHOUT MY PERMISSION, WITHOUT NOTIFICATION AND DURING A PANDEMIC WHEN THEY ARE TOLD THEY CAN NOT SHUT OFF SERVICE FOR ANY REASON. I ASKED FOR SERVICE TO BE TURNED BACK ON BUT THEY HAVE NOT DONE IT.

I DON'T EVEN BELIEVE THE CHAT ASSISTANT AND CUSTOMER SUPPORT IS REALLY EVEN COMCAST. MY PHONES ARE BEING SPIED ON AND CALLS AND MESSAGES ARE INTERCEPTED.

IF IT'S THE GOVERNMENT AND ILLUMINATI OR JUST MY ASSHOLE ROOMMATES AND THEIR FRIENDS, OR STUPID HACKERS IN INDIA OR SOMETHING, YOU ALL SATANISTS WITH 1 AGENDA. AND NO MATTER WHAT GOD WILL CLEANSE THE EARTH OF ALL EVIL. THAT TIME IS COMING SOON

Ticket: # 4006228 - Overage charge due to COVID

Date: 6/3/2020 3:23:34 AM

City/State/Zip: Mountain Home, Arkansas 72653

Company Complaining About: Sudden Link

Description

I have a few different problems that have been adding up and I am finally tired of dealing with them. First, every year we have had service through Suddenlink, our bill has gone up, our monthly bill has increased by \$10 per month with no communication stating that it would be increasing. Second, you can't handle a bill dispute at your local office, you have to call the hotline. There are times I have been on hold for an hour or longer just to get to talk to a representative. Lastly, my last bill had an overage charge of \$180 due to schools being restricted to online schooling and my entire family was at home, all day long, using our internet for schooling. I have two kids that are in school and my wife and I are both teachers and we have had to use our time at home to create lessons and meet with our students through video conferencing. I called Suddenlink to see if something could be done about lowering my bill and I was told no. I asked to speak to a supervisor and I was told one would call me back in 20 minutes. I waited 2 weeks and still did not get a call. I called again and was told that a supervisor would call me that night and once again, I did not receive a call from a supervisor. I called a third time and was finally told by a regular associate that they only thing that they were doing in response to COVID was allowing customers to pay their bill late. As mentioned, my wife and I are teachers and we work hard for the money that we get to bring home. I was hoping that Suddenlink would work with us in response to COVID happening and as a result, us having to go over our limit, but that was just not the case. There are several people in our area and state that have had issues with Suddenlink and their lack of customer support.

Ticket: # 4006237 - Internet Speed

Date: 6/3/2020 5:11:07 AM

City/State/Zip: Kenner, Louisiana 70065

Company Complaining About: AT&T

Description

I currently use AT&T Uverse for my internet, however, I have found since February my internet speed slows down throughout the month, especially the towards the end of the month. I have contacted AT&T several times to see what the problem might be, however, they just give me the same general answer "due to covid19, and ore people at home we are experiencing slow internet speed."

Ticket: # 4006246 - Internet falure

Date: 6/3/2020 6:42:18 AM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Optimum

Description

New cable boxes installed on June 2nd, 2020 failed to provide internet by 1:00 AM JUNE 3RD.

The whole family works and study from home during COVID pundemic. Its a DISASTER to be left without internet.

Ticket: # 4006328 - Windstream dragging there feet on firm order commitment to Port

Date: 6/3/2020 8:38:36 AM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Windstream Communications

Description

We have been attempting to port there numbers since April and finally received a FOC for 6/12 but due to COVID-19 the customer needed to push the date to 6/26 and again they have started to play games. We already had a FOC why not change the date of the FOC from 6/12 to 6/26. Thank you

Ticket: # 4006358 - Re: Request updated: Fiber optics not available

Date: 6/3/2020 8:59:46 AM

City/State/Zip: Oak Grove, Missouri 64075

Company Complaining About: Centurylink

Description

This is a follow-up to your previous request (b) (6) "Fiber optics not available"

I have not had a response from my last email. I understand with the COVID 19 shutdown, but now it is lifted. Please respond to the email below.

Again my question has not been answered.

CenturyLink responded that internet via fiber is not available to my home. My question remains WHY? If the fiber cable is ran in front of my home, why can't I get internet via fiber. Why is it not available? ? ? ? Does CenturyLink need more equipment? ? Modern technology? More nodes? ? ? CenturyLink spent a lot of money running the fiber cable past my house, why can't I access internet via fiber? ? ?

The ADSL technology that is available at 10 Mbps download is an antiquated technology in this day and age of high speed internet.

My question is why is internet via fiber not available to my home? ? I am not asking what is available, I am asking why I can't get internet via fiber that is ran in front of my home. It is there, Why can't I access the internet via fiber? ?

From: FCC <consumercomplaints@fcc.gov>

Sent: Friday, February 7, 2020 8:21 AM

To: (b) (6)

Subject: Request updated: Fiber optics not available

Ticket: # 4006360 - keep america connected

Date: 6/3/2020 8:59:59 AM

City/State/Zip: Canton, Michigan 48187

Company Complaining About: Wow

Description

since the release of the "keep america connected" by the fcc over 750 companies have agreed and extended to june 30th. i am a wow way! internet customer and since this pandemic began called to flag my account as a cover-19 related case as i lost my ability to work due tot he virus shutdown. as such i have still received a late fee every month in which i need to call and argue for about 30 min before its removed. after thee months of this nonsense my service was shut off this morning. i called wow to inquire and they have stated its due to non payment. i replied advising of the "kac" agreement and have been told they would reconnect me for 5 days and then start the process all over again as i will be disconnected again. i advised them that there own website clearly states the fcc policy on "kac" and that they have committed to following its guidelines of non interruption until jun 30. it is the 2nd of june and i cannot imagine having to call every 5 days to reconnect my services. i have not made any effort to not pay as much as i can as i don't want a large bill come end of the month so i have been paying as i can and significantly lowered the balance to \$45. Am i being given the short end of the stick because i actually made payments unlike the rest of the people allowing there balance to raise significantly? this is horrible.

Ticket: # 4006418 - CenturyLink unfair practices

Date: 6/3/2020 9:36:28 AM

City/State/Zip: Greenville, Alabama 36037

Company Complaining About: Centurylink

Description

Because of Covid-19 we have had to tighten our belts. Groceries are more expensive and our grocery money doesn't go as far. I called CenturyLink to cancel our phone service and just pay for internet. We have had just internet in the past. They told me on a few different calls, that I couldn't stop my phone service because they would cancel my account all together. We have to have internet, especially now since he's a full time student and his classes are completely online. I feel it's extremely unfair to keep us from saving money to help our family in this difficult time we live on less than \$2000 a month and I am disabled. We also care for my brother-in-law since his stroke. He's a hemiplegic and nonverbal.

Ticket: # 4006426 - Disconnected — COVID-19

Date: 6/3/2020 9:39:54 AM

City/State/Zip: Jacksonville, Florida 32209

Company Complaining About: AT&T

Description

Due to the National pandemic, hadn't been able to make payments and they disconnected service. Was planning to make a payment on the 6th

Ticket: # 4006510 - T-Mobile Automatic Payments**Date:** 6/3/2020 10:25:24 AM**City/State/Zip:** Fort Worth, Texas 76147**Company Complaining About:** T Mobile

Description

When I switched cell phone provider from ATT to T-Mobile in the fall of 2018, I signed up for auto pay. Everything worked perfectly. When the credit card expired in November 2019, I updated the credit card on file and ever since T-Mobile has disconnected my cell phone for non-payment. Every month I call in; they will not take any action until the payment is made, and they reassure me that the the auto pay has been updated and will work the next month. Seven months later - it is not fixed. T-Mobile just disconnected my phone for non-payment in the middle of a pandemic and race riots. Please fine them for their ineptness.

Ticket: # 4006541 - Xfinity internet Service**Date:** 6/3/2020 10:37:23 AM**City/State/Zip:** Valley Springs, California 95252**Company Complaining About:** Comcast

Description

Hello- I filed a complaint April 20th. I heard back from a Xfinity a few days later. Xfinity said they were sending someone to survey the area and to discuss options for constructions for internet service. Well I never heard from them again. I have made MANY calls to Xfinity and they keep giving me the run around saying they will do something and then don't! My last returned phone call from xfinity was an automated call saying " we're sorry we don't service your area" What can of call is that?! I still don't have the answers as to why and how do I get it !!

A comment from FCC said the provider is required to send a written copy explaining that. It has been 6 weeks. I have called Xfinity dozens of times over the last 3 months I have received 3 call backs. 2 from the relationship manager, who blew me off/didn't do what he said he was, and last call from the automated service. I NEED to know HOW I get their service and or WHY Xfinity will not service our location. I have been calling Xfinity since COVID school closure mid-March. We are in DIRE NEED of internet service for homeschooling / distant learning. Especially with the uncertainties of when schools will be re-opening. We need a reliable service the can help provide the education my children deserve! Xfinity surrounds our neighborhood there is no reason they cannot supply us with service. Any help or suggestions from the FCC is SO greatly appreciated. I just don't know who to go to or what to do. Please advise.

THANK YOU

Ticket: # 4006588 - COMCAST charging me for services not received**Date:** 6/3/2020 10:49:27 AM**City/State/Zip:** Miami, Florida 33155**Company Complaining About:** Comcast

Description

First week of March 2020 only two boxes (out of 7) and the modem were working. Contacted Comcast to troubleshoot the equipment several times to no avail. Due to Covid-19 and both my husband and I having returned from a trip as well as being of a certain age we were under lockdown and no tech could come in to try and fix the problem(s). Finally middle of April the last two boxes and the modem stopped working. Again called Comcast to troubleshoot as well as contacted via chat and no results, during those calls I was assured that the account would be adjusted to show I was not receiving service. Finally around April 17th/18th (I have all the documentation of the equipment return) I called Comcast to let them know I will be returning the equipment and the account should be cancelled. I monitored the account for several days/weeks after the equipment was reported delivered by the carrier and the equipment showed "processing". It was finally processed and I expected all was well. Next thing I know I received a bill as if the account was never closed nor adjusted for non-service. I chatted with Comcast was told to call since they account had to be closed (again) on phone. I did and was assured that the account would be closed and credited retroactively to March. Yesterday I received another bill, this time PAST DUE for yet another month of services. I tried chat since I felt I needed proof of what I had done since the phone leaves no trace of what was discussed. I was told my account was open and that I needed to call in order to cancel. I explained that I had done just that in more than one occasion and that I was basically lied to that it was going to be done and was not; leaving me with no proof. The chat could not help and I went full circle to the beginning. I don't understand what is going on but realize that calling to cancel, yet again, is not going to solve my problem. I will continue with no proof that I want to cancel, that I have no equipment since April, that I have no service since then and only partial service since March... This is a disgrace and Comcast should be strongly reprimanded or fined for this behavior. I have been a customer for 11 years with impeccable record and automatic payments taken out monthly. I don't deserve this!!! I do not owe them a cent and WILL NOT BE BULLIED INTO PAYING THEM...PLEASE help me!!!! Where do I send you the documentation I have on the return equipment and the chats?

Ticket: # 4006634 - Spoofed scam calls

Date: 6/3/2020 11:00:13 AM

City/State/Zip: Pickerington, Ohio 43147

Company Complaining About: None

Description

Monday and Tuesday I received 7 telemarketing phone calls.

It's Wednesday and it's already started at 10am

I'm on the do not call list.

I've had to set my Apple phone so if the calls aren't people in my contacts my phone won't ring.

Please stop these harassing calls from whoever it is calling.

The phone numbers calling are always different. My voicemail message even tells I don't buy from telemarketers nor answer their calls. This has been going on for months. It slowed for covid19 but lately it's REALLY BAD

Please Help Stop This.

Ticket: # 4006692 - Kimberly and Beck 95.1 Rochester NY

Date: 6/3/2020 11:21:41 AM

City/State/Zip: Rochester, New York 14609

Company Complaining About: I Heart Radio

Description

These two have repeatedly used racist language especially on 6/02/2020. They also repeatedly spread wrong information about COVID that could result in sickness or death.

Ticket: # 4006730 - Re: Request received: Service

Date: 6/3/2020 11:35:08 AM

City/State/Zip: Bronson, Michigan 49028

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request (b) (6) "Service"

To whom it may concern,

Here we are not even a year later and again dealing with the same issue. I received my bill for this month and for no reason it had increased over \$30.00. I called for assistance with the bill and was informed that there is nothing they can do. I am asking for help in our area for the high price and poor service we receive in our area from Frontier. This is a rural area that Verizon used to care for but was bought out by Frontier. We as consumers were to be grandfathered into their service which never happened. Frontier has continued to provide poor service but because we're rural and we have no other choice we are forced to pay out bills and suck it up. It is especially frustrating when you pay your bills regularly and consistently receive poor service. I am on a fixed income that does not change yet everything else around us continually goes up. Frontier knows that our area has no other choices so they do NOT have to do a thing or provide good service. I have had their service people here to assist me just to be informed they had turned down what little speed I have. We as consumers are not even aware that they are slowing down our speeds in an attempt for the consumer to buy a faster service, where does it end?

Please, please, please can someone help us with this issue or direct us to who can help? I have talked to other families in our area that are having the same issues, if you need names we can provide them.

It is very sad that we have to request help regarding such issues when we have major issues going on in our world such as Covid, riots and murder. A billing/service issue seems menial compared to those issues. I guess however, it is just as important in some ways since that is a service we count on yet is NOT readily available while being shut-in for three months.

Thank you listening to our concerns and please HELP us with this price gouging, poor customer service issue.

Sent from my iPad

Ticket: # 4006841 - elected official - radio show

Date: 6/3/2020 12:05:14 PM

City/State/Zip: Dobbs Ferry, New York 10522

Company Complaining About: Wvox 1460am

Description

In Westchester County, NY, there is an elected official who hosts his own weekly radio show every Friday at 10:00am. He is not a guest on the show, but rather he hosts the show and controls its editorial content. I want to know if elected officials are allowed to control a broadcast medium like this to effectively promote themselves. The elected official has also used the show to promote irresponsible medical advice about the COVID-19 crisis, and promote the businesses of other people who are his friends.

Ticket: # 4006883 - SERVICE INTERRUPTED

Date: 6/3/2020 12:16:01 PM

City/State/Zip: East Orange, New Jersey 07018

Company Complaining About: Verizon Wireless

Description

My service was unjustifiably interrupted after making arrangements (which is properly denoted in my record). I contacted Tom at executive relations as I've spoken to him from another issue (1-800-779-2067, ext. 2143804), and was UNABLE to resolve THIS issue. For record I have an email 6/2/20 recognizing the payment arrangement. MY SERVICE WAS STILL INTERRUPTED
During this time of COVID and SOCIAL INJUSTICE ... SHAME ON YOU VERIZON!

Ticket: # 4007055 - ATT REFUSES TO TELL THE TRUTH AND REFUSES TO FIX MY ACCOUNT

Date: 6/3/2020 1:03:10 PM

City/State/Zip: North Las Vegas, Nevada 89032

Company Complaining About: AT&T

Description

I contacted Att before the pandemic and let them know my cellphone bill and the way my account was set up was wrong, I was promised a call back I never got. I had 2 additional lines I needed removed and this never happened. When then pandemic began my account was accumulating charges on lines I wasn't using I told this to att and that I had been awaiting a call back they said it was nothing they could do and I owed all the money even though they knew I was waiting on a resolution. I signed a waiver to prevent my account being disconnected and att still has suspended my services twice.

They are telling me if I don't pay them

800 in a pandemic \$400 of which are for 2 lines they were supposed to be removing for me and never called me back.

I called again in April they told me they would be applying credits to fix my account and still I waited for a call from a supervisor that never happened

Today I spoke with collections manager Annette who told me I must pay \$267 in order to have my services restored even though I signed a waiver in which att said they would not suspended my device or interrupt services.

Annette told me she saw a ticket for credits on my account but it was denied and no one contacted me to tell me.

Ticket: # 4007125 - SuddenLink Internet Speed

Date: 6/3/2020 1:22:46 PM

City/State/Zip: Kinston, North Carolina 28504

Company Complaining About: Sudden Link

Description

The consumer states that she has internet services with SuddenLink.

The consumer states she has a website which she paid \$200 for and now she can't even use her site because of the internet issues.

The consumer states that her kids aren't even able to finish their school work during his COVID-19 Pandemic.

The consumer needs them to come out and fix the issue.

The consumer is paying for services she is not receiving.

The consumer states that they should provide Fiber out to her area.

The consumer needs credit to her account if they aren't going to fix the issues.

Even if the issue does get fixed she would like a credit for the times she paid for full service and didn't receive it.

CTR-415

Ticket: # 4007316 - Dish TV service is awful

Date: 6/3/2020 2:07:46 PM

City/State/Zip: North Yarmouth, Maine 04097

Company Complaining About: Dish Network

Description

I am the POA for one (b) (6). He has alshemiers and cannot make a complaint himself. His Satellite TV service is via Dish-TV and it is the most terrible service ever since a technician added new equipment several months ago. It seems to drop service when changing satellites channels and then he is unable to get the service back.

I have tried to complain to Dish TV but they have the worst customer service I have ever run into. When dialing into their consumer line the voice mail system is of poor quality and awful level and full of distortion. I called and waited 1 half hour for a live customer service representative. His voice was nearly unintelligible due to the distortion. I tried to explain the problem and told them that if not satisfied I was going to file an FCC complaint. I even asked to speak with a manager and I could not hear him. I repeated my problem and he said they could send a person on the 17th of June. I said I was filing an FCC complaint as I have been chasing this around for over a week .

There must be a ton of complaints about there customer service as it is non-existent.

I understand the difficulty that businesses is having with the result of the Corona virus but enough is enough. If service is not equal to the cost then he should be getting rebates. I expect a reply and follow-up .

Ticket: # 4007333 - Sprint won't release my #

Date: 6/3/2020 2:14:39 PM

City/State/Zip: Grand Rapids, Michigan 49525

Company Complaining About: Sprint

Description

Sprint won't release my # or reactivate my phone on their network. I have had this # for 15 years and need it for business *especially now as I have no other means to contact my customers due to Covid-19-working from home. **much more details to follow upon inquiry-please help!! Thanks!!

Ticket: # 4007337 - low speed internet-2.1mbps can't work at home, etc

Date: 6/3/2020 2:15:11 PM

City/State/Zip: Eolia, Missouri 63344

Company Complaining About: Windstream Communications

Description

Windstream has not upgraded their service since it began service, some 20 years plus. Can't work from home, can't watch videos, can't watch news videos. I have lived same place for 30 years - Covid 19 news says stay at home -can't because of internetspeed

Ticket: # 4007367 - Re: Number Portability and Cancelled Service

Date: 6/3/2020 2:22:57 PM

City/State/Zip: Alma, Georgia 31510

Company Complaining About: Entouch Wireless (boomerang DbA Entouch)

Description

This is a follow-up to your previous [REDACTED] "Number Portability and Cancelled Service" Since the FCC has made it clear it will not do anything to help me with enTouch, and have issued a letter stating I have to sue, I will contact a law firm. Now that the country is opening back up from Covid-19, there are hundreds of hungry, blood-thirsty law firms that are desperate and would love nothing more than to file suit against a company like enTouch. It's ridiculous that this is necessary just to get a phone number back that they stole from me, no fault of my own. And I'm sure the law firms will look into how this was handled, or mishandled by the FCC as well. Thanks for supporting enTouch against me!!

Ticket: # 4007486 - Abusive billing during mandated COVID-19 business shutdown**Date:** 6/3/2020 3:00:08 PM**City/State/Zip:** Bristol, Pennsylvania 19007**Company Complaining About:** Comcast

Description

Our business was shut down by the Pennsylvania governor's order on March 15, 2020. We are still currently mandated to be closed. Shortly after this shutdown, I called Comcast to say we would not need their services (Cable TV and Internet) during the shutdown. The rep on the phone at the time said they would offer to forgive one month of service for now while they were working on their more permanent plan of providing relief for small businesses impacted by COVID-19 shutdowns. Since then, Comcast has continued to bill at full rate and now states we have an outstanding balance of \$741.20... for services we already told them we don't want. Multiple times during the past two months, we have attempted to engage with Comcast via both phone calls and online chats, only to have chats only answered by an automated bot, and phone calls stay on hold for 30+ minutes and then abruptly disconnected. I finally was able to talk to a Justin today at Comcast who said there is nothing they can do with the past bill. He also said there was a business support plan introduced for ~ \$30/month with paused TV and reduced Internet. This was NEVER offered to me. I would have taken that option. Justin told me that Comcast doesn't proactively send out info about this option (although I pointed out to him that Comcast had no problem sending our flyers and email soliciting me to purchase more services from them during this shutdown), and that it was my responsibility, as the customer, to call in and request this. So, I was supposed to call a number that never gets answered and request something that I didn't even know exists??? Justin said he talked to a supervisor that said there was nothing they can do about the prior bill, but when asked, Justin refused to give me even the first name of this alleged supervisor. I asked Justin to confirm the call was being recorded to document that Comcast was refusing to provide any relief and refusing to identify the person making this decision. I was given a Ticket # of (b) (6)

This is clearly a case of a big company taking advantage of a small business that is suffering from \$0 revenue during the COVID-19 government-mandated shutdown.

I ask that you review Comcast's abusive behavior, including their inability to provide customer service that is reachable in a timely manner to even attempt to resolve customer issues. BTW - After told that I would not be given any relief, including not even retroactively provided the \$30 option for limited service, I asked to have my service cancelled. That led to be putting on hold for 30+ minutes without anyone answering.

How does Comcast get away with this abusive behavior where they rape their small business customers and don't even provide the customer support capacity to cancel service?!

Please also let me know if there are any additional avenues to pursue to report improper COVID-19-related business practices.

Ticket: # 4007673 - Suddenlink internet service issues

Date: 6/3/2020 3:47:43 PM

City/State/Zip: Indianola, Mississippi 38751

Company Complaining About: Sudden Link

Description

Consumer has been receiving little to no service at all

Consumer has been working from home since Covid-19

Consumer also runs her business from home

Consumer switch over from a business account after 13 years thinking she might get better service but it is worst

Consumer has received no information for a tech visit that can go up the pole

When tech does comes out he states the line man needs to replace the node

Consumer stated she was told there is an outage in her neighborhood

Consumer stated when she checks with her neighbor their service is working only her service is not working

Tech refuse to give supervisor number, when he can't fix the problem

Consumer wants continuous working service and a credit for the down time

Ticket: # 4007756 - SPECTRUM INTERNET

Date: 6/3/2020 4:19:24 PM

City/State/Zip: San Gabriel, California 91776

Company Complaining About: Spectrum

Description

Back in January 2020, i called Spectrum to negotiate my Internet price as they have raised it for the same speed of 200 mbps from 54.99 to 69.99. I complained that it is too high for Internet Speed of 200 mbps when I am just getting 90 mbps on the average. He said that they guarantee speed up to 200 mbps and do not guarantee to get speed of 200 mbpd. Saw I asked him, if that is the case, what is the Internet percentage lose. He said 5-10 percent is the normal average. I replied, if that is the case, 90 mbps is more that 50 percent. He said, i should call support to fix that issue. We got back to the matter of the pricing, He offered to raise my speed to 400 mbps for 59.99 for 3 years to keep the account rather than move to AT&T for 39.99. I then ask him if they need to exchange my equipment. He said no and the new speed will take effect in 24 hour.

Five months later, i am still getting poor Internet speed that now working from home because of the COVID 19, has made it worst. I called for service and the technician who came has replaced my equipment and cable because he thinks it was what was causing the problem he got from his tester equipment. After all the work he did, he concluded that there is a problem with their service. He said he will file a report and another technician will work on the cable or equipment outside the house.

It has been a week and i have purchased a new equipment a week ago as well to make sure it is not my router that is the problem. Today, they have not worked no my issue and has been stalling me by saying they did not find a problem or they are having an outage but it will be resolve soon or they are resting my connect to fix the problem aside from having me reset my modem and router to fix the problem. The problem still exist and I am filing a complaint in hopes they (Spectrum) can fix their equipment or service to match what I have been paying. I am paying for 400 MBPS but I am getting same speed before even with the price increase. I have paid them for years but they have not provided the speed they promise on they plan.

Ticket: # 4007886 - Service/COVID-19/ Service interruption

Date: 6/3/2020 4:52:41 PM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Comcast

Description

Consumer states that she has no internet in the middle of the COVID-19 pandemic. Consumer states that she has try to re-boot her system but apparently is not working. She called multiple times consumer service and she is unable to speak to an agent. Consumer needs her internet to be restore immediately, consumer states that she was about to pay her service and they disconnected her service due to no payment. Consumer states that she made the payment into her account for them not to disconnected the service and they still did it. Consumer needs her service to be connected due to the pandemic and the protester going on in Chicago.

ctr408-phone

Ticket: # 4008091 - Late Fees

Date: 6/3/2020 5:58:54 PM

City/State/Zip: Linwood, Pennsylvania 19061

Company Complaining About: Verizon

Description

My complaint is against Verizon. The Governor ordered that utility companies in PA are not to charge late fees due to the hardships caused by Covid-19. I contacted Verizon after receiving several bills which included late charges & was told they will not remove or reimburse me. I am asking for assistance as I have been a loyal customer to Verizon for the last 9 yrs.

Ticket: # 4008122 - dish tv local chanel

Date: 6/3/2020 6:20:51 PM

City/State/Zip: Lucedale, Mississippi 39452

Company Complaining About: Dish Network

Description

I live in Lucedale, Mississippi. The only local channels that are available are for Mobile, Alabama. Due to this, I am unable to follow the Mississippi Covid-19 requirements on an up to the minute basis. I know what Alabama requires, but I don't live in Alabama. I would like Mississippi channels. This is also an issue with hurricane preparedness. Please help!

Ticket: # 4008192 - Overcharging and insufficient means to access feasible ways to change plans

Date: 6/3/2020 6:59:59 PM

City/State/Zip: San Clemente, California 92672

Company Complaining About: Cox

Description

I recently acquired internet services from Cox communications immediately before the lock down was instituted. During this time Cox has completely blocked the ability to change plans online and is coercing customers into paying extra while offering others lower prices. If I was able to go to another ISP I do not have a choice as AT&Ts offering is as slow as dial up especially with multiple devices. Their website was literally impossible to use and impossible to change my plan to the plan I wanted as their new customer pricing expired when finally the dust of the corona virus began to settle.

Ticket: # 4008270 - Xfinity/Comcast lack of contact

Date: 6/3/2020 7:45:26 PM

City/State/Zip: Jacksonville, Florida 32219

Company Complaining About: Comcast

Description

Xfinity/Comcast claim to have 24/7 assistance for all problems related to your Xfinity services. Due to COVID-19 their stores are closed and they are not doing in-home repairs. This is understandable, however, they also do not have a way for you to call by phone and get technical support and the online chat is NOT working. The online payment is working perfectly however. I currently have Cable, WiFi, Phone and Security with Xfinity. I should be able to reach the company to report problems with any of these services.

Ticket: # 4008283 - att billing

Date: 6/3/2020 7:56:17 PM

City/State/Zip: Tooele, Utah 84074

Company Complaining About: AT&T

Description

in march i was billed 581.22 for a phonw bill that was 313.00 (ish).

fore 11 weeks i tried to get ahold of someone to figure out why. when i did get ahold of someone and i asked them to turn my kids phones down to the minimal servise that they provide with phone andtext. i was told that i wouldhave to out right buy the phones.

i then called my bank and reversed the payment. im not on auto pay what so ever with att.

i recently was put on the covid19 re leaf program. they are not honoring that. this moring i woke up to a disconnected phone. left my kids at home with no way of making any calls if needed be. now they are telling me that it will be 400 to turn back on. now that ive paid that they are strong arming me into paying them 974.00 within 27 days or they will turn off my service again.

Ticket: # 4008332 - COMCAST SERVICE FOR INTERNET, PHONE AND CABLE

Date: 6/3/2020 8:30:07 PM

City/State/Zip: Arlington, Virginia 22203

Company Complaining About: Comcast

Description

For the three years I have been a customer of Comcast in Arlington, Virginia, I have had major issues of disruption of services due to technical errors that have pervaded my land line phone, my broad band Internet and my television. I have been unable to watch television and use the Internet at the same time. I often cannot watch a movie or program without the service being interrupted sporadically so that I cannot even enjoy a movie or program. My company, KCW Design Group, LLC provides Veteran transportation for the VA between hospitals and clinics/appointed designations. If my land line is not working, my staff cannot get in touch with me to correct the problem. During the Covid crisis, this has substantially interfered in my ability to address a crisis because of the unreliable service for home phone and Internet. A technician visited my property to "correct" the services problems and was incompetent and rude. I have been dealing with this for 3 years and I ask that it be fixed once and for all and that my billing account be "zeroed" out. I can be reached by email at

(b) (6) Thank you for resolving this on-going problem with Comcast.

Ticket: # 4008349 - Higher prices and the Nastiness of representative

Date: 6/3/2020 8:46:15 PM

City/State/Zip: Monroe, North Carolina 28110

Company Complaining About: Spectrum

Description

Spectrum increased my bill \$70, due to a promotion that I did not have before hand ended. I have basic cable, phone, and Internet. I called tonight to ask questions about my bill, which I did not know would wind up to be a fight and a battle! Two things, month ago I called to get another box and it took 12 days to get and I was told I would be charged once it was activated. According to the man I spoke too, he said I was charged before all of it, (how can you charge for something I did not get) Second when I called tonight, I had to deal a nasty person on the phone, which yeah I got nasty back, I was trying to ask him questions, and he was annoyed that I was trying to get to the bottom of why the bill is so high. We raise prices during a pandemic.

Ticket: # 4008408 - Cricket wireless coved 19 scam

Date: 6/3/2020 10:00:56 PM

City/State/Zip: Huntley, Illinois 60142

Company Complaining About: Cricket

Description

I have (2) family plans with cricket wireless for approximately 10 years. The plan is 5 family members for \$100.00. The advertised a new plan for 15.00 a line. I called cricket along with other family members to see if we switched to the 15.00 a line that it was not temporary and would last otherwise, I would not switch. As to verify this I called in to different customer service individuals and received the same answer that you would be grandfathered in and as long as you don't make changes the 15.00 a month would not change. So after having the same family plans I decided to switch because of what their customer service people told me three times in three different calls. Also, my family called and received the same answer as I did. We switched in the middle of May, 2020 and was notified on May 29th, 2020 that the 15.00 plan on July 15th the plan will be no longer available and will be moved to a 30.00 a month plan.

I also had two family members switch to cricket for the 15.00 /month plan from another provider. She called numerous times and was told that price will not change unless you make a change to this account and you would be grandfathered in. We believed the because our previous plan for 10 years was grandfathered in as long as we didn't make any changes. Why would we switch our plan to save 5.00 a month for two months to have the charge an additional 10.00 a month after the two months. Cricket lied to me and my family on numerous calls. They are taking advantage of the Covid 19 hardship and should be ashamed of themselves!!!! Spamming people in hard times is a horrible thing to do. This is a total scam and needs to be looked into.

Ticket: # 4008416 - Hughes net Internet speed

Date: 6/3/2020 10:11:35 PM

City/State/Zip: Point, Texas 75472

Company Complaining About: Hughes Net

Description

Hughes net promised plenty of speed to stream movies and use multiple devices with their internet service. It's no where near enough to stream Netflix and that be the only device online. I need to be online for teaching from home during the Covid pandemic. My laptop runs so slow at times that it won't load certain educational pages. If they could get me the speed I need to do these things that would solve my problem. Otherwise I'm paying \$75 a month for nothing.

Ticket: # 4008435 - Unstable internet speeds/availability

Date: 6/3/2020 10:33:26 PM

City/State/Zip: Tarboro, North Carolina 27886

Company Complaining About: Sudden Link

Description

Starting around 03/10/2020 (see attached pictures), the internet speeds have been inconsistent and only reaching about 15% of the advertised speed for nearly two months. The problem started around the time NC received its Stay at Home Order. The unstable speed has caused issues with me working from home as well as the children being home all day from school. The technician that came on 05/05 said the problem was on the pole and he would put in a work ticket. I was charged \$60 for his visit and told two weeks later that he tested positive for COVID-19. A week after his visit and nobody came to work on the pole, I call back and find out the work ticket did not get sent so an appointment is made for the following week. Tuesday, 5/19 and no tech. I call support to just be given another appointment. Thursday, 5/21 no tech again. When I call this time, I was told I could get more than double my speed for \$10 more per month. I figured this was a decent deal and might get someone to come out. Maintenance tech visit rescheduled again for 5/28. Thursday, 5/28 a house tech came to upgrade my equipment for the faster speed package but is limited with my pole/line issue. Scheduled maint. tech visit was skipped again that day and then again on 6/3. My speeds improved for a short while after I called in to activate my personal modem in place of the rental but were unstable again in less than a week. Suddenlink's suggestion is to reschedule a maintenance visit. Compensation has been denied along with a request to remove the \$60 initial tech charge.

Ticket: # 4008459 - Covid 19 scam

Date: 6/3/2020 11:15:18 PM

City/State/Zip: Magalia, California 95954

Description

A woman with an accent left a message on my cell phone stating that I had tested positive for the Covid 19 virus and to call her to deal with the "release" of my medical records etc... Since I have not been tested for Covid 19 and I live in California, not Colorado where the number originated, this is obviously a scam.

Ticket: # 4008692 - Slowed incoming data

Date: 6/4/2020 10:07:03 AM

City/State/Zip: Sedalia, Missouri 65301

Company Complaining About: Verizon Wireless

Description

I have had the same cell phone service provider for approximately 15 years with no issues with incoming data but since COVID-19 myself and many others in my community and across the state have been is having issues with dropped calls slow incoming data slow outgoing data which I believe to be at the hands of our provider or From federal regulations. I have spoke to my provider about the issue and they suggest that I get a booster in the home because I am in a weak signal area. I have had good Internet service up until the last few months which leads me to believe this is not a issue that I can take care of at home nor should I. I truly doubt that this is a provider issue simply because it is systemic across our community and state. I hope you will look into the situation to find who is controlling the input and output of cell signals/Internet signals.

Ticket: # 4008695 - Severe service issues

Date: 6/4/2020 10:08:08 AM

City/State/Zip: Burlington, Kentucky 41005

Company Complaining About: Cincinnati Bell

Description

Please allow me to introduce myself as a resident of Boone County and the City of Burlington. My wife and I own and live at (b) (6) along with our two children. I am writing to ask for your review and assistance with the lack of reliable high-speed broadband services in our area. Our current provider is Cincinnati Bell, and the current maximum speed Cincinnati Bell offers to our home is 10Mbps. However, our actual average speed is much lower at only between 1-3Mbps. These speeds are reminiscent of the dial-up service at the infancy of the internet age.

My wife and I are both work-from-home employees for our respective companies. The recent COVID-19 pandemic and its resulting "stay at home" orders has caused in increased need for and reliance upon access to the internet for us to perform our jobs. Between participating in video conference calls, screen sharing and live presentations we are finding that internet speeds of at least 50 Mbps, and preferable 100 Mbps or more are necessary for us to perform work functions. Further exacerbating the issue, schools being closed due to the COVID-19 pandemic has required our children to perform their school work at home. Due to our very limited internet speed, our children are not able to complete their assignments in the allotted timeframes.

Per the FCC Fixed Broadband Deployment website our address is supposed to have access to 7 internet service providers. Of these, only Cincinnati Bell and Charter Communications (Spectrum) claim to offer speeds of 50 Mbps or greater.

However, the reality of the situation is that neither of these carriers, nor any of the others, actually offer speeds approaching 50Mbps in our area.

Cincinnati Bell does offer its 50Mbps service up Peel Road to a point, but that service stops at Garber Road. The same is true with Spectrum who offers speeds up to 940Mbps to our closest neighbor on Peel Road.

We have had numerous discussions with both Cincinnati Bell and Charter Communications (Spectrum) over the past two years and have had no success in convincing either to extend their high-speed service to all the residents of Garber Lane and the remaining homes West of Peel Road.

Within the past month, we have had discussions with Cincinnati Bell to inquire about the cost of having its high-speed service extended to our home at our expense. Cincinnati Bell's quote was \$95,000! Obviously, this quote is far outside what we consider reasonable for what has become an essential utility.

I am asking for your assistance in working with these providers to improve their very limited infrastructure. Asking our family to spend \$95,000 to gain access to a vital service that our neighbors on Peel enjoy is simply unreasonable.

Thank you for your time.

Sincerely,

(b) (6)

Ticket: # 4008699 - Severe service issues

Date: 6/4/2020 10:08:58 AM

City/State/Zip: Burlington, Kentucky 41005

Company Complaining About: Cincinnati Bell

Description

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Sincerely,

(b) (6)

Ticket: # 4008775 - DISCONNECTED/INTERRUPTED SERVICE

Date: 6/4/2020 10:42:17 AM

City/State/Zip: East Orange, New Jersey 07018

Company Complaining About: Verizon Wireless

Description

My service was inappropriately interrupted and payment arrangements where made and accepted
buy the carrier --- VERIZON
during this time of COVID-19 --- SHAMEFUL
I BELIEVE THE PHONE WILL RECEIVE CALLS ... I BELIEVE

Ticket: # 4008811 - Verizon Fios disconnected our services

Date: 6/4/2020 11:01:30 AM

City/State/Zip: New Hyde Park, New York 11040

Company Complaining About: Verizon

Description

We request an extension due to our business was hit hard during the Pandemic, now we will be resuming business base on the Phase our Senator Cuomo have us allowed to do business.

Verizon says it won't disconnect coronavirus pandemic-impacted customers it's well, they did us.

Ticket: # 4008825 - Mobile Phone & Internet Service (b) (6)

Date: 6/4/2020 11:08:01 AM

City/State/Zip: Iselin, New Jersey 08830

Company Complaining About: T Mobile

Description

I pay T-Mobile for Unlimited Mobile & Internet service . I have reported problems with my services. Even though tech support has escalated the issues and "supposedly" resolved the problem it still continues. Recently it has become worse. I have found that my connections bandwidth seems to be restricted and radically slow down, including:

- 1- Have many dropped calls
- 2- Unable to get signal from tower
- 3- Unable to connect with tower
- 4- Failure with outgoing text messages
- 5- Unreceived & delayed receipt of text messages
- 6- People calling me but unable to get through (calls would not appear on my phone screen)
- 7- When a VM is left, it was delayed in being received
- 8- In past times I have been forced to upgrade my phone
- 9- Experience major slow down with my web browsers (even when using different browsers)
- 10-at times unable to access internet
- 11-GPS applications unable to get a signal
- 12-SERVICES WERE INTERRUPTED "TWICE" EVEN THOUGH THERE'S A COVID-19 EXECUTIVE ORDER, even though restored it should not have happened.

I'VE DONE EVERYTHIN FROM UPGRADING FIRMWARE & APPS, CLEARING CACHE, RESTARTING DEVICE.

Thank you for your help,

(b) (6)

Ticket: # 4008890 - cell phone shut off during pandemic covid-19

Date: 6/4/2020 11:35:33 AM

City/State/Zip: Toms River, New Jersey 08753

Description

My cell phones were shut off on May 30th. I had to make a payment arrangement of 500.00 that I can't do for June 11th 2020. I read on the New Jersey site that there wouldn't be any shut offs during that time. I am in forbearance with my mortgage at this time and it is a hardship for me. I need my cell phone for work and is the only line to my daughter who lives far away. I tried to make another payment arrangement about a half hour ago and they wanted the full 700.00 to do that at a later date (18th). I don't know what to do. Please advise

Ticket: # 4008980 - Suddenlink Billing Customer Service....

Date: 6/4/2020 12:04:37 PM

City/State/Zip: Pottsville, Arkansas 72858

Company Complaining About: Sudden Link

Description

Monthly charges were increased with no written notice. Found out I have \$70 in late charges after 5 months of no notice. Attempted to contact customer service, spent countless hours on hold. Attempted to access my account online, would not let me setup access. Attempted to use online chat to resolve the issue. Was redirected back to the phone. Customer service is non existent unless you are a new customer. Local office is closed due to covid. No one at suddenlink appears to want to help.

Ticket: # 4009121 - refund

Date: 6/4/2020 12:51:55 PM

City/State/Zip: Stratford, Connecticut 06615

Company Complaining About: Optimum

Description

I paid \$150 for a live hockey channel that we didn't get to watch because sports were cancelled due to the pandemic. I called the billing dept and the guy was rude. I asked to speak to a supervisor. They said one would call me back and that was over a week ago. I would like a refund.

[Ticket: # 4009360 - Cox internet not providing services promised](#)

Date: 6/4/2020 2:02:22 PM

City/State/Zip: Centerton, Arkansas 72719

Company Complaining About: Cox

Description

Since Covid-19 hit in March our whole neighborhood has been reporting Cox outages and terrible performance when it is not completely out.

Ticket: # 4009470 - Lost phone number

Date: 6/4/2020 2:36:20 PM

City/State/Zip: Greencastle, Pennsylvania 17225

Company Complaining About: Rcn

Description

My daughter lives at our former residence. She wished to change internet providers (from RCN to Service Electric) and wanted to port our old number for convenience' sake. She began new service in April 2020 and was told by her new service provider that they could not port number due to pandemic. We maintained the old internet provider at least a month after my daughter began utilizing the new provider. After many calls by me to BOTH providers, each company said it was the other company's responsibility. I was told today that the number, which we have had since the early 1980's was no longer available, and I want to know if there is any recourse available to us, thank you.

Ticket: # 4009687 - Complaint to Altice/Optimum**Date:** 6/4/2020 3:39:31 PM**City/State/Zip:** Holtsville, New York 11742**Company Complaining About:** Optimum

Description

Altice/Optimum account # (b) (6)

I am a 72-years old retiree, during the Covid-19 pandemic I have to stay home and rely Internet on getting information, online shopping, and pay bills. Recently I feel very frustrated, after I received a warning on bill and a call from my Internet provider Altice/Optimum. "Your home Internet will be Cutted off soon if you don't make a full payment to cover a past due balance \$38.97 (in dispute) plus current monthly charges \$112.35 for a 200 Mb/s speed plan by June 8th". To act my rights as a consumer, now I have to seek assistance in solving the billing issue with this business. The dispute has lasted over 3 months remianing unresolved yet:

In the middle of this March, I called the company to upgrade my home Internet speed form 100 Mb/s to 200 (this is the starting speed the company currently provided on market) as I wanted to get faster connections and downloading/uploading speed for more than 3 devices used in my house. The problem was that I have never ever seen the speed gets up. All devices are still running at low speed as before. I tested it using two Speed Test apps the company provided, got the same rate less than 100 Mb/s by wired connection, and less than 30 Mb/s for wireless. This issue remains unchanged, even after their technicians came to my house and changed modem, cable connector and underground cables. One of the techs (Eugene) ran an on-site test by using direct wiring to laptop from modem, the app shows a speed rate around 75 Mb/s, but he said the signal from air was good (I don't understand what he explained. I only trust the speed displayed on the apps they provided). Then my bills had been keeping charges for the speed 200 Mb/s, even I spokto with a rep. Ryan around 3/22/20 asking to cancel the update. (see attached) I keep calling/chatting and even mailing to dispute the charges. I said "As a customer, I pay what I received (the quantity and quality just like people doing shopping at stores.)

I have been an Altice/Optimum customer over 7 years, I have never ever made a late payment before the technical related billing issue came up to me 3 months ago. Even if there were a Past Due balance in dispute, I always keep paying off undisputed portion of \$98.00 on time, though the company raises \$20/mo. to Internet subscribers' regular monthly charges this year. (compare with their advertized price \$47.00 for 200 Mb/s speed, I pay double for 100Mb/s).

I am trying to reach out a resolution:

I hope the company can dispatch technicians again to my house, check the speed currently in use. If a true test speed reaches out or close to 200 Mb/s with no fixes required for it, I take this speed and pay the remaining balance at all with no service fees. But if the test runs at not higher than 100 Mb/s, I ask for wipping out all PastDue balance from bills, and keep the original speed 100Mb/s as before with no service fees.

Notes: As there are vulnerable elders living in the house, all test or any work would be restricted to do on the wall of fundation where wire comes through to basement.

I am glad to see the company Altice/Optimum is one of the companies signed a pledge with FCC as "Keep American Connected Pledge". I am hoping the company would help customers stay together, and solve issues they have...!

Ticket: # 4009934 - Surcharges and Hidden fees

Date: 6/4/2020 4:43:15 PM

City/State/Zip: Woodbridge, Virginia 22191

Company Complaining About: Verizon

Description

Verizon hit my business with a \$340 early termination fee after I made very attempt to get increased speeds with them from there service. They stated they were unable to offer anything greater than DSL. I was forced reluctantly to switch in order to keep my business functional during covid lock down and now verizon seems to think that I owe them for their inability to provide adequate service. If they had upgraded their infrastructure to begin with I would never needed to call them to complain about the terrible service.

Ticket: # 4010028 - Internet issues

Date: 6/4/2020 5:06:56 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Comcast

Description

Dear sir or madam,

Thank you so much for listening. I am having a major issue with Comcast although I pay full price. The internet constantly goes in and out of service. I work from home and present for work and my job is at jeopardy with this horrible internet service. Also, the speed is is 50% of what I am paying for. Comcast would need to reimburse me for the 2 months of issues and not being able to talk to someone about it. I have been trying to get in touch with someone and after many days, finally someone was able to talk to me today on 6.4. They agree with me that the speed is really slow and when they run the tests the box signal they told me shows them red. So, they know there is an issue but when I asked for them to send a tech, they said they cannot because of Covid. So, I am still paying their fees. They need to compensate me for 2 months. (b) [REDACTED]

Ticket: # 4010076 - Excessive Charges for Connection with no breakdown provided

Date: 6/4/2020 5:19:52 PM

City/State/Zip: Homewood, California 94161

Company Complaining About: Sudden Link

Description

We have been requesting cable and internet connection with Suddenlink since Jan 2020. This is an area with only 1 provider. Suddenlink took months to reply, then Covid hit and they used that as reason to not provide service. They have recently provided a bid of \$13,218.95 for connection fees. When I asked if they would supply a breakdown of the fees they replied, We unfortunately do not give out a full itemized breakdown. How can this be legal? How can fees be this high? Plus, they say it will take 90-120 days to connect service! Assistance with getting a full breakdown and help understanding how fees this high can be charged. Thank You

Ticket: # 4010091 - Forced areas

Date: 6/4/2020 5:23:49 PM

City/State/Zip: Owenton, Kentucky 40359

Company Complaining About: Directv

Description

We live in Owen County, Kentucky , an hour south of Cincinnati, OH. We have Direct TV and are told that FCC regulations say we have to have Cincinnati as our local stations. Very frustrating that we can't watch what is happening in KY's capital which is 13 miles away. Especially frustrating now because we can't view our governor's daily Covid-19 updates. Also very confusing as there are Owen County residents who live farther north than us and their local stations are out of Lexington/Louisville. They also have Direct TV.

Ticket: # 4010144 - Failure to provide service in a timely manner

Date: 6/4/2020 5:41:27 PM

City/State/Zip: Jackson, Mississippi 39202

Company Complaining About: Comcast

Description

In our efforts to return to work after Covid-19, I contacted Comcast to obtain service for a business location . This request was made on April 28, 2020 over a month ago. My small business has signed a contract for services. I have personally called the utility marking service and the underground utilities are marked. When I contacted Comcast they said that August 28 is when they could get to this project. Comcast as well as many other Internet Service providers took Federal Money in 2009 to ensure the provision of services to under served areas of the country. That has not happened and the lack has been highlighted by Covid-19. I am simply asking for a high speed line at my small business so that I can get back to work. I am also asking for a timely installation of said high speed line. June 14 should be enough time for Comcast to send someone down to the City of Jackson to obtain a construction permit for digging a trench and running a line to my building.

Ticket: # 4010155 - Inappropriate billing after service failure

Date: 6/4/2020 5:45:02 PM

City/State/Zip: Brooklyn, New York 11238

Company Complaining About: Optimum

Description

My internet service provider's equipment failed in March. Due to COVID, and the fact that I am a doctor who worked with COVID patients, I could not in good conscience allow a service worker to enter my residence to fix the equipment. I informed the company that since they were not providing me with internet service due to broken equipment, that I would not be paying for internet subscription service going forward. I received two subsequent calls about this, and each time I informed them that I was not receiving internet service due to broken equipment and that I should not be charged for services not provided. I then received a call that a bill of over \$100 of non-payment for the subsequent months would be sent to collections at the end of the day (this call occurred at the very end of the day). I asked to speak to a person who could help me resolve this issue, and was put on hold indefinitely. It is inappropriate for this company to send a bill to collections for services that they did not provide, after being informed multiple times that they were not providing the service. I need the bill to be recalled from collections and the inappropriate service charges to be cancelled.

Ticket: # 4010178 - Comcast Non-Operational Home Security Cameras

Date: 6/4/2020 5:55:22 PM

City/State/Zip: Houston, Texas 77093

Company Complaining About: Comcast/xfinity

Description

Have reached out to Comcast/Xfinity several times to correct defective, non-operational home security cameras. Finally told to request one camera at a time (total 5 cameras need replacing). I did but was told that I had to install, meaning, I must get on ladder, remove wiring and existing camera, then re-wire new camera--a total five times. COVID-19 is used as defense for Comcast not sending technician out. Wearing mask and gloves while maintaining safe distance from the outdoors should suffice. Only I am there and believe me, I want to keep my distance from technician as much as he wants from me. I need security cameras installed immediately. Protesters, looters, etc. could easily attack my business and I want to monitor it at all times.

Ticket: # 4010191 - Hotwire.com engaged in false advertising and fraud on large scale affecting thousands, on info and belief...

Date: 6/4/2020 6:03:42 PM

City/State/Zip: Los Angeles, California 90036

Company Complaining About: Hotwire.com

Description

Hotwire.com is engage in false advertising on their main webpage.

During late May and June, the Hotwire.com main page has had a prominently featured announcement in the middle of the home page saying "we're now providing free cancellation on all new HotRate bookings with travel starting on or before June 15 2020."

When you click LEARN MORE within that announcement, the Hotwire.com pop-up repeats the claim, saying "we've teamed up with our travel partners to provide free cancellation on all new HotRate Hotel bookings with travel starting on or before June 15 2020."

I booked a HotRate hotel for May 29, and I cancelled immediately (using the "free cancellation" policy above), because of a change in plans due to COVID.

Then, a few days later, I got an email from Hotwire about my cancellation saying my booking was non-refundable. I was shocked. Hotwire.com kept my money, in complete violation of their heavily-featured and advertised "free cancellation" policy. My cancellation was not only not free, Hotwire.com kept the entire amount I'd paid.

I spoke to supervisor Joseph (ID# 391) and supervisor Maria (ID# 704); they both said that certain fares were not covered. I pointed out that their statements contradict what Hotwire.com says on its main page: "free cancellation on all new HotRate bookings." Joseph (ID# 391) said the word "all" did not mean "all." (Maria (ID# 704) said that she did not see the cancellation policy announcement on the home page. Only after I suggested she was lying, and that I'd have the recorded call evaluated, did she say "Oh I refreshed the Hotwire.com screen and see it now." But she still refused to admit it said "free cancellation." She claimed the LEARN MORE had fine print which clarified certain restrictions. I asked her to look at the LEARN MORE fine print, which also said "free cancellation on all bookings." She claimed she could not see it.

Hotwire.com deliberately misleads and defrauds customers by promising free cancellation for all bookings for travel before June 15 on their main Hotwire.com web page but then charging customers the entire rate even when they cancel within the time frame and abide by the criteria.

This seems like fraud.

This seems like deliberate false advertising that is hurting the American consumer.

Ticket: # 4010452 - Transferring hosude WIFI, money gauging system

Date: 6/4/2020 9:57:09 PM

City/State/Zip: Stillwater, Oklahoma 74075

Company Complaining About: Sudden Link

Description

I have been a Suddenlink customer for the past two years. This week I moved house and thought it would be a simple process to have my Wifi services transferred to my new address as it is only 100 meters away from my previous house and the previous tenants to the house had Suddenlink service. When I moved into the house, I was able to simply plug in the modem and router and the WIFI worked immediately. However, this morning at 9:00am the WIFI services were switched off. When I contacted Suddenlink (after I waited 40 minutes on hold) I was given absolutely no help at all. I was transferred between four different employees who gave little to no effort in helping. One employee in particular, Fredrika was incredibly rude and snappy when I told her I had been on the phone for almost two hours and just wanted to get the problem sorted out. The call came to an abrupt end when the fourth employee just hung up on me mid session. In total I was on the phone for two hours and 30 minutes! I have never been more frustrated and felt unvalued as a customer. Every month without fail Suddenlink takes 53 dollars from my bank account but now that I need help from them, they are too busy to help. I am a college student constantly struggling to make ends meet and now more than ever with classes online due to the pandemic I am forced to have WIFI. Not only do I not actually need a technician to come to my house as everything is already installed but they are refusing to send out a technician until June 11th by which time my online class will be almost over. This is a clear money racket so that Suddenlink can charge me for having a technician come to my house. Suddenlink has a monopoly over the town of Stillwater Oklahoma and they rule over their customers with an iron fist.

Ticket: # 4010498 - No option to pay past due.

Date: 6/4/2020 11:01:18 PM

City/State/Zip: Brooklyn, New York 11234

Company Complaining About: Optimum

Description

I received a statement in the mail stating I must pay \$17.21 cents to keep my services on, 6/3/2020. The internet was then disconnected and I was charged the full amount of \$71.59 before the actual due date of 6/15/2020. I was then told my service would be restored on 6/5/2020. This is in the middle of a pandemic. Why is there no option to pay your past due to restore a customers services. This was my first bill.

Ticket: # 4010509 - Comcast keeps cutting me off because of their mistakes

Date: 6/4/2020 11:16:16 PM

City/State/Zip: Brookhaven, Georgia 30319

Company Complaining About: Comcast

Description

I activated my Comcast account on May 15, but that afternoon my network went offline for no reason. I contacted their tech staff and they finally came to check on my problem after a couple of days. It turned out that their tech staff had accidentally unplugged me while installing someone else's network. The same situation occurred in early June again. My network was suddenly disconnected due to their mistakes. This is a special time due to the COVID virus. I am working from home now and my job is heavily dependent on the network. They have made me miss my meetings on very short notice several times. And because the technical personnel needs a couple of days to show up and help me repair my network, I can't make my rescheduled meetings as well. Since my office is closed, I have to find a public wi-fi and work in public places under the quarantine. It's only been around three weeks since I activated the Internet, but I've been struggling with my Internet situation for about a week on and off. This is a special time. I am very grateful for the service of technical personnel but this situation is not acceptable. They can not guarantee that this situation will not happen again, which has seriously affected my work. I hope I can get some effective solutions.

Ticket: # 4010543 - Derogatory Language Broadcast Multiple Times During Prime Time

Date: 6/5/2020 12:38:00 AM

City/State/Zip: Beaverton, Oregon 97006

Description

During a statewide quarantine and nationwide pandemic, KPTV in Portland Oregon broadcast a live illegal protest event on 6/4/2020. At 9:29, the "F" word was said twice; at 9:31 the "sh" word was said live on air.

Three obscene utterances in less than 5 minutes.

The overall tone of the event was bigoted, racist, hateful, inflammatory and exclusionary. Their broadcast license should be suspended or revoked.

Ticket: # 4010552 - Cable bill

Date: 6/5/2020 1:06:49 AM

City/State/Zip: Youngstown, Ohio 44512

Company Complaining About: Armstrong Cable

Description

Yes IU m going thru hardship due too corona virus. Also I'm.on disability. I'm hoping I can get a better discount on my bill. I call Armstrong all the time. Too see if they have any promotions. I had them in the past. IU m thinking of going too dish network. If they. Can't be helpful too there good customer.

Ticket: # 4010592 - service disconnected

Date: 6/5/2020 6:17:42 AM

City/State/Zip: Edgewater, Maryland 21037

Company Complaining About: Sprint

Description

Sprint pledged to keep America connected now im disconnected today can pay bill due to Corona virus

Ticket: # 4010637 - phone service from Sprint

Date: 6/5/2020 8:36:50 AM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Sprint

Description

I've been making numerous attempts to speak to someone at customer service at Sprite. They interrupted my service and during this pandemic I've been stuck in my house. My phone is my only source of communication. I am 70 yrs old and I need to stay in communication with my family. When I call CS I keep getting a busy signal but I always seem to get thru to automated financial services telling me what I have to pay. Your immediate assistance would be greatly appreciated. (b) (6)

████████████████████

Ticket: # 4010696 - T-Mobile Equipment

Date: 6/5/2020 9:32:03 AM

City/State/Zip: Statesboro, Georgia 30459

Company Complaining About: T Mobile

Description

The consumer is over 75 years old and has health problems.

The consumer bought a new phone from T-Mobile on May 2, 2020.

The consumer has been having issues with her voicemail and they always send her to people in the Philippines.

The consumer states she can't even make calls with her doctors because it says Sorry the recipient does not have Caller ID and she has no idea why it says that.

The consumer states its a pre-paid phone and it shouldn't be having these issues.

The consumer needs help especially during COVID-19 since she has doctor appointments via phone.

CTR-415

Ticket: # 4010927 - Cable Sports Channels

Date: 6/5/2020 11:13:24 AM

City/State/Zip: Okc, Oklahoma 73150

Company Complaining About: Cox

Description

For approximately 90 days I have been charged for sports channels without events taking place due to COVID-19.

Ticket: # 4010932 - Charging for Service after Cancellation

Date: 6/5/2020 11:14:43 AM

City/State/Zip: Durango, Colorado 81301

Company Complaining About: Spectrum

Description

Cancelled Spectrum Internet service beginning 5/19/2020.

Service was previously paid 4/29/2020 to 5/28/2020.

Spectrum is not only trying to claim we owe them money for unreturned equipment, even though we were using our own and were never billed for their equipment.

Spectrum also billed the credit card on file for another month of service, after cancellation of the account.

This charge has also been disputed with the credit card company, seeing as this looks to be an illegal attempt to extort money from the consumer, especially during a Pandemic...

Ticket: # 4011373 - Phone Billing**Date:** 6/5/2020 1:33:09 PM**City/State/Zip:** Camden, Delaware 19934**Company Complaining About:** Sprint

Description

Consumer is stating that he has Sprint as his provider. Consumer is stating that his contract was up and he went to the store to get his bill lowered. Consumer stated that they lowered his bill. The bill was to be \$200.00. Consumer stated that when everything shut down due to the pandemic the provider was back to charging him \$500.00 a month for his phone service. Consumer stated that Sprint disconnected the phones and he called them and they told him to pay on his bill and they would connect the phones. Consumer can not pay the \$500.00 phone bill and would like that his bill be reduced to the \$200.00 that it was. Consumer is stating that the additional fees are too high and he will not be able to afford to pay those fees, late fees are included in the charges.

****CTR406-phone****

Ticket: # 4011385 - Spectrum billing is predatory

Date: 6/5/2020 1:36:50 PM

City/State/Zip: Milford, Ohio 45150

Company Complaining About: Spectrum

Description

I called on May 6th to change some of my services on my account and to save money during the pandemic. My Billing cycle is May 1 through the 31st. They changed my services and cancelled what I requested. I go to check to see I got credited for the services they happily removed. They never mentioned that I was still going to have to pay for them for the further 26 days that month. If I had been advised when I called to cancel of this, I may have made different decisions.

I feel I should be getting a credit for the services they removed.

Spectrum has a monopoly for services down here where I live and treat the customers poorly because of this. I work from home, I have to have high speed broadband. They are my only option. Something needs to be done reduce their stranglehold for us suburban/rural customers.

Thanks,

Ticket: # 4011416 - Lost phone number

Date: 6/5/2020 1:51:11 PM

City/State/Zip: Greencastle, Pennsylvania 17225

Company Complaining About: Rcn

Description

My daughter lives at our former residence. She wished to change internet providers (from RCN to Service Electric) and wanted to port our old number for convenience' sake. She began new service in April 2020 and was told by her new service provider that they could not port number due to pandemic. We maintained the old internet provider at least a month after my daughter began utilizing the new provider. After many calls by me to BOTH providers, each company said it was the other company's responsibility. I was told today that the number, which we have had since the early 1980's was no longer available, and I want to know if there is any recourse available to us, thank you.

Ticket: # 4011526 - Getting Billed For Service That Was Not Done

Date: 6/5/2020 2:30:23 PM

City/State/Zip: Copper Hill, Virginia 24079

Company Complaining About: Verizon

Description

The provider Verizon, landline and internet service

The account number 1 (b) (6)

The consumer stated that she is getting charge with the following charges fees.

One of the fees is order place \$11.00. Next charge fee is, \$240.00 for a Jack, The last charge fee is a technician visit \$99.00.

The consumer stated that this issue happen on April 30th, 2020.

Now the consumer mention that she received a phone call from the technician on April 30th, 2020 that the visit work would be cancel do to COVID-19. Which the consumer stated that she understands.

Now the consumer does not understand why she is getting charge with fees whenever nothing was complete as she received the phone call that the service for that day was cancel.

The consumer has tried reaching out to the carrier about the issue but she has not been able to speak to someone.

The consumer provided the address where the work was suppose to be done at

(b) (6)

The consumer provided a secondary contact phone number, (b) (6) 9

Resolution

The consumer would like for the charge to be remove from the account because nothing was done on that day. Also she would like to know what technician provide this complete work when nothing was done. The consumer stated that what they are doing is a fraud and lying about the work being done.

ctr 388-phone

Ticket: # 4011556 - Number is being spoofed

Date: 6/5/2020 2:35:37 PM

City/State/Zip: Hood River, Oregon 97031

Description

Callers are claiming we are calling them as the Oregon Health Department telling them they've been exposed to COVID.

(b) (6)

Ticket: # 4011613 - Complaint against AT&T unethical business practices**Date:** 6/5/2020 2:53:20 PM**City/State/Zip:** Austin, Texas 78727**Company Complaining About:** AT&T

Description

I'd like to complain against AT&T unethical business practices. I'm a women owned business and trying to be alive here in the midst of covid-19. The City of Austin ordered shelter I placed for safety of others so I closed the shop on March 24-June 7,2020. And of course I wasn't here to collect any mails from them. Since I came back to work on May 8 till now I still don't get any mails. On June 4,2020 AT &T disconnected my service of internet and phone. My husband, (b) (6) has to come here to call them to reconnect it. They said that I owed \$48.18 and charge a reconections fee . I been with them for 3 years and never paid late but since this covid-19 they treated me like this with no sympathy or any discounts. I'd like to have them reconsider to waive any fees and give me discounts to help me get back on my feet. I'm trying to survive here since I reopened the business, none of the employees came back and customers are scared to come too. I'm very disappointed with AT&T on how they handled the difficult situation that I have to deal right now. Thanks for your concern!

Ticket: # 4011680 - Phone suspended against AT&T PROMISE NOT DO SO DUE TO COVID-19

Date: 6/5/2020 3:09:48 PM

City/State/Zip: Silverton, Oregon 97381

Company Complaining About: AT&T

Description

Good afternoon, I called few days and I did a payment arrangement with ATT to pay my bill on June 21 2020. AT&T did not honor the arrangement and still suspended my phone even though they had a promise not suspend people until June 30th. I tried calling at&t and phone will not even allow me to dial so I can pay bill, asking me to use a different phone. I did pay my bill in full but I believe such auction taken by them was morally corrupt and assuming illegal. I though I would turn this to your attention. under you tabs below is does not cover this issue.

Ticket: # 4011821 - Xfinity Collections on Equipment**Date:** 6/5/2020 3:47:06 PM**City/State/Zip:** Washington, District Of Columbia 20009**Company Complaining About:** Comcast

Description

Hello,

Xfinity has sent me to their equipment collections office after repeatedly telling me they would send me a return label and not following through. We are in the middle of a global pandemic and my city has been under a stay at home order. I have explained this at least 5 times to a representative on the phone, a chat system, and to the collections callers and their best response is for me to go to a UPS store to drop off the equipment as they are having trouble providing me with a return label. I have explained to the company that my equipment has been boxed up and ready to be sent out via UPS (there is a drop off in my apt. building) and all I need is for them to provide a label. It has been ready for months. I would even pay to have it shipped. I do not want to go out to a UPS store for public health reasons and now many of the businesses in the area are boarded up due to protests. It should be illegal for xfinity to send someone to "equipment collections" when the customer has clearly expressed unease at going out in public during a pandemic. They must have ways of helping those that are unable to do so.

Ticket: # 4011995 - Unfair misleading information and guidelines under regulations and program provided for Pandemic Relief

Date: 6/5/2020 4:38:39 PM

City/State/Zip: Bridgeport, Connecticut 06606

Company Complaining About: Optimum

Description

Despite being a customer for over two years and paying on time, upon being advised that I was eligible for an extension under their Pandemic resolution guidelines until the end of June 2020, it was then decided by another Lead Specialist in Optimum Cable vision (CT region office that I was ineligible) I spoke to a female rep, named Sam and a Male representative names Mel. In their call center. I am also unable to utilize phone for emergency purposes, after being advised I would.

Ticket: # 4012069 - Spectrum Internet Service Issues

Date: 6/5/2020 4:58:33 PM

City/State/Zip: Massillon, Ohio 44646

Company Complaining About: Spectrum

Description

He is calling about Spectrum.

This about internet service.

His service is bad.

He needs to get a modem.

Spectrum told him he would need to go to store to get modem.

He was supposed to take old modem back to store, which he did.

The store they sent him to do not have modem.

They told him to unplug modem and put the cord in the box.

Spectrum is telling him to reach into the box to get modem cord back out of the box because of the COVID-19.

He would like to see Jason Dunkle, help customers more than, say go get the cord out of box, he did not want to get cord from box he told customer to get cord out of box because of COVID-19.

Customer is worried that he could have gotten COVID-19, because he had to go get cord out of box.

CTR414-phone

Ticket: # 4012122 - Complaint against KXII Channel 12 Sherman TX

Date: 6/5/2020 5:21:13 PM

City/State/Zip: Denison, Texas 75020

Company Complaining About: Kxii Channel 12 Sherman Tx

Description

In the midst of the current Covid-19 Pandemic I requested Channel 12 report on Covid cases occurring in the DFW area which Grayson county abuts. Grayson County Texas is restricted from receiving DFW stations.

See attached file.

Channel 10, KTEN news, when I brought this to their attention immediately started reporting Dallas, Collin, and Denton Covid case #'s.

Ticket: # 4012147 - Internet

Date: 6/5/2020 5:28:43 PM

City/State/Zip: Dunnegan, Missouri 65640

Company Complaining About: AT&T

Description

The local phone and/or cable companies do not offer high speed internet in our rural area. This is affecting our ability to work from home during quarantine/covid restrictions.

Ticket: # 4012162 - Broadband Service to Home**Date:** 6/5/2020 5:33:02 PM**City/State/Zip:** Hampton, Tennessee 37658**Company Complaining About:** Comcast

Description

I am filing formal complaint about broadband internet supplier Comcast who I have been trying since prior to February to get them to provide service to a new residential home. I have had an open ticket with Comcast since February and visited local office twice prior to ticket. I built house 150 feet from my prior home which I have had Comcast Service for many years. I cannot get any action from them. They state they are escalating the ticket but no action ever takes place. I have been required to work from home due to Covid and my sons finished their senior year. We were only able to operate with a range extender providing some internet coverage to our home. My sons are starting college in the fall and we need reliable internet service however Comcast has a monopoly and taking no action to provide service. When a broadband provider has a contract to provide service to a specific area they should be made to honor this contract especially when existing houses all around have Comcast service. There has to be some governing body that holds Comcast accountable to provide services to the area they are contracted to support.

Ticket: # 4012264 - T-Mobile LTE data not working at all

Date: 6/5/2020 6:43:41 PM

City/State/Zip: Tuba City, Arizona 86045

Company Complaining About: T Mobile

Description

Hi, I live in Tuba City. Arizona, on the Navajo Nation. T-Mobile has been my wireless carrier for a number of years now. Their service is great whenever I have been off the reservation; however, their LTE data and internet connection is slow or non-existent whenever I return to Tuba City. This problem has been persistent for some time now. I used to ignore the discrepancy in service since I have been living in Los Angeles for the past decade, but since moving back to Tuba City to help my family during the pandemic, the problem has hindered my livelihood and tested my commitment to T-Mobile's service. I have contacted T-Mobile in the past and was given an answer that the data coverage on their end looks great, but the reality on the Rez is very different. Please help address this discrepancy in services provided. Thank you.

Ticket: # 4012547 - RECEIVER BOXES FAIL. This happens TOO OFTEN

Date: 6/6/2020 12:42:17 AM

City/State/Zip: Miami, Florida 33162

Company Complaining About: AT&T

Description

I have an account with at&t . The account (b) (6)

I opened my account July 2 ,2019. Since I opened the account I have had nothing but problems; no signal all the time and in August one of the receiver boxes stopped working, I was able however to get a new box overnight. Today June 5th another box went bad . I reported it to at&t and requested a new box to be sent to me overnight. I was told that I cannot get a new box in June 8th.

I am upset because I need to know what is happening in my community and the country. We are in a pandemic and there is also civil unrest. There is also violence happening..

I believe at&t is treating poor Black people

With poor customer service. I believe I deserve better. I demand better from at&t

Which is a multibillion corporation.

My reference # (b) (6) . Via was the agent I spoke with . She could not get authorization to expedite my request.

Please respond!

Ticket: # 4012568 - Cox is not honoring the keep Americans connected pledge

Date: 6/6/2020 3:24:56 AM

City/State/Zip: Mission Viejo, California 92692

Company Complaining About: Cox

Description

Cox has lied repeatedly and disconnected me 2x and not kept their word in honoring the covid 19

Keep Americans connected to June 30

Please resolve this immediately

They use fake information

They conned me into paying 100\$ when I have been at 0\$ of income for 12 weeks and disconnected me the next day and didn't reconnect me for 5 days

And today after they specifically said they would honor the agreement they disconnected me and said they can't help me and I need to pay 380\$

After paying them 200! Last month while I'm broke and my daughter needs internet for school

Ticket: # 4012585 - Unexplained Bill and charges

Date: 6/6/2020 7:36:53 AM

City/State/Zip: Atlanta, Georgia 30315

Company Complaining About: Comcast

Description

I was charged for being on an assistance plan from the pandemic. I have new broadcasting and sports fees I've never had I don't have any sports channels further no one even sent correspondence of any change. Also I was charged \$108 for no reason it's not even explained on the bill. I haven't made any changes to my service and I my bill was paid in full with no balance prior. I never changed my plan

Ticket: # 4012650 - Internet being disconnected during pandemic

Date: 6/6/2020 9:58:21 AM

City/State/Zip: Amarillo, Texas 79118

Company Complaining About: Sudden Link

Description

I was told by an agent that my services would not be disconnected at all due to nonpayment and that I would have until June 30, 2020 to pay my bill that I would not incur any late fees from that period, I have screenshots. After multiple attempts at communication via phone and agent chat that took nearly 8 hours I was eventually told their automated system was to blame and that it had to be manually turned back on, but varying answers from different agents told it'd take between 24-72 business hours and it was a Thursday. I ended up being taken off my entire work schedule for 7 days because it took so long for it to actually be turned back on and my son missed out on several important assignments. I was told I would not be paying for the days I had no connection and I expect that to be done on top of them paying for the days I missed out on from work, I contacted well in advance just to avoid this situation and was confirmed by an agent it would not have happened.

Ticket: # 4012656 - slow speeds for internet, paying for 1 gig getting only 18 Mbps

Date: 6/6/2020 10:03:39 AM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Sudden Link

Description

I am paying for speed for 1 Gig. For last week speeds have been test every day never testing over 20 Mbps. Call and get a voicemail saying they are have heavy call volume due to Covid-19 issues. Then give instruction to reset the modem , I do that and still speed of less than 20Mbps.

Ticket: # 4012735 - Comcast raising my bill every month. Service has been horrible for months. Customer service impossible to reach.

Date: 6/6/2020 11:26:38 AM

City/State/Zip: Holladay, Utah 84117

Company Complaining About: Comcast

Description

Comcast is inexplicably raising my bill every month. It was \$64.95 in April, \$77.21 in May, and I just got a statement they are billing me \$84.95 in June. Trying to contact customer service, I am on hold forever. On top of this, my speed has been horrible during the pandemic. I would cut them some slack there, but not for what they are charging. My internet is slow (especially the upload) and I am paying more than any of my friends that are in Google Fiber, Centurylink Fiber, or Utopia service areas.

Ticket: # 4012839 - Billing dispute

Date: 6/6/2020 1:36:02 PM

City/State/Zip: Waukesha, Wisconsin 53188

Company Complaining About: Spectrum

Description

We made a payment for the month of April 2020 and canceled early to come back to Wisconsin because of Covid-19. I talked to James a Supervisor Badge# 3126. Very rude and cold. Did not have the desire or patience to resolve the situation. I will never use Spectrum again because of their callous attitude. For that reason I am requesting a refund of \$106.86.

Ticket: # 4012922 - Unfair billing

Date: 6/6/2020 2:35:02 PM

City/State/Zip: Somerset, New Jersey 08873

Company Complaining About: Verizon

Description

I have verizon fios. I pay an obscene amount of money a month. I admit i never look at the bill. I happened to view the detailed bill under verizon charges and noticed a regional sports fee of 8.89. Now unless im an idiot there are no sports on due to the pandemic yet this company charges you monthly. Most people probably do not even notice it on their bills. I tried to contact customer service to have them fix it atleast until sports are back on and the moron told me that i am supposed to pay that that they are not responsible. How are you billing people for something that is not even on. There is no baseball, soccer, basketball, golf, tennis, no nothing. This is not fair to consumers given that everyone is struggling right now. I think that is wrong.

Ticket: # 4013093 - Racial Discrimination at Sprint Store

Date: 6/6/2020 6:17:05 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Sprint

Description

I visited Sprint store in Brooklyn for service assistance. One of the associates blocked my entry and told me that they cannot service me and told me to call service center. I called Sprint service center and was told to go outside since they cannot service me. There was only one other customer in the store so social distancing was not an issue, but the other associate was saying that "I was a threat in this pandemic." The manager was called by the associate and he did not do much to provide quality customer service, but I was able to complete my call to Sprint. I did ask the manager for an apology and he did mockingly comply without providing proper customer service training to staff to fairly serve customers of various ethnic backgrounds.

Ticket: # 4013230 - Cox internet disconnection

Date: 6/6/2020 9:49:43 PM

City/State/Zip: Las Vegas, Nevada 89104

Company Complaining About: Cox

Description

My internet has been disconnected multiple times through the coronavirus pandemic due to non payment because I am unable to work due to covid19 issues.

I was assured no disconnections or late fee payments until June 30th.

Obviously that is not true.

Ticket: # 4013231 - Excuses for speeds being slow, customer support negligent to help nor give explanations.

Date: 6/6/2020 9:50:01 PM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Viasat

Description

Viasat has continued to not perform up to the speeds we pay for or anything remotely close. Our family pays for the second highest package of 25mbps download speed and we get .25-3mbps on a good day. Before Covid-19, customer service blamed it on people in the neighborhood "buying smart tv's" and the satellites cant handle all the traffic. Now during Covid-19 they blamed it on people being at home all day, these are obvious excuses because its 24 hours a day. We live in an area with no service and the internet goes down all the time. VERY unsafe and unreliable, we have attempted to contact customer service and all they try to do is bump up our plan to the highest plan with no promise of improvement. Our speeds currently match the same speeds as the lowest package and our bill is \$100 more than the lowest package. Extremely unfair.

Ticket: # 4013264 - Abuse,

Date: 6/6/2020 11:17:29 PM

City/State/Zip: Sugarloaf Township, Pennsylvania 18202

Description

I was beaten up assaulted by WBRE tv announced my name on their news as a "then 45 year old" I was assaulted beaten up robbed ,hit and robbed for more than three years continuing into covid19 crisis my teeth were knocked out and I was announced on their news as then 45 year old "Nadine Brown" I was told it is Padol,psychiatric nurse and nbc,producer who assaulted me and wanted to report being beaten up again during covid crisis 6/6/20 if they are ever cited for violations of broadcasting law.

Ticket: # 4013268 - Altice raising prices during the pandemic.

Date: 6/6/2020 11:30:04 PM

City/State/Zip: Oak Ridge, New Jersey 07438

Company Complaining About: Altice Usa

Description

Altice arbitrarily raised my internet rate 11\$. While they can charge whatever want I just wanted to let the FCC know that Altice has no problem raising rates across the board during the COVID19 pandemic. I called them and they would could not even reduce my internet speed to save me money. They bump my speed up for 1year.. but the fact remains I have to pay more now. Its a moral tragedy that FCC cannot stop companies from doing this during a pandemic when people are out of work.

Ticket: # 4013301 - Cox communication internet speed slower than advertised

Date: 6/7/2020 2:09:03 AM

City/State/Zip: Clifton, Virginia 20124

Company Complaining About: Cox

Description

Hello,

I recently switched the other day from Cox to FiOS Internet because I was not getting the internet speeds that Cox advertised. I was paying for 150 megabit per second service and for the last few weeks every time I ran a test I was getting 120 megabits per second at most. Often I was getting as low as 60 or 80 megabits per second. With Cox on the phone, I carried out their troubleshooting steps by connecting my laptop directly to my modem through an ethernet cable and connecting the modem directly to the coaxial cable coming into the house. This was a good test to rule out any issues in my home networking. In carrying out this test I was unable to get above 120 megabits per second, which as I told them matched the performance I had been seen throughout the last few weeks. During those conversations I asked if I could be credited for the lack of service over the preceding weeks and they told me they would not give me a credit. In other words I wasn't getting what I was paying for and they still charged me for the full amount even after I pointed this out to them and spent time on the phone troubleshooting it to rule out issues on my end. This was unsettling to me and therefore I wanted to reach out to you to let you know and file a complaint against them. I'm not really sure what recourse I have, however I would like at a minimum for the sake of principle to receive a credit for the service I did not get. I think that's only fair and helps keep them accountable to the customers. Please let me know if you have any questions and if this is something you could help me with, or if you simply have any advice for me. Thanks for all your help with this.

By the way, please note that in the presence of the pandemic I am very pressed for time. I work and I have children at home all day that I have to spend much of my day teaching them their school work. therefore my goal throughout this process is to invest as little time of mine as possible at chasing this down. That's why I very much appreciate your support through this. Cox has already cost me quite a bit of my personal time trying to troubleshoot and I was very compliant through that process which concluded my network was not the issue. So hopefully moving forward we can get them to please just give me a credit and rather than have to jump through a lot of additional hoops. My only goal in this process is to receive a credit for my last month's bill as I think that is fair given the troubleshooting that is already taken place.

As documentation, I have attached to screenshot of a side-by-side performance test that I did while I had both Cox and FiOS connected to my house. This test was done using the same computer connected directly to the Cox modem and then connected directly to the FiOS modem. This also helps rule out whether my computer was the issue as you can clearly see in the right-hand image that I was capable of getting much higher speeds using FiOS, and more importantly I was getting below the advertised speed of 150 megabits per second through Cox. Hopefully this helps.

For what it's worth, I'm an electrical engineer and am well versed with these technologies. In fact for the last six years I've worked as the director of engineering at iDirect, a company that develops

telecommunication equipment for providing internet service over satellite systems. I only point this out to hopefully give myself a little bit of credibility during this troubleshooting process.

Thank you,

(b) (6)

**Ticket: # 4013466 - covid no business provider is holding my business no. for 23 years
hostage**

Date: 6/7/2020 11:27:31 AM

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: Comcast

Description

I have a business (b) (6)

Due to Covid (closing business due to shut down beginning of April) I called Comcast (account (b) (6)) and explained i had no business and didn't know when we would be able to open - they informed me that they couldn't do anything for me - therefore i cancelled service- they went on to try and withdraw from my business account even after having signed disconnect (i stopped payment / because i had no money). Now three months later they want \$480 for service i did not use. Therefore, i cannot restore my phone without paying them (i have not received a cent from the Small Business Administration. I cannot go with another carrier because they will not release my phone number (b) (6) - I have spoken with them numerous times and they repeat the same thing - I have to pay. how can I try and make my business succeed during these times without the phone number i have had for over 20 years? Please advise. Thank you in advance

Ticket: # 4013479 - overpayment

Date: 6/7/2020 11:47:14 AM

City/State/Zip: East Dundee, Illinois 60118

Company Complaining About: Comcast

Description

Comcast/ Xfinity, I pay Comcast a monthly bill of \$64.00 dollars plus tax for internet service for only 25mbps this same Comcast who do not give one flying flip about consumers service the same Comcast who did absolutely nothing to help any consumer/ customer suffering doing this pandemic ,the same Comcast that in almost every state the government of that state have sued them (comcast) for immoral practices this same Comcast that's selling 25mbps for \$73.00 dollars to one person then will sale that same 25mbps to another person for \$ 29.00, have the audacity to charge me for days I had NO! service /date's no services due to no fault of my own / 05/19/2020, 05/24/2020,05/25/2020...

Ticket: # 4013600 - Unwanted Robotexts

Date: 6/7/2020 2:34:13 PM

City/State/Zip: Tarpon Springs, Florida 34689

Description

I have been receiving unwanted robotexts all hours of the day for approximately one month. They solicit various products and services. Some examples are health supplements, celebrity news articles, and "amazon" phishing scams.

I understand that these types of trash texts can come from many places, but I do not frequently give out my information. That being said, I did give my e-mail and phone number to Instacart and Best Buy in order to complete a curbside orders during the pandemic. I did not agree to receive third-party communications at any point during these transactions. During this time, I completed a total of one customer satisfaction survey which was for my Best Buy purchase. Again, No where at any point did I agree to receive communications of any type from third-parties. I hope this is helpful and that we can find a solution to end these unwanted text messages.

Ticket: # 4013663 - I was charged an outrageous fee by T-Mobile after being a customer for

Date: 6/7/2020 3:35:57 PM

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

Company Complaining About: T Mobile

Description

***CHARGED OUTRAGEOUS FEE* DEMANDING FEE REMOVAL and CREDIT IMMEDIATELY* ||**
To Whom This May Concern: I have been a T-mobile Customer for 16 (sixteen) Years. On my (Apr 21, 2020 - May 20, 2020) T-Mobile Statement I was charged a \$5.25 fee (late-payment) and \$23.52 fee (restore-fee), total fees: \$28.77. I have an active payment agreement with T-Mobile and my service is active. I am an individual New York resident and own a small business. I have suffered a financial hardship that can be demonstrated as a result of the covid-19 pandemic. I reside and work in Manhattan, New York County, NY. I am demanding that T-Mobile remove these outrageous fee and credit my account in full immediately. I will also be filing a complaint with NYS Attorney General's Office. Your time and attention to this extremely pressing matter are highly appreciated. Sincerely, /s/ (b) (6) , T-Mobile Customer, Account Number (b) (6) .

Ticket: # 4013797 - unwanted text message

Date: 6/7/2020 5:48:40 PM

City/State/Zip: Flossmoor, Illinois 60422-1900

Company Complaining About: None Given

Description

I got the following text message today:

"I feel so lonely since I'm secluded at home due to COVID-19. Wanna text to keep one another company?"

Ticket: # 4013806 - TDS telecom billing practices/errors

Date: 6/7/2020 5:55:40 PM

City/State/Zip: Knoxville, Tennessee 37938

Company Complaining About: Tds

Description

I have had several problems with this company regarding paying my bill. Twice I have had payments credited to an unknown customer in another state and have been billed late fees for THEIR errors. On 5/10/2020, I paid \$46.44 (bill plus late fees during a pandemic and stay-at-home orders so I got to the post office late) plus a \$3.95 fee to pay this bill over the phone. Evidently, TDS did not run my payment through correctly because my bank doesn't show the payment cleared and on my bill due in June I was charged \$15 for a returned check charge and \$10 for yet another late fee. I checked my bank account, and on the day they charged me a returned check fee I had several hundred dollars available in my checking account...plenty to cover the \$46.44 and the \$3.95 fee. TDS needs to be audited/investigated for their billing practices and their excessive use of late fees, returned check fees, and high bills. They need to return the \$25 fees they've charged on my statement dated 5/22/2020 and they certainly need to return the \$10 late fee they charged me the previous month during stay-at-home orders. They also need to reduce their monthly charges and excessive fees. I am paying almost \$40 a month on a phone I barely use. And there are no options for landlines in my area that I am aware of other than TDS. They have the worst customer service and ethics I've ever seen.

Ticket: # 4013907 - AT&T Billing Me More

Date: 6/7/2020 8:30:50 PM

City/State/Zip: Isabela, Puerto Rico 00662

Company Complaining About: AT&T

Description

On May 7th At&t offered me a special plan for students which would only be available during COVID-19. This plan would allow me to have more data and pay the exact same amount I was paying at the moment, however I am currently being billed \$149 extra dollars. I asked my AT&T consultant multiple times if my bill would stay the same and I was told yes, I asked my representative to make notes on my file to make sure this did not happen. I called again on June 3rd to make confirm that my bill would not be affected in any way, however as I mentioned before I am being billed extra.

Ticket: # 4013932 - Locked in a monopoly for Internet Services**Date:** 6/7/2020 9:00:34 PM**City/State/Zip:** Lewisville, Texas 75067**Company Complaining About:** Frontier Communications

Description

I live in an apartment complex serviced by Spectrum Communications and Frontier Communications, but I am only able to get Spectrum. I am not receiving the service I need from Spectrum (even their highest internet plan does not have the required upload speeds I need for my job, which I'm required by my company to work from home right now due to the COVID19 situation). When I attempt to sign up for services with Frontier, I am told my address is within their coverage area but my specific apartment unit in the building is not wired and Frontier refused to attempt to connect service, even after they stated services are available for my address. I contacted Frontier initially on 5/16/2020 to request services and it was not showing up as available. I contacted customer service at the request of the Frontier Sales department to request a Sift ticket. The ticket was processed and closed on 5/19/2020 and told I was able to have services setup at my address and corrected their records. I reviewed their website ordering system and shows my apartment has coverage.. I placed an order over the phone with for 500 mbbs up/down through Frontier Sales over the phone (order number 77187646) and provided account number (b) (6) installation date of 5/27/2020. On 5/27/2020, Frontier contacted me by phone and stated the technician reviewed my unit within my apartment building and it was not setup and would not provide installation but the Sift ticket stated I was eligible. There are 18 units in my apartment building (I'm in building 7 or 23 buildings in my apartment complex) and it appears only my unit was not setup. I confirmed ATT, suddenlink, century link are not available at my address. I am locked in with Spectrum paying over \$80.00 a month for 400 mbbs down/20 mbbs up. Even their 940 mbbs down/35 mbbs up at \$110.00 a month does not meet my upload speeds. I stayed with family who has the 500 mbbs up/down services through Frontier and had no problems completing my job with buffering, scrambled video conferences, files locking up and systems I am required to use for my job freezing or running slow. I am locked in a lease for 12 more months and not able to afford to move to buy out my lease. I cannot continue to not receive the services I need when a company offers them but refuses to do the required work to install the services and the company I'm locked in does not offer the services I need.

Ticket: # 4014148 - Comcast is being deceptive with their Covid response page

Date: 6/8/2020 5:21:06 AM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

Comcast says they are not shutting people off through June 30th for being late on bills. Instead they are slowing peoples internet down with out telling them. No email, phone call or anything. I had to log into my comcast account and a random pop up told me this.

Ticket: # 4014159 - AT&T Availability Complaint

Date: 6/8/2020 7:13:07 AM

City/State/Zip: Spokane, Washington 99207

Company Complaining About: AT&T

Description

At&t shutting off service now no warning!

We were shut off no notice the other day with late fees of \$40 for last 3 months and also know of several other businesses that it's happened to as well recently.

We had contacted them awhile back that we were shut down due to the pandemic so they were aware. We contacted them again about a month ago telling them we hadn't received any relief yet from PPP, EIDL, or stimulus and they said no problem that they had the agreement to not shut off with FCC and when things opened up payment arrangements would be made.

None of this happened to dozens we know of recently in Spokane, WA. We were all shut off with no notice and charged full amount due plus late fees of \$40 a month for every back month to turn on service. 3 months worth.

They told us on the phone after going into the store and raising hell to have them get a live customer service agent on the phone because you can't get one right now thru your phone cause its automated message about the virus, they told us flat out they had no agreement with FCC that was binding and went til May 15th as a courtesy but were shutting people off now that were not current on their bills and not waiving late fees!

Somebody needs to kick At&t in the ass with hefty fines for lying to the FCC and public. It's an outrage that they are doing this while still under lockdown restrictions and millions can't work and now millions of at&t customers will be unable to communicate at all with family, or unemployment offices, food stamps, etc because they have no service and no internet and all libraries are closed to use computers. It's an outrage!

BTW they are requiring full payments to restore service no if ands or buts. No arrangements at all or warnings just shutting you off overnight.

Look into it. There's starting to be all kinds of complaints on the web and Twitter. We are notifying all the major news outlets to do stories on this because it's a safety and health issue!

Thank you!

Casey and Team

Apple Barn Enterprises Inc

(b) (6)

Ticket: # 4014571 - Cancellation Fee Which Was Sent to Collection

Date: 6/8/2020 11:03:37 AM

City/State/Zip: Sarasota, Florida 34231

Company Complaining About: Comcast

Description

I bought a new home in Dec, 2019 with my daughter as I am on disability. The pandemic hit so my daughter lost her job. I canceled the \$165 per month cable and internet bill as I cannot even make the house payment. Xfinity proceeded to charge me a \$220 Cancellation Fee. I have spoken to their customer service department on several occasions to explain the situation and make an attempt to get them to drop the cancellation fee as I am in dire circumstances. They now have a collection agency harassing me for payment. This fee should be waived considering the circumstances.

Ticket: # 4014715 - Optimum: Failure to provide service

Date: 6/8/2020 11:37:44 AM

City/State/Zip: Aberdeen, New Jersey 07747

Company Complaining About: Optimum

Description

I am a cablecard subscriber. On 5/22, a number of SD and music channels that are part of my Broadcast Basic plan went dark. Numerous calls provided conflicting information and solutions. Finally, I was told that I need to add a tuning adapter to restore the missing channels. I asked for a tuning adapter to be shipped because of COVID-19. I was informed that it had to be picked up. I was told to go to the store in Parlin, NJ. I asked the rep to call ahead and make sure that the store had a tuning adapter. The rep stated that she did call the store and that they had one. When I arrived at the store I was told that they have not had tuning adapters since November. I have denied service and lied to. Desired resolution: ship me the tuning adapter to verify if it will remedy the issue. Provide a clear answer as to whether there was a provisioning change on or around 5/22 to convert certain channels to SDV which would explain the outage. Provide a refund for the outage period.

Ticket: # 4014939 - Billing/COVID charges/Account issues

Date: 6/8/2020 12:32:06 PM

City/State/Zip: Edmond, Oklahoma 73012

Company Complaining About: Cox

Description

Hello,

I've been charged \$46.00 in reactivation charges and late fees on my Cox account. I have been told I would not be charge these charges due to COVID relief and per the FCC.

I've spoke with nearly 10 representatives at Cox to try and get these charges removed but it still has not been resolved. I've also told them several times a representative incorrectly spelled my name at the time of account opening. They still have not fixed this.

Ticket: # 4015025 - AT&T phone issues

Date: 6/8/2020 1:00:57 PM

City/State/Zip: Gloster, Massachusetts 01930

Company Complaining About: AT&T

Description

Consumer is being charged late fees and has turned off her cell phones ([REDACTED]

(b) (6) [REDACTED]

Her phones were turned off on 6/8/20.

Consumer is unable to call AT&T about the issue due to her cell phone being shut off.

Billing issues have been going on since before Christmas.

Consumer received a bill claiming she owes \$77 but she does not.

Consumer has been affected by COVID-19 and knows that AT&T has signed the Keep American's Connected Pledge.

CTR404-phone

Ticket: # 4015128 - Verizon cable bill

Date: 6/8/2020 1:33:25 PM

City/State/Zip: Randallstown, Maryland 21133

Company Complaining About: Verizon

Description

I Recently signed up with new service with Verizon my fios . I was asked questions to develop the necessary package that was necessary for my home . I called into Verizon with a complaint of channels not on my line , I was told these channels were not included in my purchase and that Verizon was only showing certain channels because of covid 19 . When I signed up I was not informed of this matter and the assigning supervisor (mark)sorry they don't give any other information except their names. As a new customer who has only been with Verizon for 2 months they should have been able to fix the issue without having to file a complaint. If a customer asks for something and is paying for it they should be granted this wish . To inform me that I need to pay more money for a [REDACTED]

[REDACTED]
Address : [REDACTED]
[REDACTED]

Ticket: # 4015251 - No service.

Date: 6/8/2020 1:59:17 PM

City/State/Zip: Stuarts Draft, Virginia 24477

Company Complaining About: Comcast

Description

We started to have trouble with two receivers back in March and I knew we wouldn't be able to get anybody out here to look at them because of the Coronavirus. Well here it is June and two out of the 3 tvs are not working. I called Comcast and they tried to reset them and it didn't fix the problem. Comcast then explains that they can have someone check the wires outside but they cannot come inside the house. Thats fine but they are still charging me over \$200 for one box working. I want compensation for the boxes not working. My husband works too hard to throw money out the window. If this problem isn't resolved I will end my service with them for good.

Ticket: # 4015567 - No phone service, Voicebox not working either

Date: 6/8/2020 3:27:52 PM

City/State/Zip: Far Rockaway, New York 11691

Company Complaining About: Verizon

Description

Customer was given a voicebox due to no phone service at home. Voicebox is not working either.

(b) (6) is the customer from (b) (6). She is a senior and is in need of a phone asap due to the pandemic and family not being able to visit her. My phone number is (b) (6), Marta Scott-Service Coordinator of Seagirt Housing.

Ticket: # 4015598 - Optimum/Altice Cable Company Refusing New Service due to Prior Tenant's Balance

Date: 6/8/2020 3:33:14 PM

City/State/Zip: Jefferson Valley, New York 10535

Company Complaining About: Optimum

Description

My husband and I separated in April. He moved into an apartment the middle of April after living at our house for 16 years. He tried to get Optimum hooked up but with the COVID restrictions, Optimum said they were not doing new hookups until further notice. So, at the end of May they started new services again. When he called, the rep told him they could not give him service because the previous tenant did not pay their bill. So, he either has to prove that he did not live there before April or pay the previous tenant's bill. So, thinking there had to be some mistake, I called, and it is true.

Optimum has a policy that if you were to move into a new apartment, a home you purchased, a different condo, whatever, and the person living there before you did not pay their bill, your choice would be to email to Altice Collections Dept. a copy of your SS Card, your photo driver's license, and proof from a utility that you lived somewhere else to get the new service or pay the prior resident's balance on their cable bill. Is this ridiculous or what? In addition, every single one of the bills were/are in my name (including the house), so he does not have any proof from a utility company that he lived here.

I would have a problem emailing a copy of my SS card and my driver's license with my photo on it to anyone. It just sounds like I am handing someone on the other side of that email my identity to steal. It would be different if you could go into the store and show them these items, but to send them through the email sounds like a reckless and dangerous thing to do to me. In addition, I think the cable company should be going after the former tenant who had the service, not the new tenant.

Is this even legal to withhold service because a former customer did not pay his bill? I asked the Supervisor to give me this policy and refusal in writing, but he refused. He said it is not their policy to give refusal of service in writing.

I look forward to hearing from you, and I hope you contact Optimum/Altice One as well. My soon to be ex-husband's name is (b) (6). He's trying to get service at his new apartment in Jefferson Valley, NY.

Sincerely,

(b) (6)

Ticket: # 4015602 - Cell Phone Issues**Date:** 6/8/2020 3:34:21 PM**City/State/Zip:** Rio Rancho, New Mexico 87124**Company Complaining About:** Sprint

Description

She has been on phone with Sprint for 2 hours today. She has bought over 3 phones with Sprint. In March someone at Sprint said her phone was no good. She could not get to the store due to pandemic. Her calls drop. Her phone cuts off and says Update. Her phone cutoff yesterday. Her phone is not working and many apps are appearing on her phone. They have told her she needs to call Samsung. She told them she bought phone from Sprint and they need to fix. She wants them to fix her phone. She pays for insurance every month on her phone. She has called numerous times and cannot get any help. All they do is transfer here. ***CTR 381-Phone***

Ticket: # 4015656 - Hello i need my services to stay on thru covid 19

Date: 6/8/2020 3:46:41 PM

City/State/Zip: St Pete, Florida 33702

Company Complaining About: Frontier Communications

Description

Hello i cant have my services turned off as the law was sighned in thru June 30th 2020 keep america connected my internet and phone Need to stay on im with a company called Frontier communications my problem is with billing

Ticket: # 4015664 - robocalls from spoofed numbers

Date: 6/8/2020 3:49:04 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona and Crystal Springs, MS. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. For the call I am reporting today, caller id was not able to identify a location. However, a search for area code 662 and prefix 214 indicates the number (almost certainly spoofed) is registered for Baldwyn, MS.

Most of the time, I do not answer the calls. I have been forced, to stay sane, to put my phone on Do Not Disturb, so I usually don't notice them right way. It is wrong that I am forced to do this, and the perpetrators of these actions should be punished. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. As I mentioned, I have been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4015696 - Spectrum Cable incompetence

Date: 6/8/2020 3:58:18 PM

City/State/Zip: Charlotte, North Carolina 28216

Company Complaining About: Spectrum

Description

Spectrum cable said they could mail equipment due to Covid. On April 9 I ordered a replace the remote. It's never been shipped. On May 1 they said 1st rep entered it wrong. On June 1 they said 2nd person set it up incorrectly. I asked for a supervisor who told me it now fixed and I would have it in a week. Today June 8 they said that it still was incorrect. How much must I put up with?

Ticket: # 4015788 - DCT/Momentum doesnt uphold contract, makes unauthorized changes to our account

Date: 6/8/2020 4:21:56 PM

City/State/Zip: Chagrin Falls, Ohio 44023

Company Complaining About: Dct/momentum

Description

Hello,

We have been having issues with DCT which got bought out by Momentum ever since we got the service. They never fixed the agreed upon speed on the contract 20/20mbps, and when we wanted to terminate due to us not being able to accommodate our remote users due to COVID-19, they didn't fix the issue. At the same time they discontinued our account without our authorization and tacked on an ETL fee. We specifically said that we do not consent to a cancellation.

Ticket: # 4015790 - Failure to maintain Record**Date:** 6/8/2020 4:22:17 PM**City/State/Zip:** Somerset, New Jersey 08875**Company Complaining About:** Boost Mobile

Description

I called Boostmobile to ask what incentive they gave for customers during COvid-19. According to (b) (6) that the customer must call in & the computer check for the customer eligibility & generate it. This information was not send out or open to the general membership- only if a customer call & request it In addition, Boost mobile, took off one of the number off the plan & was charging me for 3 number for several months. Oshane. I requested the IMEI# for the stolen phone & I was denied claiming that Boostmobile don't maintain such record if the phone is lost & that Apple us giving out the wrong information to contact the phone company. In essence, Boostmobile fails to maintain record. My son pays \$100 - Boostmobile refused to refund claiming that if it's not paid on the main number it will not be credited to the account. He's a disabled Veteran & he's out of \$100 because that was a gift to me. Today I spoke with Mars who kept me on the phone from 11:00_11:22 & refused to give me a supervisor upon request, Red#

(b) (6). I called back & spoke with Jaovi CSR who then transferred me to Floor supervisor

Ticket: # 4015805 - Intermittent Service

Date: 6/8/2020 4:26:19 PM

City/State/Zip: Brooklyn, New York 11236

Company Complaining About: Optimum

Description

Consumer is trying to reach Altice One

Consumer was told that they could not send anyone out because she was in a hot spot of Covid-19

Consumer said that they are not sending anyone out because they are racist

Consumer said he should of never said it like that, he should of worded it differently

Consumer contacted 311 and they said they could not specify where the hotspots are, because there is no list of the hotspots

Consumer said she pays her bill and she wants the service fixed ASAP

CTR402

Ticket: # 4016068 - T- Mobile Wrongly done the plan of mobile Phones account

Date: 6/8/2020 5:57:11 PM

City/State/Zip: Orlando, Florida 32824

Company Complaining About: T Mobile

Description

From

[REDACTED]
[REDACTED]
[REDACTED]

T-Mobile Account No: # (b) (6)

To

The Commissioner

Federal Communication Commission

445 12th Street SW,

Washington, DC 20554

SUB: T- Mobile Wrongly done the plan of mobile Phones account

Respected Sir,

This is to inform you, that my mobile phone service provider is T-Mobile and I am using their service since 2017 have a complaint on their billing

I am paying for three cell phones is approximately USD 170.00. After the Covid-19 my business is Tourism-related (Receptive Tour Operator) is down and I requested to reduce the lower plan from March 2020.

I speak the Customer service (611) 7 times in 4months, the staff of T-Mobile are not sincere to their customers, When I requested to change that plan, and send me an email confirmation or hard copy by post, for the documentary evidence for the change of plan. The staff of T-Mobile told me, for the security reason, we cannot send any email or letter from our end.

Two weeks before I had seen Verizon have mobile plan of USD 35 for each mobile, so I decided to change to Verizon, before that I call T-Mobile for checking that similar plan. The staff Ms. Nine told me that we have that same plan, we can provide that same and the total monthly bill comes USD 105 + taxes. I agree for that and asked to send me the email confirmation, which is not yet received. Now I get text message for this month bill is USD 597.00, Please advise the needful, to be questioned the company T-Mobile "why you are not providing customer change of plan by email or hard copy....??

"Consumers are protected by the Consumer Bill of Rights, The bill states that consumers have the right to be informed, the right to choose, the right to safety, the right to be heard, the right to have problems corrected, the right to consumer education, and the right to service."

I am ready to pay the amount of USD105 + taxes (not USD 597.00)

Awaiting your favorable response, hopefully I will change this provider very soon.

Thanking you,

Yours faithfully,

(b) (6)

Ticket: # 4016148 - Suddenlink billing/customer services issues

Date: 6/8/2020 6:39:16 PM

City/State/Zip: Lake Havasu, Arizona 86403

Company Complaining About: Sudden Link

Description

I was billed a late payment due to their error as my local office is closed due to Covid-19, so had to mail payment out of town. Mailed payment in plenty of time (9 days in advance), but they held onto my check and decided to cash it after my due date causing a late fee. Called regarding the matter and they said they can cash my check whenever they feel like it. Next month mailed my payment and they cashed it in plenty of time, but once again decided to add on a late fee from the previous month. Called again today and after two hang ups by them transferring me to the wrong department, the third call I told them they are to cancel my service at the end of the month to which I can not return any equipment to the office, they said I have to mail equipment to them at MY expense.

Ticket: # 4016152 - Hughesnet contract violation

Date: 6/8/2020 6:40:33 PM

City/State/Zip: Cornville, Arizona 86325

Company Complaining About: Hughes Net

Description

I live in a very rural area and Hughesnet has a monopoly on internet services here. I am a full-time college student. I take all my classes online due to the pandemic. Hughesnet only sells its service in a contract form and guarantees speeds of 25mbps upload and 4mbps download. I have had the contract for several months long before there was any pandemic scare and not once, have I received the speeds that I pay for. I never complained about the slow service until I was required to watch my lectures online for my classes. They won't play no matter what I do. I have plenty of gigs left on my data plan and the videos won't play. This happens across all streaming services, not just the one that plays my lectures. When I do an internet speed test on google the speeds are a fraction of what I was promised. Their website does not say "speeds up to 25mbps" it says that their plans will deliver 25mbps. I have contacted customer service so many times it is impossible to count. If you call them on the phone your are directed through the menu that goes in circles, ie, "for technical support press one" I press one and the recording will say, " I'm sorry I didn't get that, for technical support, press one.." over and over and over again. I have contacted them through the live chat and every time I ask what can be done about optimizing my educational website they rep will drop the chat and ignore me. indefinitely. I am paying every month on a contract that they are violating the terms of. What can I do? They have me trapped and I can't afford to be paying so much for so little in return. I have done all the troubleshooting that can possibly be done and have also done it with a customer service rep helping me do it through the live chat and they blame everything on the virus even though they have never supplied the speeds that they advertise.

Ticket: # 4016170 - Destruction of Emails by Former Provider**Date:** 6/8/2020 6:51:50 PM**City/State/Zip:** Atlanta, Georgia 30339**Company Complaining About:** Spectrum

Description

On June 1, 2020, Spectrum terminated internet service to (b) (6) account managed by Spectrum under its RoadRunner webmail platform for residents of Central Florida. The account belonged to (b) (6) who had moved to an assisted living facility for the elderly (AL Facility). Sometime in March 2020, the AL Facility, operated by Kisco Communities, determined to switch internet carriers from Spectrum to DirectTV, and commenced trading boxes. Due to the outbreak of the Covid-19 virus, the installation stopped midstream, without the switch being completed and without proper communication. It was rightly considered dangerous to have the technicians in the AL Facility, so some wires and boxes were left unpacked. But on June 1, all mail addressed to this address was terminated and deleted. The owners of the mail are not able to access the mail, and Spectrum has deleted all the mail without keeping any backup copies. Spectrum says they keep the mail for 3-5 business days after a "customer" terminates, but in this case the "customer" did not make the decision and was not notified of the deletion of all backups until it was too late to recover the email.

Most telecommunication carriers should keep backup copies of information available to them for at least 30 days to permit customers to access data once they realize that their service has been switched. Customers could be on vacation, or in the hospital, or unaware for at least up to a month that their service is being interrupted or interfered with. Most creditors provide for at least 30 days for consumer billing.

Similarly, if Kisco Communities is going to service the internet and other telecommunications services, it should likewise give notice and provide the ability to transfer backups of personal emails and similar information.

Ticket: # 4016198 - Internet Connection constantly dropping

Date: 6/8/2020 7:07:20 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: Optimum

Description

In March my wife and I started working from home because of the covid19 pandemic. I sign onto my vpn at 8:00am and my wife signs on at 9:00am. Everyday at 10:00am we would both lose internet connection. I would get on the phone with optimum and wait at least an hour to speak to a customer service rep. They would troubleshoot with me and eventually have to send out a tech. I've had four techs here and get a different story every time. The internet will work for a few hours and then continue to drop off again. I've had multiple modems swapped out, new splitters installed outside my house, but nothing seems to resolve the issue. One tech told me it's an issue with Optimum because they have their old technology and their altice technology and when they change something to one the other has issues. I have documentation of the internet dropping because my house alarm is connected to the internet, so I took screen shots of what a normal day looks like. I just sat on hold for an hour and ten minutes to receive and \$14 per month credit for twelve months. I asked the representative "this is great but how does this resolve my issue?" He stated " don't worry I sent an update to your equipment and it should resolve the issue". Well five minutes later I lost connection. This has been going on since March and I'm at my wits end! We pay \$280 per month for horrible internet and even worse customer service.

Ticket: # 4016293 - Optimum/Altice

Date: 6/8/2020 8:33:03 PM

City/State/Zip: Tampa, Florida 33647

Company Complaining About: Optimum

Description

I cancelled my services on 4/24, and was told by phone it was cancelled. I asked about my final bill and they said I could log in online and pay it. So I got the email of my amount due and I (stupidly) trusted them and paid what I thought was my last bill. I got another bill for this month, and found it very weird. I was already in Florida, and I had the box with the printed label to return my equipment that I didn't have since 4/24.

So I called them, they told me they never had anyone cancel my account. I told them I had call back in 4/24 and they said they will search for the call and call me back. That it will be within 72hrs. The representative said it takes time due to the fact of going into the system and looking for the call.

I got a call the same day, from a "manager" to tell me that they will cancel my account from this last pay period. But they won't honor my original cancel date of 4/24, and that they never found the call. According to him it wasn't in his department and that it is my fault for not knowing. I told him that I trusted the representative and that I don't work for optimum so I don't know what their cancellation process is.

He basically said too bad so sad, that since I paid the \$100 willingly they won't give it back. Even though there's a call somewhere (that they don't want to find) saying I cancelled.

He won't transfer me to anyone, he offered to transfer me to customer service at 7pm knowing they close at 5pm. And the call disconnected.

I'm looking for who else to go to. I won't let \$100 just be taken away from me, when I trusted the company! During this time of COVID, and uncertainty, they are taking/stealing money from hardworking people. I'm two months away from delivering a baby, at a high risk pregnancy, and I don't need this type of stress!

Ticket: # 4016323 - My Xfinity package

Date: 6/8/2020 8:57:01 PM

City/State/Zip: Baltimore, Maryland 21207-6322

Company Complaining About: Comcast

Description

As of 6/18/20,Xfinity increased my basic pkg from \$84.44 per month to \$104.39 a month. In mid-2019, I was told by them I would receive a senior discount but never received it. Called Xfinity today to discuss the problem (especially in light of the Covid19 pandemic) but was met with indifference and resistance. Maintaining my original fee of \$84.44, especially as a senior on a fixed income, would solve the problem.

Ticket: # 4016336 - Unused Roaming Fee Charges

Date: 6/8/2020 9:06:26 PM

City/State/Zip: Burtonsville, Maryland 20866

Company Complaining About: Comcast

Description

Dear Sir, I write to report Xfinity Comcast of overcharging me for service I didn't use.

I traveled to Sierra Leone in February 2020 and upon my return, I was charged \$602.55 for roaming fees. This is a service that I never used while in Sierra Leone. Throughout my time with Xfinity/Comcast mobile, whenever I travel overseas I've had to call Comcast to request the roaming feature (They have all my call records) if I needed to. This was the case in Canada, Mexico, and Italy. But unfortunately for Sierra Leone, it was different, I never used it nor did I request it but I was still charged.

Upon my return to the States, I called Comcast they claim that I was charged \$602.55 for 151 MB, I told them it was ridiculous and no one uses that small data amount just to be charged over \$600. I told them why would they set it automatic just so they can charge me as I turn my phone ON. The only thing I can remember up to this day is that I turned my phone (as always) upon arrival in Sierra Leone to correct my time and buy a new sim card. I never user used the service, and this can be seen on the account details that I didn't make any calls or send message, all I did was turn my phone ON.

Furthermore, due to this exorbitant charge on my bill, Comcast have failed to unlock my phone even though the phone has been fully paid for.

I have called them three times to explain to them but they have been very arrogant and never tried to listen to what I was saying. The frustrating part is that before we got hit with Coronavirus I've always paid my bills and most times automatic payment is done. I feel like they don't care about their customers even during this pandemic. I've had sleepless nights sometimes, worrying that my credit will be ruined.

I am pleading with the FCC to look into this issue and help me out. I believe there are other customers out there that might experience similar issues with Comcast but do not know how to make such complaints. Please help me and help the other voiceless people out there.

Please see the attachment.

Ticket: # 4016398 - COVID 19

Date: 6/8/2020 10:29:11 PM

City/State/Zip: Gresham, Oregon 97080-8177

Company Complaining About: Zply Wireless

Description

My internet was shut off without being notified. Also this was done during the covid shut down here in portland. It's my understanding that the FCC has put terminations and late fees on hold during the pandemic. I called zply and they told me they could not turn it back on without 116 dollars and a fee to turn it back on.

Ticket: # 4016426 - high speed internet availability

Date: 6/8/2020 11:38:54 PM

City/State/Zip: Covington, Louisiana 70435-3919

Company Complaining About: AT&T

Description

The is no high speed internet available at my house. With COVID-19 people need more reliable affordable internet availability for work, school and overall use. Please help.

Ticket: # 4016429 - Cox internet issues

Date: 6/8/2020 11:42:06 PM

City/State/Zip: El Cajon, California 92019

Company Complaining About: Cox

Description

We have been having internet issues constantly since the coronavirus quarantine. We have been told everything is fine, we bought a new router still same results. Called again and a tech came out said bad modem, bought a new modem same results. Still no results after 6 calls and 1 tech visit. ANother one coming but do not expect any other results. Basically b ought \$400 of new hardware for them to tell me to upgrade again (to their stuff). I just would like this fixed, feels like it is an issue with out internet in our neighborhood. The issue is not speed. It is we are losing packets and having high ping all the time. Cannot even play a video game on one device.

Ticket: # 4016439 - Service disconnected

Date: 6/8/2020 11:52:08 PM

City/State/Zip: Yorktown, Virginia 23690

Company Complaining About: Cox

Description

Cox has disconnected my service, as well as charged me late fee while their COVID response statements states they will not do that during then COVID period. I have call many time and continue to get hung up on and told there is nothing they can do

My children school is closed so everything is online

One adult in our home is workings at home due to COVID and needs internet access to keep his job I'm an essential worker working in nursing they have charge me for a tech to cone out to hook up services that I was told I wouldn't be charged for and won't send me my note on my account and blame it on the last person I spoke to saying they didn't note this and that and that it happens all the time and there is nothing they can do for me. I need internet in my home to continue to school my children and for him to continue to have a job.

Ticket: # 4016448 - billing

Date: 6/9/2020 12:21:30 AM

City/State/Zip: Valley Stream, New York 11580

Company Complaining About: Optimum

Description

This is my complaint...feel free to copy/edit it as fitting for you.

Optimum a.k.a AlticeUSA terminated my internet service on or about March 6 2020, and also charged a late fee to have my service restored. I just found the "KEEP AMERICANS CONNECTED PLEDGE" today when I signed in. My bill is due again tomorrow, June 6th, and I fear they will once again terminate my service as well as charge me additional late fees, and again violate their pledge they made to Americans. When contacted, they offered nothing but pay in full or be terminated.

I have little faith that they will do anything. Im content just to let the world know that they lied and offered no assistance to Americans during a pandemic, despite their pledge.

Ticket: # 4016554 - Disconnection of bundled services

Date: 6/9/2020 8:37:41 AM

City/State/Zip: St. Marys, Pennsylvania 15857

Company Complaining About: Zito Media

Description

Consumers provider is Zito Media for TV, phone and internet. Her services were disconnected yesterday. Consumer states she was delinquent on her bill.

She was out of work due to Covid-19 and her business was shut down per Governors order. Provider told her that she has to pay \$200 today and services can be restored. Consumer has been out of work and cannot pay her bill.

Consumer would like provider to re connect her phone and internet and set up payment arrangement with her.

CTR 392-phone

Ticket: # 4016570 - Internet down, no end in sight, no answers

Date: 6/9/2020 8:55:34 AM

City/State/Zip: Flemington, New Jersey 08822

Company Complaining About: Centurylink

Description

Centurylink is my internet service provider. Service has been down since Friday June 5. It is now June 9 and there is still an outage. Since Friday, when I check status online or call to inquire, I've been told that the engineers are addressing the issue and am given a time for it to be resolved, usually within a couple of hours. That time comes and goes, the internet doesn't work, so I check again and a new time is listed for the outage to be resolved. This has gone on for days. I am working from home while also homeschooling because of the covid crisis.

Ticket: # 4016625 - Internet Outage During the Corona Virus Pandemic in WV**Date:** 6/9/2020 9:34:28 AM**City/State/Zip:** Alum Creek, West Virginia 25003**Company Complaining About:** Sudden Link

Description

On Friday June 5th, 2020, the Internet service provided by Suddenlink Communications failed due to an outage at 1 [REDACTED]. A complaint of the failed service was logged with the call center on Saturday morning June 6th, 2020. An automated voice system walked this customer through the reset process of both my modem and wireless router. When that failed, I was connected with an overseas call center who attempted the same process. After explaining that I had already attempted that process through the automated system, the representative at the call center tested the Internet connection and found that my home was not receiving service. An appointment was scheduled with a technician for Monday June 8th, 2020 between the hours of 5:00 p.m. and 8:00 p.m. On Sunday June 7th, 2020, my landlord approached me about the Internet issue after several other tenants in the same neighborhood had experienced a similar failure of service with their Internet. By his estimate, what started as a lack of service for one home was actually an Internet outage affecting 4-5 homes. He also explained that another tenant had approached him and scheduled a technician appointment the same day (Monday June 8th, 2020) as my appointment for a window. That tenant's appointment was set between the hours of 2:00 p.m. and 5:00 p.m. After returning to home from work at around 4:30 p.m. on June 8th, 2020, the technician never arrived to investigate the service issue at my home. At about 6:30 p.m., I contacted the overseas call center and the representative found shortly before my call, the technician had logged that he had been to my home and made personal contact with me. That event never occurred. The representative then logged a go back order to the technician to come back and make contact with me. That technician never returned to make contact with me. The representative called and said if the technician did not make contact, then call the call center back and record the technician's failure to show. I attempted to do this at about 7:45 p.m. 15 minutes before my appointment window closed at 8:00 p.m. On that call, I was on hold for 45 minutes with no contact with a representative from the overseas call center before I hung up my phone in frustration. My landlord was outside at the time and told me that the other tenant with a service appointment had made contact with the technician and declared the problem an outage and left. He left behind a open box containing a mess of wires and did not return the covering to the service box. I have attached that picture. Later that evening, I visited my parents to do some work on the Internet and received an e-mail with a pdf of a service order saying the technician had made contact with my home. That contact never happened. In addition, a crude smiley face was drawn in the signature line of the work order. On Tuesday June 9th, 2020, I attempted to call the overseas call center to report this during a break from work. After wading through the automated system, I made contact with the representative overseas, but the call was dropped. There was also a communication barrier with the representative since English was not her first language and she could not understand my accent. They attempted to call back, but my call was dropped again. I called the overseas call center back and asked to speak to someone in the United States due to the dropped call and my frustration with the previous communication due to the language barrier. The representative this time was a male and was rude. He refused to connect me to someone locally or even a supervisor when I requested a supervisor. In addition, he would not try to work through my request for compensation for the outage and only said I would be compensated for the outage at a later date. He said any complaints I have would have need to be logged with the technicians who are

on site fixing the outage. I explained to him I cannot since I am at work at the moment. I also mentioned that I will be leaving work early today since it is the primary election day in West Virginia. The representative then asked about my voting choices. I replied that simply was rude and none of his business. He apologized and said he was just trying to make polite conversation. I explained that is not a proper or polite question to ask in our culture. I pushed for a restoration time for the outage and the representative gave an estimated restoration time of 8:00 p.m. on Tuesday June 9, 2020. To compound the situation, the five day outage from Friday to Tuesday comes at a time during a global pandemic when Internet service is a vital tool for people trying to limit their time in the public.

Ticket: # 4016676 - Spectrum Internet Provider

Date: 6/9/2020 9:59:13 AM

City/State/Zip: Austin, Texas 78728

Company Complaining About: Spectrum

Description

Beginning Friday 6/5/20 our internet has not been working. After replacing the modem/router, and several technicians, Spectrum is stating that the issue is at the source and could take up to 10 days to fix, indicating that the "FCC is the one "reconfiguring" due to high demand." Both my husband and I are working remotely from home due to COVID and are unable to work without internet.

Ticket: # 4016685 - Continued Payments on a cell phone that was stolen and the person died.

Date: 6/9/2020 10:02:30 AM

City/State/Zip: Washington, District Of Columbia 20011

Company Complaining About: Sprint

Description

In October 2018 my grandson was leaving work and he was robbed, beaten left naked and for dead on the streets of NE DC. I contacted area hospitals and found out that WHC had a John Doe, upon arriving I found out it was my grandson. he had been stabbed multiple times, head injuries and was paralyzed and placed on a breathing machine which had I not gotten there they would have let him die from his injuries. A few weeks later he passed away. I contacted Sprint to see what could be done about the stolen phone, forwarded the police report and copy of the death certificate. Nothing was done for weeks so I had an attorney contact them and they took me making regular service payments on a lost phone and placed me on a plan that allowed me to pay for the phone only for 6 months which ended this month. I contacted them on 6/1/2020 and was informed that this plan was no longer in force, that I would have to pay for the phone in full or resume regular monthly cell phone serves. I was appalled. I am high risk COVID with pre-existing health conditions and was unable to have my bill increase from 201.00 to almost 300.00 per month. I informed them of this and they told me there was nothing they could because the program ended mind you one month after the death of my grandson in November, 2018, they took money and kept billing me under the arrangement for 5 months and 1 week, and I would not have known this until I called back as instructed by Sprint to call in June, 2020. Mind you I fought with them one year to have them place me on some type of affordable arrangement to pay for the phone and the phone alone. This is not what they want, they want me to pay for services on a stolen phone, or pay the phone in full. I am unable to do that and they refuse to place me back on the previous arrangements until the phone is paid for in full. I see no reason as to why I still have to pay for a phone that was stolen the owner of the phone is deceased. They refuse to talk to me, they have called me everyday since June 1, with no resolution to this problem so I am escalating it to you and when I informed them that I would be doing this, they stated we have a signed contract and hung up. I need help I cannot afford to pay what I am paying them now but manage to do so but I have to make arrangements every month to keep the service I now have. I am high risk COVID-19 and senior over the age of 65 and they will do nothing to assist me. I need help and I need it now. They have been forwarded the death certificate of my grandson, a doctor's statement from my doctor regarding COVID-19 restrictions and they have medical records from me from an accident sustained in 2009 in which my brother died as a result of that accident. If you pull their phone records dealing with my account all this information is in there. On several occasions they charged me for services that I didn't have and kept crediting my account only to increase the bill a few months later. I have been with Sprint since 2010 and only stay because I can make arrangements with them to pay the bill each month other couriers would not do this for me as I am in and out of the hospital for long periods of time due to the injuries I received from the car accident. Again I am over the age of 60, in bad health and I can't get no resolution from them from being a customer since 2010. My last conversation with Sprint was 6/8/2020 at which time I was informed to pay the phone off or my service would be interrupted for failure to pay the full amount of the bill. I am teleworking from home and my sprint phone is my only mode of telephone conversation.

I do not have a landline and can't afford adding one to the bill, I had that cancelled because I never use it and it didn't work properly. They have robbed me for years, please help me.

Ticket: # 4016698 - Billing /COVID-19

Date: 6/9/2020 10:09:00 AM

City/State/Zip: Milwaukee, Wisconsin 53207

Company Complaining About: Boost Mobile

Description

Consumer states that he is been affected by the COVID-19 pandemic. Consumer states that he is in a crisis and that he will not be able to pay his service this month. Consumer wants the pledge of the FCC to apply in his situation.

ctr408-phone

Ticket: # 4016751 - Optimum Internet Issues**Date:** 6/9/2020 10:32:10 AM**City/State/Zip:** Stratford, Connecticut 06614**Company Complaining About:** Optimum

Description

We have been having issues with the connectivity of our internet such as, but not limited to, dropped signal, slow internet speeds and outages that last up to an hour or more. I have called Optimum numerous times over the last month and have been told different things. We updated our speed because they told us that was the problem, we were told we need new hardware but due COVID, I can't go to the store to exchange it. When I asked the rep to mail me the new modem and router I was told the system wouldn't let it go through and she would call me back. I never received a callback.

Ticket: # 4016824 - services restored

Date: 6/9/2020 10:54:07 AM

City/State/Zip: Houston, Texas 77071

Company Complaining About: Verizon Wireless

Description

I switched in April to Xfinity phone because they were using the same towers as verizon and I thought like many of the Cheaper companies Xfinity and verizon were together. I found out they werent and my service with xfinity was horrible. Yesterday 06/08/20 I called Verizon to get back with them.. I had a balance of 250 and i paid 50 and did a payment plan for 125 for the 22nd. I was told by the department that took my payment i would be able to re-establish service i was passed around Verizon for approx. 2.5 hours and finally I got tired and the last person I spoe to yesterday sent me to bankruptcy because i did a chapter 10 earlier this year. THeY took care of the issue then sent me to sales department. I was told today i couldnt get service back till i paid balance in full. I explained that because of COVID-19 i went on a payment plan and the representative from the previous day told me i could go back on. I also explained i still had the SIM card and i wanted to reestablish service she wouldnt do it and she passed me along and i just decided to write a complaint because i have not found one person that knows what is flying there. I would like my services restored so i fdont have to be paying to companies and to come back home. I thnk since i was told that because i am on a payment plan i can have my services restored.

Ticket: # 4016930 - Return of cell phone equipment

Date: 6/9/2020 11:33:25 AM

City/State/Zip: Rio Communities, New Mexico 87002

Company Complaining About: Verizon Wireless

Description

Verizon is consumers provider for cell service. Consumer has been with them for 19 years. Consumer purchased a smart phone - Samsung Galaxy A10E.

She was unable to use the phone and tried to return it within the 14 days.

Provider would not take phone back through the store due to Covid-19.

She was told by store associate that they would contact her when they were able to have her come into the store. Provider never contacted consumer

Consumer went back and was told it had been too long and they could not take the phone back.

Provider is charging her for the phone and refuses to allow her to return it. Consumer states this is not her fault as she tried to return the phone withing the 14 days. Consumer wants to return the phone with no charges.

CTR 392-phone

Ticket: # 4017095 - Safelink Service

Date: 6/9/2020 12:16:16 PM

City/State/Zip: Lowell, Massachusetts 01852

Company Complaining About: Safelink Wireless

Description

The consumer states that Safe Link gave her a notice a couple of days ago and saying they will no longer be supporting her.

The consumer texted the text that they sent to her asking why.

The consumer received a reply right away saying the message was not valid.

The consumer states that she has had service with them for many years.

They said that after June they will no longer support her.

They never really gave her a reason as to why other than the application she sent is was not valid.

The consumer has been applying for years and she's never been denied.

The consumer needs answers as to why they are dropping her and why they only gave her such a short notice especially with COVID-19 going on.

CTR-415

Ticket: # 4017152 - Xfinity billing issues

Date: 6/9/2020 12:30:11 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

Company Complaining About: Comcast

Description

Consumer has Xfinity mobile.

Consumer was unable to pay her bill due to COVID-19.

Consumer called them on 6/5/20 and agreed to pay the bill in two weeks.

They agreed but then Monday morning they took \$400 from her account.

Consumer needs that money to feed her children and needs that money back ASAP.

She would like them to explain why this happened.

CTR404-phone

Ticket: # 4017156 - Service COVID-19

Date: 6/9/2020 12:30:51 PM

City/State/Zip: Williamson, West Virginia 25661

Company Complaining About: Sudden Link

Description

Consumer states that he has been without telephone service and tv service for the past SIX days. Consumer is an older senior citizen that lives alone and he needs his service to be restore immediately. Consumer has made more than seven appointment and they either always cancel, no show up, or even leave without repairing his service. Consumer is tired of this situation and he is scare in home. Consumer needs to be able to watch the news or to be able to call his family in question of an emergency. This is unethical, for seniors. Consumer wants his service to be repair and a credit in his account because of this incident.

ctr408-phone

Ticket: # 4017165 - Suddenlink - the absolute worst of the worst

Date: 6/9/2020 12:32:25 PM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: Sudden Link

Description

I just give up.

It took an fcc complaint to get my internet working (I use that term loosely since it only works about 50% of the time and the download and upload speeds are so bad it is impossible to do normal everyday internet tasks).

After that complaint was followed up on they were able to sort of get the internet running but I have had a line running across my driveway for more than 2 months. And the internet is so spotty I can't even believe this company has nerve to charge people for it.

But my complaint this time... once they turned the internet on they would not take the TiVo and boxes (that they NEVER got to work) back. Once the pandemic and closure was over I tried to do that.

Long lines outside. Since my service never really got up I opted to put the boxes- all in one bag and with a receipt tied up and their TiVo into the drop box. That was about 2 weeks ago. As of today they are still charging me for equipment and tv service that I don't use because they couldn't get it to work. I got direct tv after a month of waiting for them to get their equipment and lines to work. I have called and called and wait terminally on hold only to be hung up on. Today was last straw - after 35 min on hold it hung up on me again.

This company, their substandard product, and their absolutely abysmal service is really more than anyone should hav to deal with.

It is an embarrassment that would people have to Go through a government complaint form in order to talk to someone on their end.

Ticket: # 4017300 - faulty internet service

Date: 6/9/2020 1:03:49 PM

City/State/Zip: Deal, New Jersey 07723

Company Complaining About: Optimum

Description

for months our Optimum service has been going out intermittently. As a teacher, trying to zoom with my students has been challenging. Even through the quarantine and stay at home phase of Covid I've had to relocate to other homes to zoom. Boosting my service to 400 mbytes doesn't help because when the connection is lost, the megabits can't come through. I've called dozens of times but the service is still spotty at best. Please Help!!

Ticket: # 4017314 - Verizon Wireless Billing Complaint**Date:** 6/9/2020 1:08:17 PM**City/State/Zip:** Crisfield, Maryland 21817**Company Complaining About:** Verizon Wireless

Description**From:** (b) (6)**Sent:** Tuesday, June 2, 2020 12:53 PM**To:** craig.silliman@verizon.com <craig.silliman@verizon.com>**Subject:** RE: Account #1 (b) (6)

Please see forwarded email thread with an Executive Relations Escalations supervisor flat out dissembling about privacy on a generic account, which I refuse to employ to publicly air my personal grievances with Verizon.

I am "totally and permanently" disabled. I neither take nor make non-essential, non-emergency telephone calls. Verizon has been informed of this disability innumerable times over the past ten (10) years. But rank and file representatives obdurately insist on offering these generic email accounts - i.e., vccd@verizon.com<mailto:vccd@verizon.com>, cersWEExecutiveRelations@VerizonWireless.com<mailto:cersWEExecutiveRelations@VerizonWireless.com> - accessible to any employee assigned to the specific team or telephone calls as an option instead of complying with "reasonable accommodation" provisions of Title II, Subtitle A, of the Americans with Disabilities Act ("ADA"); and, communicating discreetly via professional Verizon assigned email account -- instead of a generic one open to unprofessional employees who promptly retaliate. This is a fact.

For the tenth time, I respectfully ask for either a regional customer service manager and/or director to communicate discreetly -- i.e., directly - with me concerning the sensitive, confidential issues I wish to raise with Verizon management. Two of (but not all) the issues that need to be immediately addressed but have not by either Executive Escalations and/or Wireless Escalations respectively are as follows:

1. The autopay option on the above account is not working though I am enrolled. A deduction was supposed to have been made on the 14th. But it is still pending. This service failure causes the account billing to double every month if I do not catch it (as I have this month). I am on a fixed income. The \$160 bill I had to pay to bring the account forward last month poses an economic hardship and, consequently, exacerbates the symptoms of my disabilities.

1. I respectfully asked that Verizon facilitate (place the order) a new account with Verizon Wireless (since Verizon already has my account information, which I authorize it to share with Wireless). I have no disposable income since the pandemic. But I need a basic (non-flip) handset that can be charged to the Wireless account set upon Verizon's end.

1. I am only looking for unlimited voice and text (no data) on the telephone. But I also need a SIM card for my Android tablet with a 6-10 GB data plan. The budget for both devices cannot exceed \$75/month (tax and fees included. And hopefully the accounts can either be consolidated or billed so they Verizon Freedom, DSL, and Wireless) all pay out automatically on the same day.

* Number to be ported in : [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] ESN/DEC: TBA

Yours,

[A close up of a logo Description automatically generated]

(b) (6)

From:

Sent: Tuesday, May 19, 2020 4:34 PM

To: 'Verizon Wireless Executive Relations'

<cersWEExecutiveRelations@VerizonWireless.com<mailto:cersWEExecutiveRelations@VerizonWireless.com>>

Subject: RE: Verizon Wireless Executive Relations- Supervisor Request (b) (6)

Unfortunately, the representation is inaccurate. More importantly, your email perfectly illustrates why I remain uncomfortable using a general mailbox to communicate my grievances relative to Verizon customer service. "Sheryl L., Verizon Executive Relations Team," responded to the previous email I sent claiming that the case number directs the case to a specific party, which by your own email (as I correctly suspected) is patently untrue.

From: Verizon Wireless Executive Relations

<cersWEExecutiveRelations@VerizonWireless.com<mailto:cersWEExecutiveRelations@VerizonWireless.com>>

Sent: Tuesday, May 19, 2020 4:05 PM

To: (b) (6)

Subject: RE: Verizon Wireless Executive Relations- Supervisor Request (b) (6)

Hello Mr. (b) (6),

I am following up with you to address your interest in receiving assistance from our office. However, we have not received a response that extends permission to assist you with the parameters presented. We truly value our existing or future consumers and appreciate the opportunity to aid our customers with an appropriate resolution.

If you wish to discuss your concerns with our office in the future please feel free to respond to this email or you are welcome to contact me directly at my provided number, 480-826-4828, Monday through Friday, between 8 AM and 5 PM PST, or you can contact Customer Service at 800-922-0204.

Verizon Wireless sends our good wishes to you and your family and hopes you are safe during this time.

Best regards,

Tyesha W.

HQ Supervisor

Executive Relations Team

-----Original Message-----

From:

Sent: 05/15/2020 14:47 MST

To: VZW CERS HQ Executive Relations

Cc:

Subject: RE: Verizon Wireless Executive Relations- Supervisor Request (b) (6)

[cid:image003.png@01D62AE0.EB1CEA70]

From: Verizon Wireless Executive Relations

<cersWEEExecutiveRelations@VerizonWireless.com<mailto:cersWEEExecutiveRelations@VerizonWireless.com>>

Sent: Friday, May 15, 2020 4:48 PM

To: (b) (6)

Subject: Verizon Wireless Executive Relations- Supervisor Request (b) (6)

Hello Mr. (b) (6),

My name is Ty W. and I am a Supervisor in Executive Relations and I forwarding my original response for your review. I hope you and your loved ones are all remaining safe during this time. My reason for contacting you is per your request issued to TJ. Respectfully, our email will process through our system for interaction with consumers from the Executive Relations department. I do thank you for considering bringing your business to Verizon Wireless as supporting new and existing customers is something work hard to do with high standards and integrity. I would love to provide assistance and clarify or answer any questions you may have remaining following the information provided by TJ. I am happy to hear all inquiries or concerns and will do my best to respond in a timely manner.

We thank you for your partnership with providing you with a reliable service provider and I look forward to helping by delivering to you the appropriate actions to get your matter resolved in a timely fashion. Please feel free to respond via email and I will follow up thereafter, if available to communicate via phone, I can be reached at 480-826-4828, Monday through Friday, from 8 AM to 5 PM PST. Thank you for your time.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 4017454 - Increased rate from \$38 to \$110 during coronavirus

Date: 6/9/2020 1:37:10 PM

City/State/Zip: Brooklyn, New York 11203

Company Complaining About: Optimum

Description

I use optimum. Since I was away during coronavirus on May 8 I spoke to an agent from Optimum whose ID is 4G1. He made it clear to me I had the option of paying \$10 a month to put my current contract on hold and whenever u want I could call in and they'd go back to same old contract. I asked him to repeat himself several times and he assured me that would be the case and I would not lose the contract. Well my sister called to add on WiFi again with the same contract and our rate went from \$38 to \$110. I have tried contacting them since last week to no avail. They are simply not taking calls. I don't know who to complain to but this is a horrible thing to do and clearly a company taking advantage of customers during a pandemic.

Ticket: # 4017509 - Phone/Internet refusal of service**Date:** 6/9/2020 1:47:54 PM**City/State/Zip:** Bentonville, Arkansas 72712**Company Complaining About:** AT&T

Description

I have resided at (b) (6), for approximately 3 years. When researching the house prior to purchasing, I contacted AT&T (who was also my provider prior to moving) and asked about service. ATT advised I was in their service area and that service was possible to obtain. As I researched the property further, I discovered ATT junction boxes containing buried wire on my property, and ATT service boxes on the residence. After purchasing the residence, I attempted (several times) to establish phone and internet service. ATT has informed me they will not repair or activate the old twisted pair style line as they want to replace it all with fiber. However, they advised they will not replace my line with fiber as it is not cost effective. I have offered to purchase DSL on the existing line, but they refuse, saying they are not selling new DSL accounts, only Uverse, but again will not upgrade the line due to cost. There are multiple residents on this route (12 or more) who are also may be interested in Att service but also are being refused availability due to the termination of this line and no replacement. Due to Covid, my children are now home without phone or internet access, resulting either in the inability to participate in online school (needed due to Covid school closures) or purchasing via hotspot or satellite at an exorbitant cost for unreliable service. Recontacted multiple times since with same results. Refusal to upgrade or repair line Access to residences would be reasonably easy as there are above ground (pole) power lines. Have also since learned that federal funding is available for improvement of broadband for rural areas but ATT still says they have no plan to return this area to active service. I have contacted other companies who state that they cannot service my house (neighborhood) as we fall within ATT's established boundaries and outside those other companies' service area.

Ticket: # 4017570 - Turned off cable during Covid-19

Date: 6/9/2020 2:07:17 PM

City/State/Zip: Milwaukee, Wisconsin 53216

Company Complaining About: AT&T

Description

I recently had my cable turned off during the Covid-19 due to a lack of payment but I signed up for paperless so no actual statement came to my home. And when I tried several times to log in online to pay my bill it was informing me that I had a balance of 0.00 and that I was unable to see my next bill this was going on for the months of Feb. to May

Ticket: # 4017583 - Suddenlink Fraud & Refusing to fix issues

Date: 6/9/2020 2:10:47 PM

City/State/Zip: Chickasha, Oklahoma 73018

Company Complaining About: Sudden Link

Description

We have had internet and cable problems from 3/1 to current 6/9.

Suddenlink dispatched a technician and they determined tap needed to be re-placed. I have contacted Suddenlink multiple times and they have sent out a 3rd party who diagnoses the issues as a bad tap and reports that a Suddenlink crew will need to be replaced.

I have called Suddenlink multiple times asking for the tap to be replaced.

We are paying for 100 mpbs and not receiving this signal on a constant basis. Additionally Suddenlink charged us an additional \$60 on 4/26; citing we were not home for one of the service calls. This was during the COVID crisis and 4 people were at home the day the technician was scheduled to arrive.

We witnessed him driving by the house, but he did not stop.

Please help us resolved getting our \$60 credit back and our tap replaced as Suddenlink as let this issue go on for over 3 months.

Ticket: # 4017619 - Sprint increased my phone bill without my authorization

Date: 6/9/2020 2:17:56 PM

City/State/Zip: Davis, California 95616

Company Complaining About: Sprint

Description

I have been using Sprint since 2015 for mobile phone service. I have a contract to pay about \$67 for 3 phone lines and 4MB of data per month.

Somehow, without my authorization, they secretly increased my bill to \$126 per month since Nov 2019, and as a results, I have been overcharged for the last 6 months of service. And during the pandemic when I lost my income, and when the payment was late, they just cut off my phone line and asked me to pay the overcharged bills before they restore the service.

This behavior is totally unacceptable. I petition FCC to investigate these billing issues.

Ticket: # 4017708 - Suddentlink Internet - Scammed and doesn't work

Date: 6/9/2020 2:39:05 PM

City/State/Zip: Lake Charles, Louisiana 70601

Company Complaining About: Sudden Link

Description

Suddenlink Internet - We were paying for higher level of internet speed and were paying every month but it was never adjusted on their end. Paying for higher service but not ever getting that service. Actually pre-covid service worse over time. (I lived in several places in the south and everyone else is so much better than sudden link, Can't not understand how sudden link has monopoly on SWLA region.

Ticket: # 4017801 - AT&T No Availability

Date: 6/9/2020 2:59:37 PM

City/State/Zip: Bueno Park, California 90621

Company Complaining About: AT&T

Description

The consumer states that for the last 3 years AT&T has taken advantage of consumers.

The consumer has a doctors appointment and with COVID-19 she does it over the phone.

The consumer paid \$280 2 weeks ago and now they are asking for another \$500 to turn both her and her husbands phones back on.

They disconnected both of their phone services.

The consumer called AT&T and they didn't help her.

The consumer is using her neighbors phone.

The consumer can't make any emergency calls if she has to and can't get to her appointments.

The consumers husband uses his phone for a business Uber/Lyft, his name is Dwaynes Grose and account holder who gave us permission to speak to wife.

The consumer states that she needs an explanation as to why they keep demanding money especially during the pandemic COVID-19 she needs to get to her appointment.

Her phone number is (b) (6)

CTR-415

Ticket: # 4017825 - Consumer Privacy Violations**Date:** 6/9/2020 3:04:04 PM**City/State/Zip:** Mount Gretna, Pennsylvania 17064**Company Complaining About:** Comcast

Description

Yesterday, I made a payment with Comast as I was roughly only TEN days late on my payment. On June 9th at 3:51 a.m. Comcast choose to send my landlord my account summary and notification I was late in paying. (I have copy of their communication) This is not the first occurrence and 3 other times I have worked directly with Comcast regarding disclosing my personal information to a 3rd party, once even in person at their office, each time I was promised this wouldn't happen again. This account is solely in my name and they only have information on my landlord seeing as she resided in this house previously. This is not only unfair this breaks every privacy policy there is and I reiterate I was only 10 days late in the midst of this COVID shut down. I need assistance and Xfinity/Comcast need some penalty on this matter.

Ticket: # 4017846 - We have services down for 9 days - we are a medical facility

Date: 6/9/2020 3:09:32 PM

City/State/Zip: Staten Island, New York 10305

Company Complaining About: Verizon

Description

Our services have been down and Verizon has not restored our services. We are a dialysis facility dealing with patients especially during the pandemic and we are an essential business. My emails go unanswered. My escalations fall on deaf ears.

Ticket: # 4017919 - COMCAST/TERRIBLE SERVICES

Date: 6/9/2020 3:25:00 PM

City/State/Zip: Braddock, Pennsylvania 15104

Company Complaining About: Comcast

Description

Since the pandemic, not only have I been contacting Comcast regularly but, they also sent a service man out. To know avail my service has gone from bad to worse to terrible, they aren't answering your call but they're taking your payments every month!!!!

Ticket: # 4018036 - Cut service without notification

Date: 6/9/2020 3:55:12 PM

City/State/Zip: Jacksonville, Florida 32277

Company Complaining About: Comcast

Description

Two days in a row, Comcast has cut my service off for maintenance. They knew about the issue more than an hour or two in advance, yet made no attempt to notify affected customers that there would be a service interruption. Cutting off our service for maintenance creates undue hardships for people working from home due to Covid-19 and others using their service. Comcast, at minimum, should be required to notify customers PRIOR TO disrupting service for maintenance. This would allow users to save or backup information prior to losing service and any work in progress. Almost every other online service provides notice. It is unacceptable that Comcast does not. The only notification they provide is a text when it comes back up ... which is often hours after its back up. One of the provided screenshots shows that they only provide notification AFTER they interrupt service and the other shows they knew about the issue well in advance of it being disrupted at 2:45 PM without ever notifying customers.

Ticket: # 4018148 - AT&T Pole Down

Date: 6/9/2020 4:24:58 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: AT&T

Description

She is calling about AT&T wires are down.

AT&T owns pole, per conversation with Nashville Electric Service said, that it was not there pole it was AT&T pole.

There are small children around this area, she is afraid that one of the children may get hurt.

She has called AT&T about this and AT&T are saying because of COVID-19 they do not have enough manpower to come out right away.

They told her it would be within couple of day or week.

She would like this handle as soon as possible, because of the children.

CTR414-phone

Ticket: # 4018159 - Unwanted and Abusive Calls**Date:** 6/9/2020 4:27:30 PM**City/State/Zip:** San Francisco, California 94102**Company Complaining About:** [Http://www.amresorts.com/](http://www.amresorts.com/)

Description

Hello - I have been receiving unwanted and abusive calls from <http://www.amresorts.com/> since early April. I answered the phone call and listened to their sales pitch but after expressing disinterest the caller became antagonistic followed by abusive. I asked that I not be contacted again and expected it to be done. Since then, I've received calls from them nearly every day for two months. They disguise their number to try to get me to answer but I don't normally answer numbers I don't know. The one exception was last week as I was expecting an emergency call related to COVID so when I answered and the person came on, I reminded them that I'd asked to be removed from their list and his response was, "go fuck yourself, go fuck yourself" then hung up. I've since received nearly daily calls again (the most recent call was today 6/9 from the following number 619-728-2431). I have requested they remove me over and over again and they havnn't, and when I have picked up they are verbally abusive to me. Please help.

Ticket: # 4018202 - Service/COVID-19/ Service interruption

Date: 6/9/2020 4:39:33 PM

City/State/Zip: Louisville, Kentucky 40203

Company Complaining About: Cricket

Description

Consumer phone stopped working. Consumer states that out of the sudden his phone was without a network. Consumer called consumer service and they told him that they were unable to fix the phone service they requested him to go to the store to get the phone fix manually. Consumer states that in the store they did not wanted to see him instead they told him that they could not offer any services due to the covid-19. Consumer wants his service to be fix immediately. Consumer states that they did not help him and they transfer him just to answer the questionnaire about how they do it but they never fix of put effort on fixing his service. Consumer wants his service back he cannot be without service during the pandemic. Consumer has an unlimited plan.

ctr408-phone

Ticket: # 4018258 - Coronavirus Unemployment Scam

Date: 6/9/2020 4:51:05 PM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: Caleb Crutcher

Description

Received text from unknown contact by name of "Caleb Crutcher" posing as single father who needed help obtaining unemployment, saying to call him at 3138175124 and that his claim number was c6199606-0, and that he had lost his wife to covid-19. This looks like a scam.

Ticket: # 4018263 - Dispute Last Bill

Date: 6/9/2020 4:52:45 PM

City/State/Zip: Shelbyville, Kentucky 40065

Company Complaining About: Verizon Wireless

Description

Ported 2 numbers out May 14th. Billing Cycle is April 27th to May 26. I have been billed to May 26th. I have been billed for services I have not used. I would like a credit and to be able to pay this bill. Call center staff threatened me with collections and said my payment was late. I explained that I had to be quarantined because of COVID-19 and my employer had paid me a month late. I should be paying for services I have not used. Was considering coming back to Verizon but after this I highly doubt it.

Ticket: # 4018301 - ATT Service Problems in 77573**Date:** 6/9/2020 5:07:48 PM**City/State/Zip:** Houston, Texas 77258**Company Complaining About:** AT&T

Description

ATT has always had poor service in our area (League City, TX 77573). League City is a city that is rapidly growing and they haven't been able to keep up. There is an abundance of microcells in the area (this is a unit that connects to the wifi in order to get service through the wifi in areas with poor service). By the numbers (per capita) of microcells, they know that they have a problem. Then comes Hurricane Harvey. I'm guessing that they lost a tower or something and it has gotten much worse. With new technology, they have wifi calling through the phone and not directly using the microcell, but the microcell provides better coverage sometimes. This basically shouldn't be allowed as I have to pay Comcast for wifi, and ATT hops on that service, because they can't provide service, but they give no credit for using my wifi that I pay for separately. Now, with COVID and more people working from home and since I live in a Houston suburb, they are COMPLETELY unable to complete calls. My call ratio is 96% dropped (or can't communicate) 4% successful connection made (90% of that 4% gets dropped, or I lose comms). The success rate has to be greater than 1%. It should be greater than 99%. This is embarrassing to me personally, it should be to ATT, and as an American, I'm ashamed that one of our premier companies can't do what they say that they do best. Solution: ATT should NOT be allowed to sell new service in this area until they are able to provide successful calls to the clients that they currently have. Maybe they will have enough attrition to catch up if they stop selling new service. ATT has my issues documented. 281.636.1866
I'm not in a rural area, but there's no option for poor reception, or unable to complete calls.

Ticket: # 4018312 - NO PHONE

Date: 6/9/2020 5:10:32 PM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Sprint

Description

I FILED A CLAIM ON JUNE JUNE 5 AND I WAS TOLD THAT I WOULD HAVE A PHONE MONDAY JUNE 8. TODAY IS TUESDAY JUNE 9TH NO PHONE AND THEY COULD NOT GIVE ME ANY ANSWERS. ALSO I ASKED IF THE REPLACEMENT PHONE BE NEW OR REFURBISHED. THEY REFUSED TO DISCLOSE THAT INFO I WAS TOLD THAT IS CONFIDENTIAL..AS A PAYING CUSTOMER NOTHING SHOULD BE HIDDEN. MY PHONE WAS BRAND NEW AND I WANT TO KNOW IF ITS BEING REPLACED WITH A OLD PHONE DURING THE COVID 19 PANDEMIC. THIS IS EXTREMELY DANGEROUS TO HAVE A REFURBISHED PHONE DURING THIS PANDEMIC. I DON'T UNDERSTAND WHY WILL THEY TRY TO DECEIVE ME CONCERNING A PHONE THAT I AM PAYING A HUGE DEDUCTABLE ON. ALSO I WAS MISLEAD ABOUT THE DEDUCTABLE AMOUNT. THAT'S NOT RIGHT AND UNETHICAL

Ticket: # 4018466 - Charter Spectrum Incorrect Bill

Date: 6/9/2020 6:19:11 PM

City/State/Zip: Asheville, North Carolina 28801

Company Complaining About: Spectrum

Description

I prepaid my entire year of internet service so I would not have to worry about monthly bills, so my account had plenty of money in it.

I called up Charter Spectrum and asked to close my account due to not using it during the COVID-19 Pandemic. They said that they could shift it over to a seasonal hold and my bill would only be \$4.99. That way I could turn it back on without setting everything back up at any point. I agreed, and they basically turned off my internet.

Upon checking my bill, I noticed that the \$4.99 was not only a fee, they were additionally taking the original \$69.99 out of my account as well. I had no idea because I was not receiving a bill, and the money was just being deducted from my balance. When I asked them about it, the girl I spoke to said that they would refund the prorated amount and it should appear in the account within hours. When I called again they said they did not prorate it, and that they would not since I put it on a seasonal hold a day after my bill date! So not only were they charging me for the entire month, they were charging me fees too!

They refuse to refund any of the money and won't give me the money I already paid back - even though I am now not going to use it.

Everyone I talk to has a different story and nobody knows anything.

When I asked where I can see the balance on my account, the girl on the phone had no idea. Then her supervisor told me I had to look at previous statements. I told her the one lady said she was issuing a refund, so how would I see that? She said no refund was issued, and there was no way to see the balance on my account.

They are not clear about their billing, and are extremely devious and deceptive. I want my money back!!

Ticket: # 4018644 - Terrible internet and inability to speak with company

Date: 6/9/2020 7:54:55 PM

City/State/Zip: Valparaiso, Indiana 46385

Company Complaining About: Hughes Net

Description

I signed up with Hughesnet when the pandemic started because I had to work from home as a teacher and my son as a student. After filing my first complaint with the FCC, Hughesnet improved my service and we were able to work minimally from home. Now, my data is being drained within 3-4 days and we are not even using it for school work. I was given a "Tier 4" phone number and PIN number to get expert help and it states it's invalid. Regular customer service puts me on a loop of automated prompts. I have also sent an email to an "executive" and he received no answer as to why my data is disappearing. I am paying \$70 per month for 3 days of data. I have been conned and stripped of my hard earned money during a time of despair. I gave them a chance to rectify the situation and I am done. I want out!

Ticket: # 4018732 - Internet Service Billing**Date:** 6/9/2020 8:38:16 PM**City/State/Zip:** Peoria, Arizona 85383**Company Complaining About:** Cox

Description

Cox communication has Gigablast service that offers download speeds of 940 Mbps \$115 a month. Cox has not met this requirement in my area and has continuously charged for Gigablast services. Currently Cox has not met these requirements due to the COVID 19. Cox nodes were already at capacity before COVID 19 and after COVID 19 the internet bandwidth has been severely impacted. Yet cox is charging full price for the service. In addition there is persistence interference with the bandwidth that has yet to be corrected. I have had 3 technicians come to my home stating there's nothing they can do. I have requested fair credits for the poor internet services in the recent months which I have yet to receive as promised. I have called customer service on multiple occasions and have escalated to supervisors with a promise of a call back yet I never receive any credits for the poor service.

While I understand that COVID 19 has had an impact on business and everyday life, Cox has not addressed communicated with their customers about the diminished services that were at the very least somewhat preventable. While Cox cannot control natural disaster that impacts their services, this does not negate the fact that Cox should provide credit for the service rather than have customers pay full price. I require monthly compensation for the months that services were not delivered for what was paid for

Ticket: # 4018754 - Comcast Cable T.V. disconnected my irrigation system and refused to come out and reconnect it

Date: 6/9/2020 9:07:48 PM

City/State/Zip: Lake Wales, Florida 33853

Company Complaining About: Comcast

Description

About two weeks ago we had cable installed. The technician disconnected the electrical plug for our irrigation system. I called customer service last night and spoke to Lauren who told that I should call the irrigation company and have them come out and fix what Comcast did. I asked to speak to a manager and was transferred to a floor supervisor who gave me the same response. They used the excuse that because of COVID19 they could not send a technician. I explained to them that the technician did this work during our COVID19 shut down and that calling our irrigation company is a ridiculous solution because what they would do is disconnect the cable plug from the electrical outlet and reconnect our irrigation system. The floor manager told me he got approval to send out a technician and that someone would contact me within 24 hours to set up a time for someone to come out to remove the cable plug from the electrical outlet and connect it to another electrical outlet. But, I have not heard from anyone at Comcast to set up a time. I am stunned at the poor customer service. The technician would not have to come inside the house and using COVID19 as an excuse to not send someone out is a cop out for the lousy job their technician did. No accountability at all.

Ticket: # 4018845 - AT&T broke the FCC's Keep America Connected pledge

Date: 6/9/2020 11:14:48 PM

City/State/Zip: Oklahoma City, Oklahoma 73116

Company Complaining About: AT&T

Description

AT&T signed the FCC's Keep America Connected pledge promising not to disconnect phone or internet services to customers who can't pay their bill due to COVID-19 through June 30th.

They lied. AT&T disconnected my internet for nonpayment on June 8, long before the June 30th deadline.

This company can't keep its word to the customers, and broke its word to the government. They signed your pledge!

Ticket: # 4018869 - Billing Issue Immediately terminated account during COVID

Date: 6/10/2020 12:06:38 AM

City/State/Zip: Denton, Texas 76207

Company Complaining About: Spectrum

Description

Our credit card being used for auto payment had expired and Internet service was discontinued instantly (6/9/20). With offices closed (I work from home) and free wifi locations would be risky, we were only able to resolve it by using a cell phone's Internet to log into the account to get a 4-digit access code, and then call to resolve the billing issue. When I asked why service was cut off during COVID when Spectrum had pledged not to, Spectrum said it was an automatic system issue, but they give free internet to lots of other people so it was ok. The issue also caused the modem not to work and required a service tech to come out to fix it.

Ticket: # 4018873 - Spectrum Is charging ridiculous amount for internet.

Date: 6/10/2020 12:15:11 AM

City/State/Zip: South Milwaukee, Wisconsin 53172

Company Complaining About: Spectrum

Description

To whom it may concern.

This is my second complain about Spectrum Company.

Spectrum is not helping the consumers. They have established monopoly in our sector and inflated their prices sky high. Spectrum is implying that the price has gone up because they have increased the speed to 200MBPS. I have repeatedly asked Spectrum to reduce the speed of the internet. And provide me with slower speed segment and reduce the price accordingly. For example reduce the speed to 100 MBPS and drop the price by 30%. My Internet bill has climbed up to \$73 per month that is almost as much as I pay for water and sewer. I do not play games or download allot of large files. I don't need internet with that much speed. The financial situation is very hard specially now after COVID19. Spectrum is not acknowledging my requests. They keep promising different plan's with lower prices but it never happens. After previous complain someone called me and just told me that they cannot do anything for me implying that its either "their way or the highway". This is unacceptable. Their should be a plans that can accommodate different market segments. If I would have been a doctor or a lower I would not care how much the internet is. But being a self employed running small business and paying over \$150 per month for home and business internet puts a huge dent in my budget. Spectrum need to consider all type of costumers not just the most privileged.

Sincerely

(b) (6)

Ticket: # 4018905 - Suddenlink Internet Service

Date: 6/10/2020 1:38:52 AM

City/State/Zip: Charleston, West Virginia 25303

Company Complaining About: Sudden Link

Description

I have reported internet speed and service issues to Suddenlink repeatedly over the last few years. Every time I am told I need to upgrade and pay more for faster speed, even though my current speed isn't being met (previously on 75 mbps plan but averaged less than 25 mbps). I recently contacted Suddenlink to report speed issues and to make sure I would not get any data overage charges due to changes in my work from COVID-19 and I was once again asked to upgrade my service. Not only is my internet speed still averaging less than 30 mbps after paying more for 400 mbps, but I also received a bill with \$90 in data overage charges after being promised any fees would be waived. I have 4 years of history in a detailed spreadsheet from the Speedtest by Ookla app showing speeds significantly below the services I've paid for and well below the standard for broadband service.

Ticket: # 4018927 - Unable to obtain reliable service or consistent speed

Date: 6/10/2020 2:51:49 AM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

I am paying for 1000Mbps, but they have yet to deliver since starting service with their modem or one I have purchased. Internet is not consistent, like their site suggests, and continuously drops out multiple times a day for myself and others in the city I have talked to. Maintenance is performed without proper notice for those affected by COVID19.

Ticket: # 4018936 - Obtaining service at new construction home in rural area**Date:** 6/10/2020 4:02:45 AM**City/State/Zip:** Bluefield, Virginia 24605**Company Complaining About:** Comcast

Description

I called Comcast in Aug 2019 and asked them if I could get service at my new home. I gave them the address and they said no problem, just give them a call when ready.

On May 19, 2020, ticket (b) (6) was filed. My husband, (b) (6), and I have made numerous phone calls since then with zero response other than "that address cannot be serviced". I was escalated and told by a fellow by the name of Ashish that I would have service within 72 hours on June 4, 2020 and a phone call when complete. I have yet to receive that phone call and it is June 10, 2020.

I called again on June 7 and the sales guy gave me the number 855-216-1588 to call. He said it was their construction coordinator's phone.....I highly suspect it's a voicemail depository for people Comcast just doesn't want to deal with. You NEVER reach a human....just an answering machine and NO ONE returns your calls.

I work from home. This is drastically affecting my ability to work. I have since discovered from neighbors that they were unable to get Comcast to provide service to them. There are people on this road that have cable service but I live at the end.

Reliable, dependable internet service has increasingly become as important as electricity in modern times. It has become almost virtually impossible to even file for food stamps or unemployment without it. Yet, you apparently cannot get cable service in all rural areas. And, even though Comcast has a monopoly as the cable provider for this area, they apparently refuse to offer services to under two miles of country road because they don't want to spend the money to run the line. And satellite service/dial up is essentially obsolete. Which leaves rural America in a worse circumstance than a lot of 3rd world countries. Especially now, when we are facing a pandemic that requires people to work from home.

Ticket: # 4018938 - AT &T disconnected my service during the pandemic

Date: 6/10/2020 4:57:22 AM

City/State/Zip: Pembroke Pines, Florida 33027

Company Complaining About: AT&T

Description

AT&at made a pledge to the FCC to keep wireless customers connected during the pandemic until June 30, 2020. I am not working and called them for payment extension but on June 10 they disconnected my wireless service. If my job calls me back to work they won't be able to call me. I need my service reconnected at least until June 30th due to the pandemic

Ticket: # 4018962 - Outrageous billing practice of Verizon Business

Date: 6/10/2020 7:32:54 AM

City/State/Zip: South Plainfield, New Jersey 07080

Company Complaining About: Verizon

Description

Our business was closed during the pandemic as per NJ Governor's orders and Verizon claimed they shut our phones and internet off for non payment even though payment was made and charged us \$391.99 to turn off service then reconnect even though we never lost phone service as we had returned calls to customers about when we would service their cars. We are being unfairly harassed for this payment of \$391.99 even during a global pandemic. It's appalling!

Ticket: # 4018968 - Pending Issue with Verizon**Date:** 6/10/2020 7:55:00 AM**City/State/Zip:** Bronx, New York 10473**Company Complaining About:** Verizon

Description

I have the following Ticket number CASE 2(b) (6)

I recently spoke to a person who works for Verizon, the person does not work for the office, but works in the local area store. I was told that the reason for the \$250 dollar fee for returning back is because, of the following reasons, 1, We left the company and it was like a penalty that within the 30 days, we had a pending account, My mother did pay that bill, I called in behalf of my mother to state that we would be leaving Verizon in march/April it wasn't noted. 2nd Is that we wouldn't have to pay \$250 if we change our Phone number. So The credit Dept is not being straight forward and saying what reasons

and not saying the truth. They wanted us to stay with Verizon and by my mother leaving the company and had 30 days in which we all have a pandemic going on even if we cut our local service how would we get service from Verizon? No Technicians are coming out especially at that time it stopped. No one could enter the home. So This \$250 Fee is for simply leaving the company, to ensure that the customer would not leave the company but keep service in place, 2nd, also change the telephone number which we will not do, to avoid a \$250 fee. Please investigate Verizon Credit dept they are stating false information. Manager of Credit Dept would not talk to us. The Gentleman I spoke with knows how this works, and so does a relative of mine. I want to dispute or investigate the credit Dept on the matter. We also want a response from FCC as well by mail Thank you.

Ticket: # 4018972 - Slow Internet Service That Constantly Disconnects**Date:** 6/10/2020 7:59:59 AM**City/State/Zip:** Brooklyn, New York 11233**Company Complaining About:** Optimum

Description

We paid for a 300 MBPS monthly plan in which the internet speeds were barely over 100 MBPS daily. The connection would also drop sporadically multiple times each hour. Optimum sent someone out to fix and that person was not able to do so. They promised to send a second person out but never did even after I followed up multiple times. They promised a billing credit to make up for this and ended up providing us with a lousy \$11 credit. This is in no way sufficient for over seven weeks of poor and interrupted service that Optimum neglected to fix. This had a direct and negative impact on my ability to work from home effectively through the COVID pandemic.

Ticket: # 4019079 - Equipment/ Replacement/ COVID-19

Date: 6/10/2020 9:33:37 AM

City/State/Zip: Brooklyn, New York 11208

Company Complaining About: Boost Mobile

Description

(b) (6) states that she has been having problems with Boost Mobile. Consumer states that her phone has been giving her problems. When she spoke with the consumer service and they told her that that if she wanted to return the phone she has going to get an used one. Consumer states that she barely get messages, she cannot listen to her incoming calls. Consumer that she was on the phone during three hours trying to get her service fix. Consumer states that she is disable and that she will go travel today and she needs her phone to be active and reliable. Consumer has never be behind in one of her bills, Consumer wants his phone to be fix immediately. Consumer will not pay for a service until they fix her phone. Consumer wants a reliable service. Consumer states that her internet is not working properly.

ctr408-phone

Ticket: # 4019301 - Service/COVID-19

Date: 6/10/2020 10:55:53 AM

City/State/Zip: Freeman, Missouri 64746

Company Complaining About: Moka Dial

Description

Consumer states that he is experiencing bad service. Consumer states that this is a regular problem where his internet and tv comes and goes. Consumer is cannot be without internet with a pandemic going on. Consumer has try to call them many times but they do not try to help him. Consumer wants his service to be fix immediately. Consumer has always pay on time. Consumer needs a reliable service. Consumer wants a credit into his account because of this problem.

ctr408-phone

Ticket: # 4019331 - Optimum Online

Date: 6/10/2020 11:00:54 AM

City/State/Zip: Southampton, New York 11968

Company Complaining About: Optimum

Description

I am a tech support and network infrastructure design company that works for residential customers.

I have had at least 4 customers with the exact same issues caused by optimums dishonest practices

They charge you for services they do not provide. They lie about waiving fees and worst of all they make it almost impossible to get a resolution. I am typing this complaint and I have been on hold with their billing department for a total of 1 hour and 56 minutes at this point. I was disconnected yesterday after being on hold for 2 hours and 20 min. Yet they DEMAND payment for services not provided.

The issue that started this whole nightmare was that a customer couldnt function while Quarantining because their server kept going offline due to the extremely slow speed of the internet, we were paying for 200MB Download and 20MB upload speeds. We were actually getting 3MB download and less than 1MB upload.

After a 1 hour hold time and various tech support agents

They claimed that we needed the upgrade to improve the service.

We agreed to get 1 Gigabyte service. The appointment was scheduled and I drove 2.5 hours to be there and the tech just didn't show. I drove 2.5 hours back and they promised to reschedule and as a result of the inconvenience they would waive the installation fee.

The technician showed up on the rescheduled date and told us that our location DID NOT QUALIFY for 1 Gigabyte service and that the best he could do was 400MB, we agreed

The service was not at the 400MB speed and the tech claimed it needed "to process in the system and would take about an hour" I asked him to wait so that we could be sure the service was working properly and he refused stating that his supervisor would not allow him to wait.

I called to confirm this information and was told that the technician gave us false information and had to schedule another appointment

They sent someone out to upgrade us to 1 Gigabyte service a week later. when the technician arrived on site he said "I wouldn't get this, our 1 Gigabyte service isn't ready and we have nothing but issues with this" I was shocked he told me this and worried out that our service would go to NO SERVICE if he installed it so I said forget it.

The sales team then said we would incur a cancellation fee. After FOUR HOURS on the phone I finally got a rep to waive the cancellation fee and she also assured me that the other fees would also be waived. They were not.

Now we have the same horrible service we had from the start and that call I said earlier I was on hold with I am STILL ON!

I dug deep into other customer complaint and my suspicions are accurate they WITHOUT A DOUBT throttle their services, especially upload speeds in order to take the pressure off of their own network which is not able to provide the services they advertise. Yet they charge you for services that they are in NO WAY providing.

This is documented also in customer complaints all over the internet and has become painfully obvious over the last 4 months during the coronavirus pandemic.

They make is almost impossible to contact a person in order to get a resolution, I've been on the phone now for 2 hours and 25 minutes!!

This is not right, they are abusing and stealing from their customers and I hope that you will step in and give all of these people justice.

Ticket: # 4019412 - Degradation of cable service - TV and Internet

Date: 6/10/2020 11:26:00 AM

City/State/Zip: Evans, Georgia 30809

Company Complaining About: Comcast

Description

I am (b) (6) and i do live in Evans, GA. Almost 2 months ago we started experiencing pixelated images on our TVs. We called Xfinity and was told that they cannot come out to the home due to covid 19 restrictions in place but that they will send a technician to check outside the home. True enough they did send out two technicians who spent less than 20 minutes before leaving without fixing the problem.

The problem persisted even after Xfinity replaced our cable boxes. Almost a month ago our internet speeds dropped from 200 mbps downstream to 5mbps and 0.3 mbps upstream. We placed numerous calls to Xfinity and they couldn't fix the problem virtually. They suggested that it might be our modem. We called Netgear and they checked the modem and told us it was good but due to good customer service they decided to replace our modem. We installed the new modem with new cables and all - with no improvements to our service.

We placed numerous calls to Xfinity (sometimes waiting for an hour and a half prior to getting served) and they told us that they will be sending out a technician to our home to check the installation outside the home today 10JUN20 between the hours 0800 - 1000. After waiting till 1035 hours without a technician showing up or a call from Xfinity with an explanation as to why nobody showed up we contacted Xfinity and was told that they had no record of our appointment for today. I have attached screenshots of appointment confirmation for 10JUN20 between an Xfinity chat agent and my wife to this message.

I am Active Duty Army and I am allowed to work from home but i can't due to the deterioration of cable services. Whenever we call Xfinity they offer to run diagnostics on our modem. My modem is a Netgear CM 1150V gigabit modem that is compatible with Xfinity and is added to my Xfinity account. The house is connected to an Orbi router which is connected to the modem. I disconnected the router from the modem and connected a single laptop (with a gigabit network port) to the modem with a Cat 6 cable and received the same 5 mbps downstream and 0.3 mbps upstream (way less than my expected 200 mbps) so I know that the problem is not internal to my home. The home phone has also started dropping calls.

I do think we have a bad wiring outside the house and do need Xfinity to come out and check the wiring to my home and the Xfinity junction box outside the home.

I am paying over \$200 monthly to Xfinity and I have not been getting the service that I am paying for which is a shame on the part of Xfinity.

Ticket: # 4019576 - Issues with Comcast

Date: 6/10/2020 12:09:30 PM

City/State/Zip: Seabrook, New Hampshire 03874

Company Complaining About: Comcast

Description

3 years have had issues, put complaint in again few months ago, nothing had gotten done, they claim they can't find the issue, I have spoken with Vanessa Fisher from executive office of Comcast, they shut my services down to bare minimum cos we disputed our bill because of rotten service, they demand payments every month, they r using the pandemic as excuse to not fix issues,. I have sent pictures videos of our issues and sent emails to Vanessa, I have not gotten any response in close to a month now,. But they keep sending me bills and notices to pay or else. I have plenty of pictures, emails from 2 years ago of my issues, I demand better service and respect they should not be allowed to get away with this.

Ticket: # 4019595 - Equipment/ Replacement/ COVID-19

Date: 6/10/2020 12:12:30 PM

City/State/Zip: Zimmerman, Minnesota 55398

Company Complaining About: T Mobile

Description

Consumer states that she got a cellphone from the T-mobile network. Consumer states that starting day one consumer had problems with the cellphone. Consumer states that since the COVID-19 she try to return the device but everything was closed. Consumer states that the cellphone does not work in her address and even the maps shows that it should it does not. Consumer states that when she called she was told that it has been 60 days and that she was not eligible for a return. Consumer asked to be change to a most recent samg note but they refused. Consumer needs a reliable network and cellphone. Consumer wants to switch to the galaxy note instead of the Iphone.

ctr408-phone

Ticket: # 4019762 - Internet connection

Date: 6/10/2020 12:47:56 PM

City/State/Zip: Peoria, Arizona 85382

Company Complaining About: Cox

Description

Internet issues going back months before covid 19, node is too congested. Cox continues to give me run around and claim it is my network, modem, PC, etc. Then i am called by extremely rude people and nothing is done. I still pay my \$78 bill, but only receive upto 30mbps and high latency. Sharon at executive escalations told me not to contact the FCC anymore, but has done nothing to solve this issue other than offer a lack luster apology. I have contacted cox dozens of times for this same issue.

Ticket: # 4019817 - Sprint Cellular Service.

Date: 6/10/2020 1:00:41 PM

City/State/Zip: Warren, Indiana 46792

Company Complaining About: Sprint

Description

I have been a customer of Sprint since 2007, for the last year or more we have not been getting service at our home, we have just dealt with it, but with a son 12 yrs old home during the day and e-learning for his school, we can't just deal with it. I contacted Sprint on 6/5/20 asking if I could get out of my remaining contract with them (I had like 5 months left on my contract) due to the no service issue at our home (all of this was a recorded conversation), the person I spoke to said that they would send it to the "higher ups" to review and that I should receive a call back within 3 business day, on Friday, June 5th I still had not been contacted by ANYONE from Sprint, I contacted them again on Saturday, June 6th and inquired about my request. I was told that the person I was talking with would get in contact with someone in the "higher up" area and call me back yet that day, well I received the call back (no service so it was on my voicemail when I finally left our house that evening). the person who called me back said that more than likely the reason why I did not receive a call back from the "higher up" department was because of the COVID19 issues and they are behind on getting things caught up. Sunday, June 7th, my phone was deactivated by SPRINT, I used my husbands phone (on my account) to contact Sprint to see why my phone was deactivated, of course the lady from Sprint couldn't say why or how it was deactivated, but she did turn it back on. During this whole time from call 1 to the last call on Sunday, June 7th, I had been receiving text messages and e-mails from Sprint about them mailing out boxes to return my 3 devices back to them, e-mails saying to "come back to Sprint", Also these issues were discussed on Saturday, June 6th, I asked why was I receiving these texts and e-mails when I have never received the answer about if Sprint would let me out of my remaining contract due to no service at our home, NOR did I cancel I request to CANCEL my service AT ANY TIME. On Monday, June 8th, 2020 my Sprint account showed I had NO Contracts on any of my 3 cell phones, I NEVER CANCELED MY SERVICE OR CONTRACT, SPRINT did this all WITHOUT MY APPROVAL!! On Tuesday, June 9th, 2020 I switched service carriers on all 3 phones of mine and today (Wednesday, June 10th, 2020) I mailed back all 3 phones to SPRINT (they are leased thru SPRINT). I am filing this complaint because I know SPRINT is going to try and make me pay a termination fee, etc.. when in all reality, I NEVER CANCELED MY SERVICE CONTRACT, SPRINT DID IT WITHOUT ANY NOTICE! If I receive a bill from SPRINT for breaking my contract, I will hire an Attorney, I have records of all the times I contacted them and all phone calls were recorded (on their side). I want this resolved, I am very upset about all this because I was never contacted by SPRINT about ANYTHING, everytime I called in, they had no answer for me and always said someone in the "higher up" area would be in contact. NEVER HAPPENED.

Ticket: # 4019825 - Robocalls

Date: 6/10/2020 1:02:15 PM

City/State/Zip: Eugene, Oregon 97403

Company Complaining About: Indiana

Description

I just got a robocall asking about a health insurance policy - during a pandemic. Please make it stop!

Ticket: # 4019989 - Billing/ COVID-19

Date: 6/10/2020 1:41:13 PM

City/State/Zip: Laguna Niguel, California 92677

Company Complaining About: AT&T

Description

Consumer states that he receive a bill from AT&T referring to a 800 number. Consumer states that his phone number belongs to Verizon and that he never requested an account cancel or not to be set up. Consumer called AT&T and they do not want to cancel this bill. Consumer does not have business with AT&T. Consumer wants this account to be remove.

ctr408-phone

Ticket: # 4020029 - Telephone Line Port/reconnection Failure by Frontier Communications

Date: 6/10/2020 1:50:29 PM

City/State/Zip: Santa Monica, California 90402

Company Complaining About: Frontier Communications

Description

Last month, I attempted to port (b) (6) from Frontier to Spectrum. After a few days, I decided to cancel that request and leave the line at Frontier. Nevertheless, on Saturday May 30, Frontier disconnected the line. The account is current, and but for this issue, there have been no problems. However, since May 30 I have tried in vein to get the number reactivated by Frontier. I never asked them to disconnect the service. I have been told that they can't/won't reactivate the line I have had for 15 years because of 1-It is off their switch, 2-they can't place an order since there is a pending order, and 3-they cont do an install of an additional line due to COVID (though they can install a single first line). I just want to restore my Frontier phone service as it existed prior to May 30, but have been told by the service and business team, they "can't do anything to help." This is not fair and unacceptable.

Ticket: # 4020037 - COVID-19 Unable to pay bill

Date: 6/10/2020 1:52:54 PM

City/State/Zip: Cheney, Washington 99004

Description

I recently contacted Century link on 6/9/20 to discuss my bill. I have lost my job, I have applied for unemployment benefits and have received nothing since March 2020.

I called Century link to discuss my situation to no avail. They repeatedly asked to make a payment arrangement in which at this time I am unable to do so.

I asked if they had any programs in place to assist customers in this situation. The only think that was repeatedcwas that I needed to make a payment or enter into a payment agreement in which I refused because I have no income.

Century link should have something in place for the many people that are faced with this situation due to no fault of their own. I received my 1st collection call from them today. Truly unacceptable.

Ticket: # 4020105 - business disconnect in error during COVID-19

Date: 6/10/2020 2:11:46 PM

City/State/Zip: Santa Monica, California 90404

Company Complaining About: Tpx

Description

Our business was closed for several months due to COVID-19. Our acct mgr at TPX, Lisa Romain, sent us a notice on May 19th for late pymt and we spoke with her directly. We informed her that our business has been closed. This was our 2nd attempt to reach out to TPX. She told us that we can request financial assistance due to COVID-19 hardship and we were instructed to send her an email with our request. This was done on May 19. She forwarded the request to the collections dept at TPX and included us in the contacts. On 6/9/2020 our phone lines were disconnected by the collections dept and we were told that we had a balance for 4 months and no record of a request for assistance. We were told that we had to pay in full the balance due plus \$275 additional fees to reconnect. After spending an entire day calling and emailing TPX I was told that Lisa did not process the request properly. The collections dept said they did not receive it. Each person pointed the finger at another dept. Meanwhile we still have no phones, we are losing business revenues, and are unable to take care of our patients who have been waiting for months for emergency care. TPX refused to acknowledge their error until we repeatedly pointed it out to them. They cost us business, they were unprofessional in their accountability for their own error. They disconnect critical business lines without proper notice. Additionally, they bully clients to pay large payments and hold your phone lines hostage until a payment is received. We have been with this company for 17 years in good standing. Always kept our account paid on time. We have now, today, made a 50% payment to release the phone lines so that we can get back to our business. But the lost time cannot be salvaged. We request TPX to waive the money due to compensate for the business lost because of these errors, which were made by their own employees. Also, TPX should be reprimanded for their bully tactics against struggling businesses during COVID-19. It is most difficult to understand why the company would not just turn the service back on once they have realized their own error? Why still continue to bully the client and cause more damage?

Ticket: # 4020173 - Comcast/Xfinity Internet Service

Date: 6/10/2020 2:29:19 PM

City/State/Zip: Bloomington, Indiana 47401-4166

Company Complaining About: Comcast

Description

The internet service through Comcast has been unreliable for over a month. For the past week, there have been multiple times when the internet has shut off. When I examine it with a speed test, it is well below what it should be (as low as 5%). I have tried to restart the system and this does not resolve the problems.

It has been very difficult to get a person on the line when I call in. I had to resort to calling for "new service" to get anyone on the phone. Several times I have been disconnected if I do not have my modem re-started by the automated Comcast system. When I do, I am also disconnected.

Their system is set up so that you must first have them re-start your equipment before you may speak with a person. Then they hang up, and when I call in, the process is repeated. The pre-recorded message always states that there are errors on the modem, which could certainly be a possibility.

My complaint has to do with the fact that there is not effective way to speak with an agent, other than by claiming I am looking for new service. I have waited for over an hour, and the person can't provide any useful answers. The supervisor who was supposed to call back never did.

I do realize that COVID presents many challenges: demand has increased, and local Comcast stores may be closed. However Comcast had a remarkably poor customer service reputation prior to COVID, so it seems inaccurate to blame this on COVID.

Ticket: # 4020196 - Philadelphia TV Stations 3-6-10

Date: 6/10/2020 2:35:41 PM

City/State/Zip: Pittsgrove Township, New Jersey 08318-4109

Company Complaining About: Abc - Cbs - Nbc (abc6) (cbs10) (nbc10) All Philadelphia Stations

Description

None of the Philadelphia TV stations (3-6-10) broadcast NJ Gov. Phil Murphy daily briefings [1:00pm] regarding CoVid-19 and Updates. Oh, but they will broadcast information on the same subjects if it is the Mayor of Philadelphia or the Governor of Pennsylvania. All three stations, 3 - 6 - 10 continue to broadcast their regular programming schedule during Gov. Murphy's message, but 'break into' their regular programs to listen to the Mayor and Governor. To correct this problem, they must carry these Broadcast because their FCC license states that they serve New Jersey. According to the granting of the license. Or else be fined for this failure.

Ticket: # 4020246 - phone number porting complaint 314-346-1807

Date: 6/10/2020 2:48:16 PM

City/State/Zip: St. Charles, Missouri 63303

Company Complaining About: Verizon Wireless

Description

My name is (b) (6), I have a Verizon prepaid account. The phone number to that account is (b) (6). I purchased a new phone for my mother as her old cell phone with Cricket was no longer working properly and was adding her cellular phone line to my prepaid cell phone account. When I purchased her new cell phone with Verizon I was told all I would need to transfer her phone was her account number with Cricket and her pin number with Cricket. We received the phone on Tuesday, June 9, 2020. I then contacted Verizon to port her cell phone number (b) (6) to her new phone. The customer service representative was foreign and there was a clear break in communication and the phone connection was bad. I asked for a representative on U.S. soil several times, was never transferred and she kept asking me more questions so I hung up. I received 3 more phone calls back from her which I did not answer since I was calling Verizon customer service again. After all of this, each time I tried to call, Verizon's automated system would say "we are sorry, your call cannot be connected at this time". Now, my mothers cell phone number was ported to my cell phone rather than to her new cell phone. Then I tried to contact them from her house phone, which is with Verizon, but billed separately under her name. Unfortunately to our dismay, I was informed there was a block on her home phone also and that she would need to go to a Verizon store and present her identification to prove who she was to access her separate home phone line. Now, this is an 83 year old woman with preexisting conditions during Covid 19 and they want her to go to a store!!! Incredibly upsetting and infuriating since when you call then, the first recorded statement they make is "We prioritize wellness during Covid-19". As a result of all of this, I don't have a working cell phone number, of which I need for doctors and appointments due to a car accident on March 15, 2020. She does not have a working cell phone number because her number was ported to my phone. Fortunately, so far her house phone with Verizon is still working, otherwise we would have no phone. Also, my prepaid phone bill is \$40.00 which is due on the 8th of every month. When I just paid on June 8, 2020, it said my minimum balance due is \$70.00. The only reason I can think of that this months bill would be \$70.00 is for her new line added to my account. The problem with that is when I purchased the phone, I paid for her line on that bill which was purchased on June 5, 2020. I want my phone number back, her phone number ported out of my phone and on to her new phone as it should have been done in the first place, the block off of her home phone which had nothing to do with any of it. I feel that this was a deliberate attempt at sabotage by the foreign customer service representative. Therefore, I believe that all foreign call centers should be closed down and at the very least and I hate to say this but the person that did this to us needs to be fired with some type of compensation to my mother and myself for such complete incompetence and severe inconvenience especially during this Covid 19 pandemic!!

Ticket: # 4020419 - Suddenlink deceit

Date: 6/10/2020 3:39:32 PM

City/State/Zip: Eastland, Texas 76448

Company Complaining About: Sudden Link

Description

Cancelled cable only and now the internet is somehow not working. Have called multiple times and been on hold too long to try and get it fixed, Was not having problems before I cancelled cable yesterday and now no internet at all. They do not provide an acceptable way to contact them. If there are problems it is much too difficult to get resolved. (Not a new problem since COVID19. Has been a problem long before.

Ticket: # 4020571 - cell phone support

Date: 6/10/2020 4:14:44 PM

City/State/Zip: Beaverton, Oregon 97007

Company Complaining About: Verizon Wireless

Description

My cell phone service is with Verizon. I contacted them because my phone would not send emails, would not synch with my laptop, there is no spam folder and emails download only to disappear, and voice reception and sending was not working. I went through several days of communication months ago to fix something and gave up because I had other things that I had to do. In this process I had to completely reinstall the software for the phone. When this was done the problem with not being able to send emails and the loss of the synching started. I was too busy to do anything about fixing these problems until today. I started at about 8AM and it is approaching 1PM and I have not been able to get anything fixed. In fact now the only email folder I have is the inbox and it is empty. Repeated attempts have failed to load any new or old emails. In addition to this my messaging does not work. I have called, been put on indefinite hold, disconnected, connected with virtual assistants that cannot answer any questions, and been on multiple live chat sessions. I have waited for up to an hour to get a response on a live chat but if I don't respond in seconds I get disconnected. I even called the sales number to try to get to talk to a person and when I was transferred I was disconnected. I know that the COVID crisis is making things more difficult but this is not acceptable.

Ticket: # 4020632 - Mediacom Keep America Connected Pledge

Date: 6/10/2020 4:32:59 PM

City/State/Zip: Sun City, California 92586

Company Complaining About: Mediacom

Description

- consumer stating that the internet provider Mediacom has turned them off the service at least 2 time within last 48 hours June 5th, 2020 - June 8th, 2020 even after signing the Keep America Connected Pledge.
- consumer has sent in 2 different payment amounts \$100.00 and 2nd payment was \$117.00 and when they paid Mediacom stated that they would not be disconnected but they disconnected away.
- consumer tried to contact a supervisor and he asked, "what else do the consumer want Mediacom to do".
- consumer would like Mediacom to honor the Keep America Connected Pledge that they signed through the FCC to not disconnect anyone through the Coronavirus.
- would like the FCC to contact the company about how Mediacom is not honoring what they signed.

CTR395-phone

Ticket: # 4020736 - Service/COVID-19

Date: 6/10/2020 4:59:03 PM

City/State/Zip: Houston, Texas 77084

Company Complaining About: Comcast

Description

Consumer states that she has been having problems with her internet service. Consumer states that ever since she started having services with them they were offering her poor service. Consumer states that she was supposed to have credits applicable into her account and they told her that they need to add them manually and their system is not taking them. Consumer has an outstanding balance of \$1000.00. Consumer states that they are trying to make her go to stores where the people is very unpleasant. Consumer states that her speed is very slow from 60mbps they change it to 25mbps. Consumer states that they are overcharging her and they do not want to explain why. Consumer wants her internet to be back to normal. Consumer wants her credits to be apply. Consumer does not want her service to be interrupted in the pandemic. Consumer wants extra credit into the account for all this problems she has been having. Consumer was told that not to pay any money until the credit applies into the account and now her bill is very high. Consumer was told that all agents are working from home and they do not know what else to do to help her.

ctr408-phone

Ticket: # 4020767 - Refind issue - bundeled phone and internet (Uverse) billing

Date: 6/10/2020 5:08:37 PM

City/State/Zip: Agoura Hills, California 91301

Company Complaining About: AT&T

Description

Account name: (b) (6) t.

Phone number on account: (b) (6)

Refund owed to me: CHECK for \$100.83

Mailing address: (b) (6)

I had phone and internet service, bundled through AT&T's Uverse plan, for many years. I canceled and was owed a refund. AT&T eventually sent a check for \$100.83 or the refund -- but by the time the check arrived and I got it to the bank, the bank said the check is too old, refused to cash it, and said I should ask AT&T to re-issue the check. I did as told. AT&T's refund department (Mel in San Diego, through phone number 800-288-2020) promised me a new check to arrive no later than June 4, 2020. Today is June 10, 2020, and I just called AT&T. This time they said they will send me a "pre-paid card" for my refund. I did NOT pay them with a pre-paid card; I paid them with a CHECK. I told AT&T and they said they will connect me to a different department, then disconnected me and when I called back, I still could not get anyone to help. I want a refund in the same form of payment I gave them. A "pre-paid card" is not as liquid as cash, and I cannot use a "pre-paid card" anyway -- I am very high risk for COVID-19 and never leave my house. I want and deserve the SAME form of payment I used to pay AT&T -- a CHECK. (I can deposit a check remotely and have immediate access to the cash without ever leaving my house.) The refund amount is \$100.83. I have waited far too long. I want a check for the refund owed -- NOT a less liquid "pre-paid card" (that I cannot even use until, at the earliest, when reliable vaccines are readily available). Every other company gives a refund in the same form of payment. But AT&T refuses. This is totally unfair to take my check and issue something I cannot use as a so-called "refund." Please tell AT&T to issue a refund for the amount of money they owe me in the same form I used to pay them -- a CHECK, and NOT a "pre-paid card." I am entitled to a CHECK for the amount of money they owe me -- \$100.83, without further excuses or delay. Thank you very much!

Ticket: # 4020769 - Tmobile not unlocking my device

Date: 6/10/2020 5:09:14 PM

City/State/Zip: Ozone Park, New York 11416

Company Complaining About: T Mobile

Description

I bought this tmobile device on internet around 10 months ago and used it with metro pcs for around 7 months, now tmobile and metro pcs are the same company...i came to pakistan to see my ailing father, was suppose to fly back to NY first week of march, but my flight was cancelled due to covid 19...then flight was reschedules for april 1...got cancellwd again as all the flight operations were suspended...im still stranded out here in Pakistan...trying to get back home to NY but no luck as of yet...now i wanted to use my device with a local sim here in pakistan but my phone is locked...i called metro pcs and was told that its a tmobile device so they have to unlock it...called tmobile many times and was told 10different stories...now they have told me that my tmobile device,s IMEI num is unknown to their data base....thisdevice is not black listed or stolen....tmobile just don,t want to unlock it.....after dealing with them for 3 months

Ticket: # 4020898 - Comcast

Date: 6/10/2020 6:04:38 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

In late may, I contacted Comcast by chat and requested a better rate plan with the same services. I was told that could be done and sent a link to accpet, I did and it was done, I then noticed that my entire plan had changed and that I was put into a 2 year contract without that being noted to me, I contacted comcast, went to a manager call back queue and was told there is nothing they can do that the plan was no longer available and the only way to get back to where I was account wise was to add each channel manually and that will raise my bill \$40 , I am stuck because I need internet and phone during covid, and I cannot get anyone to help me. In summary, I was put into a 2 year committment without that being explained and the company acknowledged that and told me it is what it is and that I will have to disconnect or deal with it, after 3 hrs of calls and talking to " the highest level of customer care mgmt" - I cannot understand why contracts can be glossed over and this is predatory.

Ticket: # 4020906 - ATT BILLING WIRELESS ISSUE**Date:** 6/10/2020 6:07:16 PM**City/State/Zip:** Naperville, Illinois 60565**Company Complaining About:** AT&T

Description

Respected BBB staff,

I am contacting you regarding our wireless service provided by ATT. I have had family wireless service with ATT for almost 20 years and have been a customer with Cingular before it was acquired by ATT. Recently, in the last year due to incorrect overcharges with international package and service disruptions, our family bill has yielded to absurd amounts of remaining balances. However, we would call to correct these mistakes and would be promised credits and the avalanche of remaining balances would get so vastly incorrect and inappropriate. For the year 2019 to 2020, we have been facing with these issues and have spend in collection 250 plus hours of phone calls and hold time for the issue to be fixed. In January 2020, after whole year worth of struggle and fight, we were issued a partial credit. However, the bill is still incorrect and the remaining balance is not representing the true balance owed as per our contract agreements and monthly usages.

This past week, June 09th, 2020, our services were disrupted amidst a global pandemic and where we live in Illinois, a state emergency with national riots and state wide emergencies. As a customer, for two decades, I was destroyed. My family which includes a ICU nurse and two medical students, who are actively working in the field and trying to save lives and help with health pandemic. They were denied access to any communication or cellular methods. I am in a state of complete loss of words and would like to humbly request BBB help in providing my family with the adequate service from ATT and its business partners have to offer.

I can provide the call duration logs, records of bill statements, the employee names, employee ID # and certain call histories with perspective to the incorrect and brutal overcharges placed by the company if needed.

(b) (6)



Ticket: # 4020957 - Harrassing phone calls

Date: 6/10/2020 6:31:42 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Out Of Area

Description

Said they were from Card Services and because of the Covid pandemic, were going to excuse my monthly payment.....NOT! Man with serious Indian accent calling from a local number that is, most likely is a disconnected number, or totally invalid.

Ticket: # 4020983 - Billing by SuddenLink - Poor Customer Service Treatment

Date: 6/10/2020 6:45:13 PM

City/State/Zip: San Angelo, Texas 76904

Company Complaining About: Sudden Link

Description

The consumer stated that he had cable service through Suddenlink for many years. He stated that the price constantly went up in price. the consumer also stated that the rate had gone up, to the point, that it became un-affordable/cost prohibitive. He stated that he was being charged \$209.00, per month, for internet, telephone, and TV. He also stated that the service was constantly going out and was very poor in quality. He stated that he paid them in full and closed out his account.

He asked about the equipment and how to return it. He let the customer service rep know, that if they sent return boxes, he would send the equipment back. The customer service representative advised him not to worry about the equipment.

He then received a bill for \$552.00 He then called Suddenlink and was told not to worry about the equipment but stated that the Suddenlink store was closed due to the Corona Virus. He spoke to a woman that advised him that his account would be closed out and that he did not owe them one thing. He was advised to wait until Monday and everything would be corrected. this issue went on and on without any proposal to resolve it or ship boxes, etc.

Suddenlink finally sent someone to pick up the equipment. He was a contractor and assured him that he had all of the equipment that required to be returned and it would be properly noted.

He now has another bill for \$250.00supposedly keeping the equipment too long.

He stated that the store was still closed last week!

The consumer stated that he had their services since 2011 and this is a terrible way to treat customers. He stated that this is extortion and Suddenlink is a criminal organization. He stated that he has excellent credit and he had advised one rep that he would sue them for damages, after this man called from the retention department. This same rep had threatened his credit and then advised him that , "You can't sue us, this is a hundred billion dollar company"! Mr. Lackey stated that the man was very rude and was bullying in nature.

The person, on the phone, demanded that he pay \$90.00 for picking up the equipment.

He stated that this is extremely unreasonable because the store was not even open so that he could return the equipment. He stated that he is now being held hostage with threats about ruining his credit.

The consumer requested that Suddenlink issue full credit and stop threatening him and treating him in this manner.

He stated that he had continued dialogue, from the day that he cancelled his account and paid his last required bill. He was also told not to worry about it at first. He stated, from that point, there was constant conversation regarding the account and the equipment. However, no one ever even offered to assist him in resolving the matter or providing return boxes as requested.

He stated that he wants this billing removed.

He stated that the Pandemic put everyone at a disadvantage and they cannot expect him to return equipment to a store that is closed and tried to make other arrangements!

He also stated that he wants an apology for the manner in which he has been treated and the manner in which his representative talked to him. He simply wants to free himself of this horrible company.

Ticket: # 4021096 - Phone disconnected for using to many minutes during COVID 19

Date: 6/10/2020 8:00:14 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Red Pocket Mobile

Description

Red Pocket decided that I used to many minutes on my phone regardless of the fact that I signed up for and paid for an unlimited plan which I bought through <https://www.waymorewirelessonline.com> . They therefore went ahead and deactivated my phone service without any prior warning leaving me with only text to communicate during these rough times of COVID-19. My children were unable to join their teleconferences that were set up from their schools. In order to get my phone reactivated, they forced me to upgrade to a more expensive plan (that comes with internet use which I have absolutely no use for and never use.) In addition to that I had already paid for this month at least twice in an effort to get my phone back up and running and their customer service hangs up the phone on you when you actually do get through to a live person.

Looking forward to hearing back from you.

Thank You

Ticket: # 4021130 - Complaint regarding lack of service from Verizon

Date: 6/10/2020 8:18:46 PM

City/State/Zip: Brooklyn, New York 11203

Company Complaining About: Verizon

Description

I moved into a new building in March 2020. As new tenants made calls to Verizon to set up internet we were told the wiring was not complete. They were unresponsive about expediting that process. After complaints were filed they arranged for wiring which was completed in May 2020. When they were contacted to initiate service for each unit, which we were told is ready now that the wiring was completed, they said they cannot provide appointments until December 2020. That is unacceptable. We are in the middle of a pandemic and they are refusing to provide service to a whole building which is a public safety concern. If we must work from home to support social distancing how can we do this without internet. The lack of follow up and action by Verizon is unacceptable. Verizon can arrange for same day set up to all units to avoid the need for service staff to make several trips.

[Ticket: # 4021134 - Xfinity collects fee despite its customer service supervisor said differently](#)

Date: 6/10/2020 8:21:02 PM

City/State/Zip: Russellville, Arkansas 72802

Company Complaining About: Comcast

Description

I had to disconnect the Xfinity Internet service due to moving out of the university apartment during the PANDEMIC. I talked to an Xfinity customer service representative and a supervisor and explained the situation. I was assured that I can reconnect the service in 6 months and no fee will apply. However, they quickly send the \$49.34 fee (\$60 fee minus \$10.66 credit in my account) to a collection. I request the fee be waived.

Ticket: # 4021196 - Offensive, I'll radio transmission

Date: 6/10/2020 8:58:06 PM

City/State/Zip: Phila, Pennsylvania 19139

Company Complaining About: Supernatural Telecom. Their Words

Description

This continues in West Philadelphia by he (b) (6) families out of Delmarva. Homophonic, racist, ignorant sex crazed banter run by (b) (6). Invasive in our home can be in Street a high freq sizzle. Illegal use of hi tech platforms. Of times the tech peirces eardrums and radar ,electrical whatever mores coils on sofa. How mu h longer until destroyed. Multiple complaints to NSA, Quantico, DoJ still happening through pandemic and riots. Folks on here from multiple state's claim fusion radar, vh1, video gamers on cell tower and relay Network using legal processors. I say hackers involved in multiple crimes in Cali, Miami, i, ATL, Smyrna, Philly, NC, And, Empire state bldg Radio tower. WWDB kicked them off in Philly so now using some illegal hookup w possible connection to tail lines. Gotta have a military tie in. No privacy in my home they are using a video to pobserve, comment and harrass us. In addition to two way microphone. How much longer?

Ticket: # 4021200 - Inconsistent Upload Speed**Date:** 6/10/2020 9:03:59 PM**City/State/Zip:** Paintsville, Kentucky 30052**Company Complaining About:** Sudden Link

Description

For the last two months I have had inconsistent upload or download speeds making the internet unusable. Prior to Covid they sent a technician who said maintenance would fix the connection at the pole which never occurred. Last month I contacted them again and the technician placed a maintenance request to change the tap, but maintenance has yet to show up. I tried to contact customer service this evening and the tellaprompter would not allow me to speak with an associate even though I have a business account and 24hr technical support. I am now going to switch to another internet provider due to not being able to get any support or communication for assistance. It is unfair for a company to charge full price and not provide the service that is stated. Our upload is so slow we can not even attach a picture.

Ticket: # 4021213 - Billing issue with deceased parents' cable provider

Date: 6/10/2020 9:23:27 PM

City/State/Zip: Tacoma, Washington 98405

Company Complaining About: Spectrum

Description

The cable provider "Spectrum" was my parents' service. in Poinciana, Florida. They both passed from COVID, in March and April - they were admitted to the hospital on March 25th, and never again regained consciousness. I managed to get from Tacoma, WA to their home at the end of April, packed up their equipment and returned it to Spectrum on May 1st. After speaking to the supervisor "Charlie" he said that would be all that was necessary, and they would transfer the account to the deceased account dept. and it would be taken care of.

Now, Spectrum is continuing to bill the account, and I spoke to Brian on 6/08, who told me that they would cancel the account as of now, but would not refund the bills for previous months. Their account was paid up to date before they were hospitalized, and with COVID restrictions, it was difficult, and risky for me to travel across the country, even as quickly as I did. It doesn't seem I should be responsible for paying for this, especially since a large part of the bill time was an error on their side.

Ticket: # 4021355 - Slow Speed of Internet, High Price and Monopoly in Edison, NJ

Date: 6/10/2020 11:54:44 PM

City/State/Zip: Edison, New Jersey 08817

Company Complaining About: Optimum

Description

Optimum's service is getting horrible day by day. Even before COVID situation, their speeds are very low, \$15 price increase right during COVID and now very soon they will be charging extra for McAfee Internet Security Service. In Edison, NJ, there is no other Internet Service Provider where Optimum has a MONOPOLY.

Ticket: # 4021492 - T-Mobile Equipment

Date: 6/11/2020 9:10:07 AM

City/State/Zip: Freeport, New York 11520

Company Complaining About: T Mobile

Description

The consumer states that she has cell phone service with T-Mobile.

The consumer states that her phone is not working properly.

The consumer states she is paying \$140 for service she is not receiving.

The consumer states her data on her phone doesn't work, she connects to her home wifi.

The consumer states she doesn't receive signal at times.

For example she maybe on a call and she won't be able to hear anything, but when she calls the next day its a bit better but still bad.

The consumer called T-Mobile and a representative told her they would fix the issue but have yet to do so.

Now they never answer the phone.

The consumer would like a credit to her account at least for the data she's been paying every month that she does not receive.

The consumer states that during the Pandemic she didn't even get a waive or anything like they said they would.

The consumer needs her equipment (cell phone) looked into, she should be able to make a simple call.

CTR-415

Ticket: # 4021550 - Dishonesty and unfair sales practices**Date:** 6/11/2020 9:41:23 AM**City/State/Zip:** Covington, Kentucky 41015**Company Complaining About:** Spectrum

Description

I wanted to write you to let you know how terrible my experiences at Spectrum have been. I have been a customer through multiple acquisitions and never complained and was making do with super old technology – but that was my fault. Once we have been working at home, we noticed the internet went out frequently so we called support to come look at it:

- 1) The technician was phenomenal and was surprised that we hadn't proactively been reached out to as signals should have been triggered to Spectrum on the issues of my internet. After 2 ½ hours, changing out the booster, re-running whole new wire outside the house and having it set up to have someone come to the road to change some settings he left. He did let us know we were legacy Time Warner and couldn't even get some of the current services if we changed and would be treated as a new customer at Spectrum.
- 2) The wire is still in the yard a week+ later and I have no clue when it will be buried.
- 3) I called the next day to switch to a new internet package since mine was 60 mbps (below the minimum Spectrum offers) and was told that I couldn't get the new subscriber offer and was 'lied' to by the tech and only sales can offer packages. After waiting for 30 minutes and being treated very rudely, I just decided to cancel my services – which I was then informed I wouldn't get any money back for this month and that I could provide no feedback on my terrible experience because sales doesn't do surveys. I am moving and my girlfriend is moving into my old house and he said we could order her new equipment but it could take 14 business days due to the Covid crisis, which I understood. I verified we wouldn't be double charged and he confirmed not until the internet was activated with her new equipment.
- 4) Her new equipment arrived 2 days later (not 14 business days) and we were told billing would start within 8 days, not at the end of the month – so lied to again.
- 5) Then Spectrum called Haley today and asked if she wanted the tv app as a free 7 day trial, she confirmed there would be nothing for her to do after 7 days and they said yes, it was a trial and would be removed unless she ordered it. Then she immediately received a new statement (instead of the original \$44.99 for 24 months) it had been updated to internet+tv for \$79+. She immediately called Spectrum and told them she never authorized a change to her agreement and after being transferred around was told she couldn't remove the service until she activated her account. Incredibly frustrating that a dishonest salesperson added a service without her approval and there is no way for her to remove it until she has to call yet again and remove it.

That is 3 blatant lies in under 8 days and if we had any other high speed internet providers at her address, we would gladly pay double for an inferior service just to not partner with Spectrum. I doubt I will get a meaningful response to this e-mail, but I am so disappointed in the service (internet outages with no proactive outreach), customer service (the rude, rude salesperson) and the integrity of the company you have become. I don't know what else to do but to reach out to you, the better business bureau, twitter and the FCC – but I hope you can do something to address these egregious issues because I assume if you are doing it to me, many others are being mistreated the same way. Lastly, I think it's crazy that we have install our own internet and get charged an extra fee for it. I am

100% okay with self install due to the crisis, but don't make me pay extra money and do the work, if anything I should get a credit towards the first months.

Ticket: # 4021621 - Suddenlink

Date: 6/11/2020 10:02:49 AM

City/State/Zip: Austin, Arkansas 72007

Company Complaining About: Sudden Link

Description

I was charged \$445 for equipment.

I disconnected service on April 23, 2020. During that call I was never told to ship or send back equipment.

June 1st I received a bill in the mail saying I would be charged \$445 for equipment. They took the money out of my account 10 days later.

All of their stores are closed due to covid 19. Taking the equipment to the physical store wasn't an option. So 10 days isn't very long to ship it which they never told me to do in the first place.

Me and my wife have called around 5 times since getting the bill, and they keep ignoring what we tell them. One lied and said she couldn't help my wife cause she wasn't on the account. When in fact my wife is the one who called to disconnect service with a phone call to them.

They refuse to do the right thing. I hope the fcc can help. Thank you.

Ticket: # 4021701 - Refusal to cancel service

Date: 6/11/2020 10:29:39 AM

City/State/Zip: North Aurora, Illinois 60542

Company Complaining About: Comcast

Description

Due to being furloughed from my job, I canceled my service with Xfinity on May 23, 2020. On that date, Xfinity not only did not cancel my service but they added services to my account without my authorization and are still billing me going forward. I have returned their equipment via UPS and that receipt is attached. The agent I spoke with on the phone told me that due to the pandemic I would not be charged any early termination fees. To resolve this matter I would like a letter saying that this account is closed and paid in full. I would also like a refund of any amounts charged to me for the past month. Thank you. Also, I have moved in my new address is (b) (6)

[REDACTED]

Ticket: # 4021702 - Lack of coverage/Constant outages of service

Date: 6/11/2020 10:29:52 AM

City/State/Zip: Lapeer, Michigan 48446

Company Complaining About: AT&T

Description

Beginning in December of 2019 my family has been experiencing nearly monthly outages and loss of coverage from our internet and cellular service provider, AT&T. We have been given multiple assurances that progress was being made and upgrades to towers were being made to improve coverage and have less time without service or having substandard service occur. My family has been told we would be receiving credits on our account for the troubles we have been experiencing. This has not happened yet. My child has been unable to use the distance learning resources provided by my school district since the Covid 19 situation happened because of the lack of coverage and intermittent tower outages. My mother, who is home alone most days, cannot rely on her cell phone having enough signal to make emergency calls from our house.

Ticket: # 4021965 - Centurylink internet outages

Date: 6/11/2020 11:50:44 AM

City/State/Zip: Boise, Idaho 83716

Company Complaining About: Centurylink

Description

We work from home because of Covid. Our Centurylink internet has been down twice in the last month. Each instance lasted over 24 hours. In this day and age why is this happening? Over selling without the infrastructure in place? I can accept a few hours but days?

Ticket: # 4022006 - COVID-19 Billing

Date: 6/11/2020 11:59:38 AM

City/State/Zip: Miami, Florida 33179

Company Complaining About: T Mobile

Description

The consumer states that she has been unemployed for the last 3 months.

The consumer states that she has Cell Phone service with T-Mobile.

The consumer states that she has been receiving extensions from T-Mobile but the consumer states that she isn't sure when they will be demanding her to pay the balance.

The consumer states that she owes about \$397.36.

The consumer states that she's been looking for a job since she isn't sure when she can return to her's.

The consumer wants to know if she can set up a payment plan with T-Mobile.

The consumer isn't sure how much she can pay a month since she is still without a job.

The consumer has applied for a discount for her electric bill.

The consumer states she is getting extensions for her car payment and insurance as well as rent.

The consumer would love a discount on her account, but if that is not possible right now she is able to pay her monthly bill and add \$25 payments from her balance she needs to pay off.

The consumer states that as soon as she gets back to working she can make payment arrangements to pay the balance off.

She doesn't want her service to get shut off and doesn't want this to affect her credit.

CTR-415

Ticket: # 4022037 - COVID-19 Comcast Billing

Date: 6/11/2020 12:07:14 PM

City/State/Zip: Miami, Florida 33179

Company Complaining About: Comcast

Description

The consumer has been receiving extensions from Comcast whom she has Internet and Cable services with.

The consumer is unemployed due to COVID-19 and is not sure when she will return to her job.

The consumer states that she owes about \$370.

The consumer wants to make monthly payment to pay the balance off.

The consumer doesn't want them to send her to collections or to cut her services off.

The consumer would like to know if Comcast can set her up with monthly payments of \$25 in addition to her monthly payments she is trying to pay.

The consumer isn't back to work, but once she gets back to work she will do everything possible to try and pay off the balance quick.

The consumer is struggling with monthly bills and would hope Comcast understands what she's going through.

CTR-415

Ticket: # 4022075 - Customer Service refused to help me citing COVID

Date: 6/11/2020 12:20:09 PM

City/State/Zip: Middletown, Maryland 21769

Company Complaining About: Comcast

Description

I have Xfinity Internet. Electricity went out and it took 6 hours for the router to reboot. I called thinking the router was defective. Technician told me it was not a router there was noise on the line. I asked if he could fix it he said not till COVID was over. The electricity went out again to day, I work from home I need my internet service now not in 6 hours.

Ticket: # 4022168 - WBBM Ads for Newsmax TV

Date: 6/11/2020 12:41:36 PM

City/State/Zip: Northbrook, Illinois 60062-5415

Company Complaining About: Viacom Cbs

Description

WBBM Radio has been airing ads for Newsmax TV without indicating that they are politically motivated. Newsmax TV is affiliated with various conservative interests. The ads have requested people to complete a survey about "how President Trump is doing", offered a free emergency radio in exchange for signing up for their newsletter, and most recently to receive the book "Blitz" by David Horowitz, subtitled "Trump will smash the left and win". According to information about Newsmax available on Wikipedia, during the COVID-19 pandemic in the United States, Newsmax sent an email to its subscriber list asserting that "the WORST thing you could do is get a vaccine when it becomes available" because "vaccines are one of the biggest health scares of our lifetime—a scam perpetuated among the American people." The email encouraged recipients to instead do something "far more effective" by subscribing to a health newsletter for \$39.95 per year. Once recipients signed up for the newsletter, they received a sales pitch to purchase a dietary supplement with "an advanced formula targeted to support your immune system health."

In my opinion, these ads for Newsmax are political in nature and should be so identified.

Ticket: # 4022330 - Billing

Date: 6/11/2020 1:25:05 PM

City/State/Zip: Ashburn, Virginia 20146

Company Complaining About: T Mobile

Description

T-Mobile ran commercials that they had a plan for \$15 a month. I called T-mobile and I was told that I could get the plan with automated payments. Then I just received a bill today for my old payment amount. They made up excuses saying things like...That was an old commercial. Then they said, it was only for Covid 19. Then they said it was only for pre-paid plans. The commercial did not say anything about that. Nor, did anyone say that to me last month...When I got setup for the plan. They refused to let me speak to a supervisor. I called them 3 times in an 1.5 time period today. Plus, AGAIN...My phone does not work in rural areas. I have complained about that as well! Nothing has changed!

Ticket: # 4022365 - Suddenlink (Altice) issues**Date:** 6/11/2020 1:35:10 PM**City/State/Zip:** Jonesboro, Arkansas 72401**Company Complaining About:** Sudden Link

Description

I've had gigabit for around 1.5 years now. This March my speeds dropped dramatically, pretty much maxing out at 350-460 regardless of time of day (even tested at like 3AM). I checked it on multiple computers (straight to the modem), same speeds. Before this I was getting at least 800 if not higher. At first I chalked it up to COVID congestion, but testing at 3AM proved that wasn't the case. Checked the levels on my modem, etc, everything looked fairly good. Removed splitter at the Dmarc, etc, nothing changed. I called technical support finally, "Jack" from overseas told me everything is fine on their end, that my modem is bad (1.5 year old Motorola MB8600) and that they need to be replaced every year or 2. I told him I was a sysadmin, and that I knew that was not the case, and told him to send a Tech out. Tech came out the next day, checked my lines, signal was a little hot so we switched the splitter out (when I say we, I mean me, he had me do it lol, but that's fine, nice guy). He knew I knew the system. Signals leveled out after new splitter, did the speed test, boom, same exact speed as before. He confirmed my thoughts that it was most likely a configuration problem or that my modem needed to be re-provisioned. He passed my ticket up to Tier 2. I waited a week for a callback, nothing. So May 15th, 2020, I called Tier 1, told them my deal, and all he could repeat was that I had a open ticket that had not been resolved. He literally just repeated that over and over. I asked him if he could provide an update to the ticket, or anything, and he flat out said no, he can't do that. He just kept repeating that there was an open ticket, and it had not been resolved. I told him how long to wait, he said 48 hours. I then reminded him I had been waiting a week already. Anyways, hung up. Now, today a week later, I called back. 45 minute wait, so I hung up.

We have had the Attorney General for Arkansas in town as of yesterday because of the issues with Suddenlink. She requested we file complaints directly to them as they are investigating the issues (we have had a town meeting in Jonesboro with Suddenlink themselves because of issues like this). I have filed that complaint, and now filing a FCC complaint.

I just want the Tier 2 tech to call and resolve my issue, and to get the service I am paying for.

My communication with Suddenlink is as follows.

May 7th, 2020 - First initial call with Tier 1 tech.

May 8th, 2020 - Service tech comes, confirms my issues, passes issue to Tier 2.

May 15th, 2020 - I call Tier 1 to get an update on my escalated ticket, he cannot provide that.

It is now June 11th, 2020, and I have not received any communication from Suddenlink minus a bill for the service I am not receiving.

Ticket: # 4022372 - GOUGING PRICING

Date: 6/11/2020 1:35:58 PM

City/State/Zip: St Charles, Illinois 60174-3430

Company Complaining About: AT&T

Description

Went out of a contract in February on business phone lines. No notifications on previous bill contract was ending. Bill went from \$350.00 avg to \$1200.00. Told unless we resign a new contract they couldn't lower it. While working this problem for weeks for resolution we decided after some 30 plus years at this location, with their services to switch to Comcast. Due to Covid Comcast was unable to switch now until July, and we are getting bills 3 to 4 times our normal rates we have paid for the exact same services for years on end. In this period of crisis for small business, where I have employees off, and sales down they have tripled my bill and offer no solution. We expect you to please follow up on this and have them do the right thing. I have not shorted payment on one bill as I am an honest person, but how they are able to legally triple a bill with no repercussions, then strong arm us into the only way to fix is to sign a new contract. Legal theft of us small business owners. I'm doing everything I can to keep my business open including paying them an extra 600.00-900.00 every month while I wait for a new supplier, its truly the worst business practice I have ever seen in my lifetime. I would appreciate the ability, especially during this Covid crisis, to be given a refund for these gouging tactics. I have no recourse, as my hands are tied with changing to a new provider, who because of the current crisis has no way of getting out to service us until later. Please look into this and help, advise, or provide direction so I can get out from under this enormous bill that they have given us no solution short of us signing a new contract.

Ticket: # 4022399 - Run around with a mobile issue

Date: 6/11/2020 1:43:39 PM

City/State/Zip: Geneva, Florida 32732

Company Complaining About: AT&T

Description

Hello, I had my phone break on me and went to an AT&T store on May 23rd for a replacement/upgrade. I was told that I should order the Samsung S10E for a comparable phone (no phone in store for me to even be able to test)...was told that it would arrive in 3 to 4 business days. It did not arrive and I have been on several phone calls with AT&T to resolve getting mixed stories as to why i hadn't received. I was told that they would cancel the order and i could go into another store and get another phone that they had in stock. I went to another store and they said they could not sell me a phone until the issue with the other on order was resolved. 2 STORES 1HR DRIVE EACH WAY...still no phone. Was told that the resolution would be completed on the 11th...still no resolution. They said i could go to another store and try to get a phone...but no guarantee. I was told to "just go to a Walmart or Target and get a GO PHONE if i needed a phone before they could resolve. Customer service keeps transferring me to different departments saying there is nothing they can do. I do not feel like i should have to be spending any extra money on a phone when they do not have a resolution or compensation or anything that they can help me with. I am already losing business...trying to move forward... trying to make some sort of income during this pandemic...PLEASE HELP!!!

Ticket: # 4022416 - Verizon No Service

Date: 6/11/2020 1:46:56 PM

City/State/Zip: Marion, Ohio 43302

Company Complaining About: Verizon Wireless

Description

The consumer state that she has Internet service with Verizon whom she pays them \$50 a month.

The consumer states that they disconnected her Internet Service on Monday.

The consumer called Verizon and they didn't help her.

The consumer states she called again today that it would be done and fixed in a few minutes.

The consumer states that it still doesn't work.

The consumer states that Verizon told her that she has been turned over to Frontier.

The consumer states that they did a three way with Frontier and Frontier states they don't have her as a customer.

The consumer paid Verizon for her monthly Internet Bill this month and has never been late.

The consumer is not going to be giving Verizon any more money to not receive service.

The consumer also had VOIP Internet Phone Service and she can't use her phone if she doesn't have internet service.

The consumer uses the phone for medical appointments.

The consumer and her husband are both elderly and with COVID-19 still going on its had to miss appointment.

The consumer needs her internet service back on.

CTR-415

Ticket: # 4022495 - Disconnection of landline during covid19

Date: 6/11/2020 2:11:37 PM

City/State/Zip: St. Louis, Missouri 63146

Company Complaining About: Spectrum

Description

Spectrum disconnected landline with no notice June 10 at 4:30pm. They state the number is no longer in the area even though she moved to assisted living 2 miles away and has had the number 3 years since the move. Her service was disconnected during "keep America connected" and they say they cannot have a recorded message giving the new number to callers. She's 88 years old and this is a hardship for her to keep connected. We would like to keep original phone number 3(b) (6). She has had this number 55 years. New number (b) (6) with no forwarding number

Ticket: # 4022620 - No equipment

Date: 6/11/2020 2:48:39 PM

City/State/Zip: Florida, New York 10921

Company Complaining About: Optimum

Description

Cannot get an answer on inquiry for almost a month... my cable box is not working. I've requested a replacement. I call and at first I am told it shipped. It's weeks and I just followed up with them and they cannot tell me if it shipped. They are using their pandemic as an excuse for not responding on a timely basis... The average waiting time to get a call back is over 1.5 hrs and they outsource their customer service overseas and when they do call back the individual has a difficult time assisting. It becomes extremely frustrating. The FCC needs to investigate this company.. AWFUL service!!!!!!!!!!!!

Ticket: # 4022694 - Cox is unable to provide services as advertised

Date: 6/11/2020 3:06:01 PM

City/State/Zip: Scottsdale, Arizona 85260

Company Complaining About: Cox

Description

The Home Wiring Services Contractor Tech, Nick, came out to the house to do testing today. He found the throughput test at the tap showed full gigablast speed (box in alleyway). The packet quality test showed no packet loss. The jitter showed 75 ms and the other packet quality test number was 250ms. So we are paying \$109/mo for 900 mbps lan connection speed and we can only expect to get 200 mbps. Nick suggested downgrading to the 300 mbps plan until Cox can add more servers.

Basically, Cox is required to and plans to, add 25% more server capacity each year. In March, with COVID-19 Shut down, the demand increased so much that Cox would have to add 4 years (100%) more server capacity in one weeks' time to meet the new stay at home/work at home demand. Right now all Cox can do is move demand around to hit other servers when customers complain. Cox is going to need to process some serious refunds and downgrades of service until they can supply the speeds that they promise / advertise.

Also, I will be contacting Cox again because Nick was saying that there still could be a node in the area that was damaged during the looting 0.5 mi from this house. The reduced speed coincided with the unrest we experienced two weeks ago. Address is (b) (6)

Ticket: # 4022847 - Inadequate Infrastructure**Date:** 6/11/2020 3:44:00 PM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Wave Broadband

Description

Wave is my Internet Service Provider and has been unresponsive while resolving major internet service issues. Wave has allowed my neighbors and I to sign up and pay for service that they aren't delivering. They need to add additional capacity to their local network to service our block adequately. My service issues begun the day my neighbor signed up for service and an additional splitter was added to my service connection. I have been waiting patiently for 3 months since this happened for Wave to resolve the issue since I initially called technical support and determined the root cause of the issue. 6 weeks ago a technician informed me that he was initiating a construction request that would take 4-6 weeks to complete. I have not been contacted about progress of the request. I work from home due to the COVID-19 lockdown but cannot adequately perform my job due to dozens of days with no service. I simply want Wave to provide the service that my neighbors and I have been paying for. I have made several calls and received no response other than "we've initiated a new ticket for you, you should hear back soon".

I have been informed today that apparently there is no record of a construction request. It is infuriating to be treated like this as a customer.

Ticket: # 4022848 - Harassed by so-called lead on nextdoor.com

Date: 6/11/2020 3:44:50 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Nextdoor.com

Description

Hi I received a invitation from another neighbor. To join nextdoor.com been on it for a while information about controlled burns the covid-19 a lot of useful information. And some posts and other matters interesting neck. Doing it for a little while. My lead in my area is (b) (6) But another person. Identifying herself as (b) (6) lead. Told me in a post on a thread. That I have no rights quit hiding behind the United States Constitution. Because on the Nextdoor app I have no rights. And we will determine I guess people like me will be able to post or not. I was thinking their platform is there. But FCC has some say and everything in the Airways. And I do not believe this has anything to do with the creators of next door or the other lead. It's (b) (6) ever since she showed up I'm trying to get into the app. I cannot. And now I have asked for a code to sign in to change the password but the cold never gets sent. Basically I am not officially blocked but I am blocked by her I believe. The main reason for this communication to the FCC is. I did not appreciate being told that they can do whatever they want to meet. Please help. Be well

Ticket: # 4022885 - Scam Call

Date: 6/11/2020 3:54:34 PM

City/State/Zip: Henderson, Nevada 89074

Company Complaining About: Toronto

Description

Received call from Toronto Canada 647-699-6709 at 11:37 am Pacific Time on 6/11/20. They informed I was going to get credit from ComCast/CenturyLink for internet service due to Covid. Wanted personal information etc. told them they were scammers and not to call again

Ticket: # 4022905 - Billing / Late Fee

Date: 6/11/2020 4:00:51 PM

City/State/Zip: Vero Beach, Florida 32963

Company Complaining About: AT&T

Description

Hello, about one month ago, I paid my phone bill a few days late. AT&T charged me a late fee. This was during the worst part of the COVID19 virus outbreak, and most systems were slowed or closed entirely. Most billing companies gave their customers extra time to pay their bills. But not greedy AT&T.

This is not the first time I've had ethical issues with AT&T. If you look online, there are MULTIPLE THOUSANDS of complaints about At&T. You are a strong government entity; why do you allow them to continue doing this, year after year? They seem to have no fear of you whatsoever.

You should launch an investigation of these complaints, and bring AT&T to court to defend their actions.

I would like my late fee refunded. Thank you.

Ticket: # 4023013 - Dominion Energy Phone Scam**Date:** 6/11/2020 4:29:16 PM**City/State/Zip:** Highland Springs, Virginia 23075

Description

Someone called and left a voicemail from (866) 466-0950 claiming to be from Dominion Energy. They threatened to shut off my power if I did not make an immediate payment. The message instructed me to return their call at the same number. When I called back, someone introduced himself as Jose from Dominion Energy. It did not sound like a normal call center. There was a lot of background noise and I could barely hear him. He asked me for my account number. I told him I'd call back because I didn't have it with me. I then looked at my account information online. Dominion's website said all utility disconnects were suspended due to Covid-19. The phone number provided also did not match any of Dominion's official numbers.

Ticket: # 4023040 - Verizon Regional Sports Network Fee

Date: 6/11/2020 4:40:18 PM

City/State/Zip: Carmel, New York 10512

Company Complaining About: Verizon

Description

Verizon FIOS has been charging an \$8.89 "Regional Sports Network Fee" on my cable TV bill even though no current sports have been broadcast during the pandemic restrictions on sports. Verizon tells me they cannot refund the fee because it's part of the package I have. This seems unfair and disingenuous. I do not feel I should pay for something I am not receiving. Please direct Verizon to refund the fee.

Ticket: # 4023063 - Internet rates

Date: 6/11/2020 4:45:32 PM

City/State/Zip: Murphy, North Carolina 28906

Company Complaining About: Viasat

Description

After the COVID 19, our internet provider went from \$100 a month to \$170 a month for the same service (can show bills as proof). On top of that, internet has been slower and a lot more difficult to use and they are not working with customers at all to provide relief knowing students have been required to continue schooling online.

Ticket: # 4023090 - Verizon Wireless

Date: 6/11/2020 4:54:12 PM

City/State/Zip: Coarsegold, California 93614

Description

I have a long list of issues trying to get problems resolved with Verizon Wireless. I have more than 25 emails with their executive relations department and I've spoken with more technical advisors than I can count. The average time on hold trying to get assistance and speaking with IT people has been around 3 hours. I've been a customer with Verizon for 23 years and their customer service has deteriorated to the point of being completely ineffective. I've attempted repeatedly to resolve the issues, and now believe they owe me money for the ridiculous amount of time and trouble they've put me through. I want to speak with upper management at Verizon and have them resolve issues that have been going on for 8 months now. It's not just about unwanted calls.

Ticket: # 4023135 - Billing/Service Issues

Date: 6/11/2020 5:08:29 PM

City/State/Zip: Patterson, New Jersey 07522

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV
- She states her service was cut off
- She reached out to the carrier
- They advised her promotion plan ran out
- Her bill has now doubled
- She states she made payment arrangements
- The consumer wants the carrier to give her a better plan and allow her to make payments on the bill going forward
- She also wants her services restored ASAP
- She feels this should not have happened during a pandemic

CTR405-phone

Ticket: # 4023162 - Equipment/ COVID-19

Date: 6/11/2020 5:18:47 PM

City/State/Zip: Compton, California 90220

Company Complaining About: T Mobile

Description

Consumer states that that on the 05.19.2020 consumer purchased a line with T-mobile. Consumer states that his phone was supposed get there on the May.21.2020 but until right now T-mobile or UPS does not know anything about the phone. Consumer states that this device was a Smsung. Galaxy 20 ultra. Consumer wants to be able to have a phone. Consumer cannot be with no phone during the pandemic. Consumer wants his phone immediately or consumer states that he wants to be able to go to a store to request his phone since it is been over 15 days. Consumer states that T-mobile told him to pay again and to send the phone back in order for them to send other phone. Consumer states that they will charge him with a restock fee and other fees if he does that. Consumer wants a phone immediately. Consumer needs Spanish speaker. Consumer states that they are giving him a run around since two weeks ago.

ctr408-phone

Ticket: # 4023338 - Unfair, Deceptive, Abusive Acts and Practices**Date:** 6/11/2020 6:18:54 PM**City/State/Zip:** Charlotte, North Carolina 28269**Company Complaining About:** Verizon Wireless

Description

I'm reporting Verizon, via a complaint to the Federal Communications Commission (FCC) for Unfair, Deceptive, Abusive Acts and Practices. I'm very disappointed that my iPhone 6S has been hijacked on multiple occasions by Verizon and is virtually rendered useless. About a week before the COVID19 lockdown began in March I started having issues with applications on my phone launching automatically, the edit function randomly engaging with text copy, the phone randomly dialing recently called/received phone numbers, the closing out of applications, etc. I thought it was as a result of a dirty screen so I would wipe the screen, power off/on and it would settle for an hour or two but never resolved. I tried updating the iOS - no resolve. Then I received an email notifying me that I would receive free data for hot spot usage during the COVID19 lockdown. As soon as, I got the notification my problems resolved although I never use my phone as a hot spot. At the end of May, I received another notice that the free deal was ending, and immediately, the problems started occurring. That's when I took it to the Verizon Cellular Sales store on Tyvola Rd, NC. I was told I had a hardware issue and needed a new phone and, wouldn't you know it, I was a candidate for an upgrade! The phone I wanted had to be back-ordered, but I sat for HOURS with the rep trying to get a temporary phone online so I could have a working phone. Long story short, I left the store with a nonworking spare and my own phone while I waited a week for the new phone to arrive. When I walked out of the store, miraculously, my phone started working perfectly again. No trouble what-so-ever. When the new phone arrived in the store I canceled my order because my phone was still working perfectly. As soon as, I canceled my phone order suddenly, magically, all the problems I had before I went to Verizon began all over again! This is not a coincidence - Verizon is hijacking my phone and rendering it useless so that I will have to purchase products or services that I don't need. This is Unfair, Deceptive, Abusive Acts, and Practices. I am filing a complaint with the Federal Communications Commission and holding Verizon accountable for these practices.

Ticket: # 4023463 - Consistent problems with my internet

Date: 6/11/2020 7:09:11 PM

City/State/Zip: Warwick, New York 10990

Company Complaining About: Optimum

Description

Ever since this pandemic has started I have constantly had problems with my optimum internet. For example, I could not access my emails, optimum TV on my iPad was not connecting, my screen would freeze, problems connecting to facebook.

Ticket: # 4023503 - On day 10 without my phone number

Date: 6/11/2020 7:29:42 PM

City/State/Zip: Auburn, California 95602

Company Complaining About: Sprint

Description

So, apparently Sprint has lost my phone number, and I have no idea how many potential business clients I have lost because people have been unable to reach me. All of my advertising for my business has that phone number on it, at a time that I could really use the business given the COVID-19 crisis.

I got a letter in the mail from my poor mother. She's 75 years old and was concerned why my phone was "busy" when she called it, unable to reach me.

Ticket: # 4023508 - Charge for no services received, and for service interruptions from Optimum (Altice)

Date: 6/11/2020 7:34:28 PM

City/State/Zip: Hampton Bays, New York 11946

Company Complaining About: Optimum

Description

1. I requested cancellation of cable tv and internet services from Optimum on March 14, 2020, as I moved out of state due to COVID on March 15, 2020. My billing cycle ended March 16. Optimum is attempting to charge me for March 16 through April 15, 2020, despite my cancellation prior to the start of this billing cycle.

2. I am seeking resolution to my billing requests, which I have made both in writing and over the phone, and remain unresolved.

3. I am living with family in Colorado to be a caretaker during COVID. They should not charge me for past interruptions to service, nor for services beyond the date for which I cancelled. All equipment was returned promptly.

I am seeking resolution to my billing requests, which I have made both in writing and over the phone, and remain unresolved.

I am living with family in Colorado to be a caretaker during COVID. They should not charge me for past interruptions to service, nor for services beyond the date for which I cancelled. All equipment was returned promptly.

3. I had multiple service issues when the cable tv did not work, for which I called on multiple occasions. I requested a billing adjustment for my last official billing statement for the days when I have officially documented interruption of service. Totaling 12 days from Feb 3 through March 9, 2020.

4. They offered no resolution to date, and continue to bill me for April. They have not even changed my address, so the correspondence from them is very delayed.

5. I am being Charged for no services received!

Ticket: # 4023575 - Frontier Internet Price Gouging

Date: 6/11/2020 8:29:56 PM

City/State/Zip: Vail, Arizona 85641

Company Complaining About: Frontier Communications

Description

Customer since 2015. Price gouging cost \$68.98 a month for 12 mbps speed. New customers are receiving \$44.99 total bill for 24 months 25 mbps speed. Spoke to customer service and retention department. No discounts. No bundles. No speed increases available. Only military discount. No front line or COVID19 reductions. 800-801-6652 service address (b) (6)

(b) (6). What are some other internet companies available in the area? Is there ANY competition at all? Thank you. (b) (6)

Ticket: # 4023588 - Internet failures

Date: 6/11/2020 8:44:44 PM

City/State/Zip: Clendenin, West Virginia 25045

Company Complaining About: Sudden Link

Description

Suddenlink internet 100x10

Internet started failing early spring 2020. During the covid 19 pandemic...with 3 kids at home trying remote schooling. I also run a business from my home, so the internet is important.

We request the first technician...he comes and before even getting out of the truck had filed the service report (because I got an email saying the work order was closed...then my girlfriend said he showed up) saying there was a bad connection. I was charged 60\$ and he found no issues. After she complained of TV service as well he replaced tv boxes and left.

I called the next day and requested a tech again...a week later he shows up. He tests signal issues and "takes pictures because noone will believe me" about the signal loss at my connection where it comes into my home.

I call a week later because life gets in the way. Request another tech or I will cancel. I tell them Thursday because I could take the day off and be here....they give me a 10 hour window. I tell them that if they do not repair it that day I will cancel and not pay another penny of this past months bill...and all the service call fees.

I stay home all day...and they never show. I call to cancel and they tell me the cancellation line is now closed...and all stores are closed because of Covid.

Ticket: # 4023672 - Tucker Carlson Fox News June 8

Date: 6/11/2020 10:18:49 PM

City/State/Zip: Johnson City, Tennessee 37604

Description

I am writing to complain about the broadcast by Tucker Carlson on 8 June at 0845pm. This broadcast comment incites violence, and is not accurate news. I am also asking why Fox News, is allowed to be labeled a news entity in the US, when it is labeled as entertainment in all other broadcast spheres. I receive Fox news on line by a Charter Spectrum. Carlson Quote inciting violence is " this may be a lot of things, this moment we are living through, but it is definitely not about black lives and remember THAT WHEN THEY COME FOR YOU, AND AT THIS RATE, THEY WILL" is using fear and racist history to stoke racial tension among viewers. Furthermore, these are heinous comments, one of thousands coming from him, not to mention completely inaccurate information, especially regarding the corona virus. His show needs to be removed from the Network. And Fox News should not be labeled News when it is almost entirely opinion pieces fueling distrust of any one with a shred of understanding of facts, particularly scientific.

Ticket: # 4023686 - Resuming internet service

Date: 6/11/2020 10:39:40 PM

City/State/Zip: Menifee, California 92586

Company Complaining About: Frontier Communications

Description

I've invested too much time with Frontier's reps to perform the basic function of resuming internet service to my business, after having placed a hold on the account in March due to the pandemic. I've spoken to not less than 7 reps in a seemingly endless transfer from department to department. I need the service to resume normal business.

Ticket: # 4023690 - Optimum-CableTV and Telephone

Date: 6/11/2020 10:47:33 PM

City/State/Zip: Westbury, New York 11590

Company Complaining About: Optimum

Description

Around the end of March and the beginning of April 2020, I terminated my services with aka Cablevision, Optimum and/or Altrice. I delivered my 2 cable boxes to Cablevision/Optimum/Altrice in Bethpage. My services were disconnected as I no longer had a box. Since the Coronavirus/Covid-19 I have been trying to get through to Optimum as they continued to charge my account \$172-.88 per month. They put you on hold from 3 to 4 hours and then you lose connection. I would like for them to reimburse \$691.52 that was charged to my Chase bank account for the 4 month of \$172.58 per month charged. I finally was able to stop payment to Optimum. I would appreciate any intervention and help that you can provide. I called the company several times per day and they put me on hold for 4-5 hours and then I lose connection. Thank you

Ticket: # 4023800 - Spoof call using my number

Date: 6/12/2020 6:09:24 AM

City/State/Zip: Camarillo, California 93012

Description

At 8:00am British Summer Time, 12 midnight PDT, my wife received a call on her UK cell phone purporting to come from my AT&T cell phone 805 302 6871. Since this phone is only used when I am physically in the US, cannot be used for international calls, and has been switched off since February 1, 2020 because I am sheltering-in-place in the UK during the pandemic, it appears that someone may have hacked into my AT&T phone and call history and be attempting to impersonate my phone. My wife did not answer the call, and I have alerted some other possible contacts via email.

Ticket: # 4023852 - SPAM Teaxt Msg

Date: 6/12/2020 8:57:23 AM

City/State/Zip: North Miami, Florida 33181

Company Complaining About: Genetworx Lab

Description

I received a text on my cell phone from a company that I have never had any contact with.

Ticket: # 4023901 - Subject/Billing

Date: 6/12/2020 9:51:08 AM

City/State/Zip: Beaumont, Texas 77706

Company Complaining About: Safelink Wireless

Description

Safe Link was his carrier.

Icy should have been an unlimited plan.

Customer service is English is the 2nd or 3rd language.

(b) (6)

It is his old ticket number. [REDACTED]

***He wanted me to add: Black Lives Matter.

He didn't give permission to close any of his complaints.

The consumer states that Susan is terrible and never directly answers his complaints

Icy wants someone to contact him immediately.

The consumer needs to have a phone during this pandemic, he needs someone to contact him.

The consumer has filed a complaint against SafeLink

The consumer states that Susan Clark Milton is terrible and never directly answers his complaints.

Icy has medical problems and the phone should not have been shut off during this pandemic.

Nothing was resolved, He didn't give permission to close his other complaint.

The customer service people kept putting Icy's money on a minute plan and it should have been put on an unlimited plan.

Resolution:

Icy wants an explanation of why they shut the services off.

CTR394-phone

Ticket: # 4023974 - Billing from Sprint for deceased family member lost and/or stolen cell phone ending 0198

Date: 6/12/2020 10:25:07 AM

City/State/Zip: Washington, District Of Columbia 20011

Description

I received a call on 6/10/2020 from Elizabeth from Sprint my case number was (b) (6) I informed her that I would have to contact her back to schedule a date and time we could discuss the complaint that had been forwarded to them from FCC Ticket Number 4016685. On 6/12/2020 @ 9:20a, I contacted Elizabeth again to schedule a date and time, my first date and time was 6/29/2020 @ 9:00a, she informed me that wasn't a good time because they had to file their answer on 6/25/2020. So I changed the date and time to 6/19/2020 at which time she informed me that the only she would need to handle this case was for me to send her another copy of the death certificate. I am angry and would like to have this matter escalated to that of an hearing for the following reasons: (1), when I called Sprint after the death of my grandson to cancel the services I was informed to send them a copy of the death certificate, which I did, along with a copy of the bill and a letter that I had written them requesting how affordable payment arrangements could be made on the phone, the information I was given from the 877-365-6413, Supervisor Mark, was that I had to pay for the phone because of the contract. So I cancelled the services on the phone as well as the insurance because the insurance company Assurion wanted me to send 125.00 to have the phone replaced, why would I do that when my grandson was deceased, for one year Sprint charged me the full amount on the phone in question. Finally in October, 2019, I received a letter from Sprint regarding the phone and a payment arrangement. But in the interim of receiving this letter I kept receiving harassing calls to upgrade the phones on my plan, changes to my plan without authorization. it was all explained in FCC's ticket number (b) (5). But final arrangements were made to my satisfaction of 13.99 per month plus a fee that was never told me why of 8.99 I now feel that this was for the service on the phone and each time I called I got excuse after excuse as to what that fee was for. I was also told by Kera, Sprint Supervisor in October, 2019 that this payment arrangement would last for 6 months from the date and that in June 2020, I was to call Sprint back to continue the plan, and that the amount of the phone would decrease because of the payments made and that I could either opt to continue to pay these arrangements or pay the phone in full. On 6/1/2020 I contacted Sprint because I was under the assumption that I had through the end of June to continue with the current arrangements. This was not the case, on 6/5/2020 I received 4 calls from different Sprint representatives trying to force me to upgrade the phones on my plan which I felt was crazy because once again why would I upgrade a lost and/or stolen phone's plan. I was told by Stephaine from Sprint that upgrading would decrease the amount of the lost/stolen phone, I hung up because at this time I knew they thought I was crazy. I received another call at 10:00pm on 6/6/2020, regarding the payments on the lost/stolen phone, I had to disconnect the call and turn my phone off because nothing I said was taken into consideration like can we discuss this on Monday morning, I was sleep and in bed. Mind you once again that I am high-risk COVID due to pre-existing health issues, 64 years of age, in and out of the hospital for injuries sustained in a car accident in 2009 in which my brother was killed and I had to once again learn how to use my left side. So I am already dealing with issues that I don't have the time nor energy to keep going through something that I am trying to put closure to. Not only with my personal issues, I am due for another surgery in July (corrective). On March 12, 2020, I contacted Sprint and once again was given a number to send my doctor's statement for high risk covid and self

quarantine. I had made changes in my life to accommodate my health and so that I can continue to take care of my remaining family members as I've lost since 2008, my husband, a daughter, my mom and dad, 5 brothers, 3 sisters, 4 nephews, my grandson and then in April, I lost a nephew to Covid, so I am not trying to go back and forth with this as I thought it was already taken care of with the previous payment arrangements. Today, however today Elizabeth informed me that I had to send them another copy of the death certificate. How dare she, I told her that I could not afford another copy of the certificate and that after almost 2 years because items have been packed away I would not know where to begin to look for something that I had thought I had closure from. Sprint charges me almost 300.00 for my current services, which they interrupt whenever they want to, and they have informed me that either I pay the phone off in full or that my bill will increase this month as a matter of fact. I cannot go to DC Vital Records because (1) I have to stay in because of my health conditions, and (2) I can't afford it. Due to the deaths in my family, the burials of those that didn't have insurance and me teleworking with limited hours, a mortgage to pay, and other items I need to survive and keep those left behind, Sprint is my highest bill with me having a senior's discount, a federal government discount and a plan that I assumed was affordable. I have also been a Sprint customer for 10 years, and have 50 nieces and 18 nephews, that all have plans with Sprint based on my recommendation, not to mention friends and other relatives, because of the monthly payments arrangements they afford you when faced with hardships. If you review my bills from Sprint you will notice from 2009 to 2018, I called each month for arrangements due to medical reasons and deaths. But I've managed to keep the service going. When I explained to Elizabeth on today that there was no way that I could get and/or leave my house to go to Vital Records an argument ensued, which I have witnesses to attest to this fact because I had her on speaker because once again I informed her that I was working so I was multi-tasking while on the phone with her, she stated that if I kept the appointment for the 19th I would have to produce that document. I told her she could close out the case because that would not be happening. It is not my fault that they don't have the documents that I've furnished twice already in 2018 and again in 2019. I can't and I won't, please help me get closure to this madness, they not Elizabeth but Glen from Sprint threatened that if I didn't pay the amount in question which should show on my July's bill, because June's bills is already out that no further payment arrangements would be made and service would be interrupted, and he knew this, how now at this date? They haven't even given me the balance of the phone in question nor any alternative payment arrangements and informed me on Monday, that the plan that I am currently under to pay for the lost/stolen phone ended November, 2018, so how was I placed on a payment arrangement October, 2019 - June 2020, and my bills will attest that I have been paying that amount. They are strong holding and forcing me and threatening to disconnect my services and on May 2, 2020, when I made payment arrangements, and it was approved to split that payment, I gave them a Visa Card number as I can't go out of the house and they went into the account and took the additional payment without authorization which threw my mortgage payment off and they refused to return, so I had to pay a late fee to the mortgage company plus the return check fee, etc. This company is killing me. Also on 6/8/2020, I had to give authorization for this to happen, my doctor, spoke with them on a conference call because of the stress I've been under dealing with them. None of this has been taken into account and I have done everything in my power since 2018, to be in compliance. Now I am seeking the phone in question be deleted from my account for harassment, forced pay

Ticket: # 4024073 - ATT did not cancel my line

Date: 6/12/2020 10:57:56 AM

City/State/Zip: Roosevelt, New Jersey 08555

Company Complaining About: AT&T

Description

I spoke to ATT to cancel one of my lines - Feb 28, 2020.

Katie - Employee ID KH216W refused to review the audio of the conversation and "was enjoying my call" with extreme sarcasm.

Rather lose the account than credit per the other representative.

She additionally lied that the account has "always been this way". When I asked her to review the calls from Feb 28 about cancelling the line she refused to review the call. The line should have been cancelled.

I asked them to review - they told me they would rather have me contact the FCC. I'm disappointed additionally that they charged me late fees, when they were told and allowed a forbearance during COVID, they gave me late fees anyway.

Ticket: # 4024107 - Billing/COVID-19

Date: 6/12/2020 11:10:48 AM

City/State/Zip: Haltom City, Texas 76117

Company Complaining About: Spectrum

Description

(b) (6) is looking to get help from spectrum. Consumer states that she has a WiFi, internet, and a cellphone with spectrum. Consumer states that ever since she got the cellphone she had problems with it and that spectrum tried to fix it but they were unable to do so. Consumer states that she receive a bill that was \$57.00 for only internet. Consumer has called multiple times about the issue and she seem not to get help. Consumer states that she does not use her phone a lot. She mainly uses the phone to call doctor but her bills are going very high to the point that she even thought about giving up the line because she is unable to pay that amount. She is 75 years old and she has asthma and Parkinson syndrome. Consumer is very sad because she asked to terminate the line and they told her that she will still need to pay her equipment, equipment that is not working well since the begging. Consumer is in really need of help. Consumer does not want to give up her line. Consumer is in a very low income. Consumer is alone. Consumer needs Spanish speaker.

ctr408-phone

Ticket: # 4024147 - internet service

Date: 6/12/2020 11:26:34 AM

City/State/Zip: Auburn, California 95602

Company Complaining About: Sudden Link

Description

Sporadic internet service (internet goes down between 8 am and doesn't come back on until approximately 8:30 pm); inability to connect with tech support (left four messages for call back on 6/9, 6/10, 6/11 but no return call. Have done tests of modem connection as the recorded message asks, but the modem connection does not seem to be the problem as the service comes back on in the evening.

Though persons in this household are retired, we are on the boards of a couple of non-profits and have had to scramble to make connections during board meetings since Zoom connections not available. Would like ability to connect with customer service representative at the least; optimally would like no interruption in service. Problems with Suddenlink's sporadic service have been on-going for years and pre-date the Covid-19 era. Have to call customer service to request credit for non-service periods AFTER service is restored.

Ticket: # 4024164 - intermittent internet connection

Date: 6/12/2020 11:30:58 AM

City/State/Zip: Bedford Corners, New York 10549

Company Complaining About: Optimum

Description

This problem has been ongoing since December. Have had 6-7 service calls. Still happening. Husband is practicing telemedicine. Sessions are terminated in the middle. Big problem for NY metro area with Covid.

Ticket: # 4024194 - Centurylink Internet Issues**Date:** 6/12/2020 11:39:51 AM**City/State/Zip:** White Hall, Virginia 22987**Company Complaining About:** Centurylink

Description

I live in rural Albemarle County. The internet is spotty at best and our only source of phone, cell service and internet. When I call centurylink I am always told they are working on it. My livelihood depends on internet especially during covid and I can't get on the internet, not to mention online schooling. The Nextdoor app shows all our neighbors have problems as well. As a rural community when will the government help us get internet?

Ticket: # 4024348 - internet provider (Century Link)

Date: 6/12/2020 12:18:23 PM

City/State/Zip: Atlanta, Kansas 67008

Company Complaining About: Centurylink

Description

I am a new resident the the Baldwin Ks area. I have been trying to get internet service to my home through Century Link. I Have talked to them from operators to a 3rd part contractor to a field engineer many times. I have had two accounts open. The first account I talked to them at the beginning of May and they told me that they would supply internet to my home but their line in the street needs upgrading.. They explained to me that it would be done but it will take a month. After them charging me 100 dollars for a router that they were to ship to me and them being the only DSL company I was more then fine about it.

I called a month later, at the beginning of June to find out that they have canceled my account without my knowlage. I asked them why that happen? After may hours and multiple days I finally got an field engineer to explained to me that there were two account open mine and another, and that there line was limited out and the line in the road right away needed to be upgraded and they were not going to pay for it and that we the new customer were to have to pay for it, over 8 thousand dollars, (8 THOUSAND DOLLARS). All that money to install the line and they were still going to charge me a monthly bill. I asked them if we were to pay for it would we get a percentage of the monthly profit that they would get for using the new phone line that I paid for. As I figured they said no way. At that point we canceled the 2nd account.

After our encounter did some research I found out that Century Link has taken more than 3 billion dollars of tax payers money to provide internet to people and as I see it I am a tax payer and I need internet and they are saying no. I am wondering what we as tax payers paid for.

As for me, my wife works from home with a very big nursing home company and she is responsible for employing thousands of people and placing and maintaining the lively hood of all her residents in multiple states, And yes she is taking care of you mother or grandmother somebody you know and care about.(it is that big of a company). At this time of Covid-19 and the devastation it is putting on this age group the last thing she needs is a problem with her internet.

I have spoke with FCC directly on the phone and they have opened up an account 4023967.

As a resolution I would like Century link to upgrade THEIR line around Woodson Rd. and old Hwy Southwest of Baldwin City KS
so they can provide internet to the community that it so desperately needs.

Sorry it took so much to explain and hopefully this gets to the proper people that can resolve this problem. thank you for your time..

Ticket: # 4024378 - Suddenlink Internet Service

Date: 6/12/2020 12:25:13 PM

City/State/Zip: Victoria, Texas 77904

Company Complaining About: Sudden Link

Description

I suspect Suddenlink of price-gouging during the COVID-19 crisis because we transferred existing service when we moved at the end of February and have since discovered that (without our authorization) we were switched from an unlimited data plan, to a capped data plan where they're able to charge us extra for exceeding data caps. For months, Suddenlink customer service is completely inaccessible for existing customers. There's no online option to change our data plan back to what it was, and I have attempted to call numerous times over the past several months and cannot reach a human being. As soon as I get to the point where I'm holding for the next available CS rep, the line disconnects.

Ticket: # 4024452 - Star2Star Telecom Complaint

Date: 6/12/2020 12:46:56 PM

City/State/Zip: Sparta, Michigan 49345

Company Complaining About: Star2star Telecom

Description

1. Number Port agreement with other Telecom breach of agreement: picked an arbitrary date, cancelled service without notice to our company so number could not be ported.

2. Caused serious tangible and intangible financial business costs and damages due to downed phone services, with no written notification to our company.

3. Charged our company for 12 months of unused services. We dispute the autorenewal Star2Star is wrongly attempting to collect. a. We were given an autorenewal date. We were sent a final invoice. We paid the invoice up to the autorenewal date. We gave advanced notice of porting our services to another carrier. Star2Star accepted that port agreement. The day prior to our number being ported, Star2Star turned off our Critical Care Nursing Hotline phone service (during the COVID-19 Crisis) not allowing our patients, Physicians, nurses reach us. Not allowing our number to be ported.

Resolution: Register our complaint to protect other companies from Star2Stars questionable business practices regarding autorenewal.

Step in and stop the attempted collections/ arbitration process they are charging TLC Care Plus In Home Care - for 12 months of services that they will not be providing. We have now ported the number to a different Telecom who is currently providing our services.

Ticket: # 4024557 - Suddenlink service charge

Date: 6/12/2020 1:14:27 PM

City/State/Zip: Grass Valley, California 95949

Company Complaining About: Sudden Link

Description

I was billed \$60 for service call because the technician reported wire replacement or repair. He didn't do any of this. He tested the line and told me it was due to congestion and covid-19. Everyone was home.

Ticket: # 4024769 - COVID-19 Internet Service

Date: 6/12/2020 2:04:45 PM

City/State/Zip: Laguna Woods, California 92637

Company Complaining About: West Coast Internet

Description

The consumer states that she is going through a rough time.

The consumer states that the land owner is trying to force her out of her home.

The consumer states that because of the pandemic they can't force anyone out of her home.

The consumer states the internet was in the name of the land owner, but she set up service under her name.

The lease expired but they have a lock down because of the pandemic so there are no evictions.

The consumer states he called in to West Coast Internet to cancel service.

The consumer never authorized this transaction.

The consumer paid for her internet.

The consumer needs her services turned back on and she needs credit for the time she went without the internet.

The consumer states this was a privacy breach since he is not an authorized user.

The consumer paid the land owner money for service he would then cut off.

CTR-415

Ticket: # 4025097 - Comcast internet

Date: 6/12/2020 3:28:10 PM

City/State/Zip: Placerville, California 95667

Company Complaining About: Comcast

Description

Consumer lives in small mountain town.

She is being forced to work from home due to COVID-19.

Consumer didn't even have internet and had to have Comcast run a line to her home.

Consumer has paid hundreds of dollars to have technicians come out and look into it.

They have repeatedly advised her it is on their end, not hers.

She is frustrated and desperate for good internet signal.

She isn't unable to use the service downstairs only upstairs.

The techs have claimed Comcast does have the ability to check their signal strength at the pole.

Consumer is paying for the highest 300 Mbps package and clearly isn't receiving that.

Consumer would like Comcast to provide her with the service she is paying for so she can adequately do her job.

CTR404-phone

Ticket: # 4025230 - billing

Date: 6/12/2020 4:11:32 PM

City/State/Zip: Hamilton, Georgia 31811-4847

Company Complaining About: AT&T

Description

I am a Disabled veteran and for some time I have been with DirecTV and their landline phone service. Over the years AT&T has continually broken contract arrangements with my wife and me. From the very beginning, my landline phone has been subject to changes that were not previously agreed on. Being a disabled veteran my phone was subject to a contract that gave me veterans status, and the contract had a precise contract amount that would be charged to veterans myself included. Over the years the service was changed without previously notifying me that the change was taking place, since the Time Warner buyout my landline service which I need because I stay in mountainous region. And have very little option if any of having service from any other company offering a landline, the reason that this is so important for my wife and myself is our service from time to time goes out the Internet satellite. Where I have service satellite is the only thing offered in the Harris County Georgia area which the state park is located. So you see if my wife or I need to call for a medical emergency and there is a storm or a communication breakdown, my landline is the only thing I have for calling for help. Recently AT&T has broke agreement after agreement with my landline phone service opting to raise the landline phone contract over and over. Their customer service has become outrageously complicated most times when asking for help you cannot get someone that has a command of the English language which I am 72 my wife is in her late 60s and we speak no other language than English. So when asked why contracts are being frequently broken customer service has no understanding of how to get, the answer to my questions recently my service was discontinued without word of anything warning. After what I thought was an arrangement for bills that did not believe I created seen I pay once a month, always on my check day but because I separated my DirecTV from my landline service it has been increasingly hard to get a phone bill that was not changing with additional costs, and of course I'm told my landline has not been paid I looked to my bank statements, and express a difference but it can customer service especially in this day and age with the pandemic, my request or rarely understood on the date 06/11/ 2020 my landline was cut off three times and I was told that the arrangements that were made to get my service returned, because I had not gotten a communiqué on what the contract payment dates he was very easy for AT&T to say my understanding of the contract dates was wrong. That's why my phone service had been cut off forcing me to pay \$270 to get service back on. Which totter customers this would not happen while the pandemic was plaguing the country and making arrangements would be harder than other times. So I'm making this complaint against AT&T for their falsehood, and they're outright deceptions. billing should be the same every month

Ticket: # 4025256 - Comcast

Date: 6/12/2020 4:16:27 PM

City/State/Zip: Frankfort, Illinois 60423

Company Complaining About: Comcast

Description

I had talk to a representative on the phone to find a bundle package that would fit my budget in October of 2018. He went thru the bundle packages with me and I found one that would fit my budget. I had ask if there were any charges that would be extra and he said No. So I signed up with Comcast and had everything hooked up. You have 30 days to decide if you want to keep Comcast. As time went on everything was fine. I was getting to the end of the 30 day trial. The next day after the 30 day trial I got a email stated I was going to be charged 10.00 more for going over the megabytes. I was not aware of this limitation. I would not have agreed to having Comcast as my provider. I told the representative to cancel my service. I was lied to. I call these company's to make sure I don't miss anything for hidden charges etc. They have sent me to Enhanced Recovery Debt Collection. So I had submitted a complaint to Consumers Finance Org. I got a phone call from them and told the representative why I had a complaint against Comcast. Enhanced Recovery dropped the Collection and took it off my Credit Bureau. So now I have IC System Collection Debt sent me a letter last week on 5/28/2020 from Comcast again for the amount of 246.38. Just in time for the COVID19. I don't appreciate being lied to. These cable companies need to thoroughly explain to the consumers what all is in their packages and any hidden charges that the consumer is not aware of!!!

Ticket: # 4025521 - Still charging me for “canceled” service

Date: 6/12/2020 5:51:31 PM

City/State/Zip: Pineville, Louisiana 71360

Company Complaining About: Sudden Link

Description

On May 4, 2020 I contacted Suddenlink Communications to inform them that I had moved to a different address and that I was wishing to cancel my services. The gentleman that I spoke with informed me that due to Covid-19 the company was offering assistance with bills, but I denied it and wished to cancel. On June 10, the company still charged me \$109 for a service I was no longer using. I contacted the company on June 12 to inform them of this issue and was informed by a young lady that there was no record of me speaking with a representative, and that my services were not canceled. I asked her if I could be reimbursed and she stated that it was not possible due to no one accessing my account. She then stated that the internet was still in use, which puzzled me because I do not reside at that address. Also, I was charged automatically which was not something I set up due to me having other obligations on certain days. She told me that the company would be contacting me later today and I was not contacted.

Ticket: # 4025541 - Harassing text with profanity and vulgarity.

Date: 6/12/2020 6:05:17 PM

City/State/Zip: Pensacola, Florida 32513

Description

I received a text early in the morning about Keto weight loss. Then I started getting them about 3 times a day> I politely opened up on of the text and explained that I did not need the product and to please remove me from the list since I had replied STOP many many times. Since That time , the same entity has not only increased the number of text that they send but it's early morning and all theu the date but now they are using profanity and vulgarities. They are texting from different numbers that can not be called back. If you dial any of the numbers back, it says that the number is none working. I am 61 years old with the Corona Virus so I can not turn my phone off or on silent and I should not have to. I have included phone numbers and web addresses for each contact. Please help me to stop this problem as the last several text are clearly retaliation for my request to stop texting me.

Ticket: # 4025572 - Charter and Internet Assist (Low Income Internet)

Date: 6/12/2020 6:26:52 PM

City/State/Zip: New Port Richey, Florida 34652

Company Complaining About: Charter

Description

She is a senior and her neighbors are paying \$17.00 for internet service

She also qualifies for the lower cost internet under low income provision along with the fact that she lives in Section 8 Housing. However, no one ever advised her about this program, when she called Charter. She stated that she called because she recently became aware for the Internet Assist program and the waiver of some of the requirements in place, that have been possibly waived during the pandemic.....(prior services, outstanding bills, etc.)

However, when she called Charter to explain that she is 76 years old and extremely low income...AND that she lives in Section 8 housing, she was told that they were sorry, but she would need to disconnect her services, for 30 days, before they can offer her the Internet Assist program!

The consumer cannot do this due to the fact that she needs to stay in touch with her doctor and her family/friends.

The consumer stated that her phone number, listed as her contact, can be used to locate her account. It is utilized when she calls Charter.

The consumer requested to be allowed to subscribe to the internet Assist program, without having to cancel her present services because she needs these services and cannot go 30 days without the service. She also stated that this information was not made available to her until one of her neighbors had mentioned the Internet Assist program about three weeks ago because she mentioned she was struggling to pay her bills.

Ticket: # 4025625 - AT&T fraud

Date: 6/12/2020 6:52:02 PM

City/State/Zip: Hillsboro, Oregon 97006

Company Complaining About: AT&T

Description

Signed a contract on 2/22/2010 with AT&T for 4 phones and wireless service for my family. AT&T store opened a business account for me knowing that the lines are for my family (all 4 of us were present at the store). The deal was supposed to be \$ 174 dollars per month, but I received my very first bill on 3/25/2020 which was # 696. Since then, I have been contacting AT&T numerous time and each time they have told me new and conflicting information, and they have failed to give me the deal I signed up for. They finally suspended my service since 6/8/2020 although per their own managers and per the COVID 19 pledge to FCC they claim they will not suspend people's service.

Ticket: # 4025852 - Billing for service and don't live at address

Date: 6/12/2020 10:34:31 PM

City/State/Zip: Jarrell, Texas 76537

Company Complaining About: Sudden Link

Description

I called and emailed the company to have service moved to new address. I have documentation showing that my move was being delayed due to covid. Although I have informed them that I will not move until 06/19/2020, they have turned off service at my current address and started service at new address. Not only did they start service at new address but are charging \$209 for the same service that i am paying \$75 dollars a month for currently and was informed that my rate wasn't going to change as I am not adding any new services, just keeping the exact same service as i currently have.

Ticket: # 4025858 - Re: [FCC Complaints] Re: Safe Link Lifeline

Date: 6/12/2020 10:43:18 PM

City/State/Zip: Wexford, Pennsylvania 15090

Company Complaining About: Safelink Wireless

Description

This is a follow-up to your previous request (b) (6) "Safe Link Lifeline"

I did receive an application for (b) (6) to continue to receive and use his SafeLink phone, however with him being locked down in his nursing home because of the Coronavirus, I have no access to his medical card or other information that SafeLink is asking me to submit. (b) (6)'s information and status has not changed since he first received his SafeLink phone a couple of years ago. My fear is that SafeLink will one day shut off Ernie's phone with no notice. This is Ernie's only form of contact with me and our 95 year old mother. At this time, we are not allowed in the nursing home and they are testing everyone for the virus next week. Please request from SafeLink to continue (b) (6) phone service until we are able to provide the information they requested. My phone number is for (b) (6). My name is (b) (6). I am (b) (6) sister and power of attorney. (b) (6) is MHMR, mental health, mental retardation.

Ticket: # 4025873 - Comcast Cable

Date: 6/12/2020 11:10:56 PM

City/State/Zip: Taneytown, Maryland 21787

Company Complaining About: Comcast

Description

durning a global pandemic we have paid every one of our bills on time now comcast sends us our bill this month up from 184.35 last month to 210.56 this month over the past few months it was raising a few dollars at a time but this is price gauging at its finest something needs to be done about the fact that they can cheat people out of money like this month after month for a service that used to be free with an antenna i am on disability and will now have to choose between meds or tv again this month its just not right

Ticket: # 4025917 - lagging internet

Date: 6/13/2020 1:07:49 AM

City/State/Zip: San Francisco, California 94134

Company Complaining About: Comcast

Description

It is disappointing to me that the FCC is not advocating for the regular US citizens. Big businesses cannot survive without customers. Happy customers should be a priority. Comcast has no competition and are throttling the internet which limits a lot of services that people hope to access during this coronavirus pandemic. Unacceptable.

Ticket: # 4025918 - Abysmal Internet Speeds**Date:** 6/13/2020 1:15:02 AM**City/State/Zip:** Moriarty, New Mexico 87035**Company Complaining About:** Centurylink

Description

Century Link refuses to upgrade archaic DSL with sub 3mbps speeds. Because we are in a rural area, we are confined to using Century Link as they are our only viable option. We are a household of 4, and because of the COVID-19 restrictions, we are confined to the house. More often than not, these speeds are below advertised and they cannot handle our internet usage.

Ticket: # 4025925 - service interruptions

Date: 6/13/2020 1:36:12 AM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

Connections been on and off. tried calling comcast but never had the chance to talk to an agent. all automated. for two days they should have fixed the issue. i am a student doing online studying because of the pandemic. it is a crucial time for me right now. they could have given a compensatory wifi access if the issue are not being resolved.

Ticket: # 4025954 - Altice One Services

Date: 6/13/2020 3:44:26 AM

City/State/Zip: Norwalk, Connecticut 06851

Company Complaining About: Optimum

Description

To whom it may concern,

I have been a costumer for decades; since Cablevision.... as time has gone by, they have raised there services economically yet, the service doesn't match up. I pay more for the "best internet" they offer. Needless to say; I pay for a service I don't get. It's always in/out.... Even before Covid; it was just as bad.

For a few weeks now, the raised my bill approximately \$10. I have no clue why that is. I attempted calling customer service numerous amount of times and nothing. No live agent. Automated service gives to runaround and then ends call with zero explanation. I'm not sure what's going on, but, it's criminal. I hope I can get help with this matter.

Ticket: # 4026003 - disconnection of landline during Covid-19 Orders

Date: 6/13/2020 8:26:05 AM

City/State/Zip: Fairfield, California 94533

Description

My phone number (b) (6) that has been my landline phone number for over 10 years. I am a disable veteran with health issues and young children in my home, cutting off my phone during a pandemic is horrendous. I would like my Primary Landline to be restored to (b) (6) T (b) (6) and restore the secondary Number (b) (6) which shows up like a Suisun city number. Comcast Xfinity

Ticket: # 4026105 - ATT Owes \$1400 for trade-in promotion since JANUARY 2020

Date: 6/13/2020 10:59:26 AM

City/State/Zip: Huntersville, North Carolina 28078

Company Complaining About: AT&T

Description

Summary

Promised Promotion: Trade in 2 iPhone X to fully cover 2 iPhone 11 (\$1400)

What ATT owes us: \$1400 in ATT credit to cover the 2 new phones

I started a plan with ATT back in January because they offered a promotion to cover a new iPhone 11 if we traded in an iPhone X (\$700). We were given a shipping label for our old trade-in phones that went to the wrong return center and now our package has been shipping back and forth between the return and trade-in center. I have called multiple departments and no one has no clue on our phones or trade-in status.

Full story

After starting the plan, we never received the shipping material/label so we decided to reach out to a chat representative. The rep gave us a label to print and we shipped it. After a month, I checked up and found out on my own that the label was sent to a return center rather than the trade-in center. So it has been sitting there with no updates.. if I didn't call in then when would they take actually take action?

End of March

I followed up again because there is NO transparency on the process. It turns out the phone arrived at the right facility and was somehow shipped back to the return center. I was redirected to multiple departments to end up not being able to take any escalation action.

Beginning of April

My phones are being shipped back to trade-in facility.

This month

I followed up with the trade-in support team and they provide just a generic response. "Thank you the system has not shown as updated"

I am fortunate to be able to have some funds to cover the phone plan installments since January. But imagine other customers that may not be able to especially during the pandemic.

This experience has really turned me away from continuing with ATT in the near future. As i was explaining my situation to an ATT associate, she told me "should i redirect you to the cancellation department?".

Documents:

Email chain where I am discussing the situation with ATT support. (Communicating with ATT Trade-in Support.pdf)

Package tracking status of our 2 old iPhones (Tracking_Status_Part_1.jpeg, Tracking_Status_Part_2.jpeg)

First statement bill in January (A(b) (6))

Ticket: # 4026226 - Altice

Date: 6/13/2020 1:21:07 PM

City/State/Zip: West Sayville, New York 11796

Company Complaining About: Optimum

Description

My tv service is intermittent. When I call customer service, I'm often on hold for 3 hours and then disconnected. When I try their "chat feature" same thing. Their robot says they'll connect me with a technician, but then there is no response. I've been dealing with this for months. I'm reluctant to file a complaint but I don't know how else to reach this company. It's not only because of the pandemic - it's been pretty bad since they took over optimum.

Ticket: # 4026234 - Xfinity

Date: 6/13/2020 1:29:54 PM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: Comcast

Description

I was told a tech would drop off a new modem and tv box today and they never arrived. Then after an hour on hold and on a call I was promised credits of \$70 and the call dropped - and nobody called me back. Then on chat i was told no credits were applied. This was because i now have to go to the Xfinity store and waste more time and money and risk exposure to COVID due to this incompetence. I am disabled and have one working lung so I am not happy about this. Plus last week i was left on hold for over 2 hours by an agent and they never once got back on the line. I want credits for what was promised and for my time and inconvenience and these are NEW credits and not related to credits before June 13. I demand that the promised credits are applied and that i am compensated for my troubles and inconvenience on top of the lack of service. The issues have affected my TV and Internet services btw. My complaints is about service reliability as well as the lack of appropriate and honest customer service I have received.

Ticket: # 4026323 - Port Restrictions

Date: 6/13/2020 2:56:14 PM

City/State/Zip: Arlington, Washington 98223

Company Complaining About: Comcast

Description

Some port ranges have been closed by my internet provider, Xfinity, restricting my access to some services including software that my wife needs to work during the pandemic by restricting our access to ports. We have been able to work around the issue, but a household without an engineer may not be so lucky, possibly causing them to lose their job.

Ticket: # 4026581 - Verizon Runs a Crooked Corrupt Scam**Date:** 6/13/2020 6:49:23 PM**City/State/Zip:** Hernando, Florida 34442**Company Complaining About:** Verizon

Description

Complaint Submitted

Your complaint has been submitted and assigned the ID 1(b) (6). For your reference, a copy of your complaint appears below. You will receive an email with further information once your complaint is processed by the BBB.

The complaint is being handled by the dispute center listed below. Please contact them with any questions.

BBB of New Jersey (Trenton, NJ)

1262 Whitehorse Hamilton Square Road, Building A, Suite 202

Hamilton , NJ 08690

info@newjersey.bbb.org

Web: <http://www.bbb.org>

Consumer Information

Date Filed: 6/13/2020

Sal: Mr.

First Name: [REDACTED]

Middle Name:

Last Name: (b) (6)

Suffix:

Address: (b) (6)

Hernando Florida 34442

UNITED STATES

Daytime Phone: (b) (6)

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED])

Business Information

Business ID: (b) (6)

Name: Verizon Wireless

Address: 1 Verizon Way

City: Basking Ridge

State/County: NJ

Zip/Postal Code: 07920

Business Phone Number: (b) (6)

URL:

This Business was Accredited at the time the Complaint was made.

Complaint placed by an active duty US service member, a US civilian employee of the Department of Defense, a US military dependent or retired from active US duty.

This is NOT a COVID19-Related Complaint.

Complaint Detail / Problem

Complaint Type: Advertising Issues

Problem: Verizon Wireless convinced me to buy a high dollar iPhone 11 ProMax and because I am an old person over 55, I was assured that my monthly bill would be \$80 less all the special charges and other crooked taxes and fees they charge. This is a clear case of misrepresentation. Today, I was out and about driving around trying to use Google Maps and other data related features like Amazon music. And none of the services worked. So, I got to sit in my truck in the Home Depot parking lot in the 90-degree heat for 2.5 hours waiting for someone from Verizon to hear my situation. I needed data for Google Maps so I could find an address to deliver some stone to a guy. What I found out eventually was that when Verizon put me on the old person \$80 a month program they throttled back my data connectivity to 600 mghz. So, Patrick in Alberque in technical support put me on a \$130 a month plan so I could get the system to actually work again. He says in order for data to work, people require atleast 1 mg of connectivity. This would have been good to know when Verizon mis-sold the \$80 a month plan without ever mentioning that the 600 mghz would fail to work with anything. A bunch of crooked, greedy jerks that run a monopoly and should be run out of town. Lying, cheating, hard to reach people that need to be taken down a few notches! Instead of giving me a price break they took my service away and made it a challenge to get things correct again and now my bill is way higher than it was before I bought this iPhone 11. Crooks! Crooks! Crooks!

Desired Resolution / Outcome

Desired Resolution: Billing Adjustment

Desired Outcome: Misrepresentation is a crime! If Verizon does not offer decent data connectivity for the \$80 a month, they should not be able to use that in their sales pitch to sell you know phones and merchandise. They should not be allowed to be dishonest with their products. My wife and I should be charged the \$80 a month for Verizon's maximum data connectivity at 5G a month for life able to process over 100 MB. There should be a corporate apology for throttling us back and selling me the iPhone Pro Max knowing full well that I would be left broke down without connectivity when I rely on data to use Google Maps, etc. This is about a powerful company lying to the little guy. Misrepresentation should equal a complete re-evaluation of how Verizon is treating old-timers like me. I don't mind paying for the service, but misleading customers to make a sale is completely not right!

Message to BBB

People Over 55 should be notified that Verizon scams them into thinking they can buy unlimited data for a discounted \$80 a month when in reality they are throttled back to 600 Mhz and as a result no programs function. Programs like Google Maps, Security Services, and others can be crucial when out on the road traveling. When you lose those services because you lost your service in exchange for what you thought was a discount, that is a scam. This should be shared on national, and local news. A bunch of greedy crooks run Verizon and they should be held responsible for setting this kind of scam up. Then to use the \$80 per month to sell a phone that will be throttled back is another crime. In my view, this company should be expected to re-evaluate their game and if they want to help old people, they should not legally be allowed to capitalize on what they infer to be my technology

ignorance and stupidity! I have been around long enough to know when I have been taken. Everyone should know about this!!! I predict others are being gouged with this \$80 a month offer they incentivise while forgetting to mention, customers will lose their data connectivity. Let FOX news in on this!

Complaint Background

Not all of these questions are required. Please provide as much information as you have.

1. Product/Service Purchased: Cellular Service
2. Model Number:
3. Contract, Account, or Policy #:
4. Order #:
5. Purchase Date: 6/13/2020
6. Date Problem First Occurred: 6/13/2020

Dates you complained to the company/organization

7. First Date: 6/13/2020
10. Payment Made: In Full
11. Payment Method: Debit Card

Name of Sales Person

13. First Name: Who
15. Last Name: Knows
17. Purchase Price: \$130.00
18. Disputed Amount: \$130.00

Ticket: # 4026669 - Scam for free monies for COVID-19

Date: 6/13/2020 8:57:59 PM

City/State/Zip: Stockbridge, Georgia 30281

Description

A text from 1-320-429-7176 saying they were an agent to help me get free money grant! The contacted me originally on messenger as one of my friends! They said I had to fill out a form for them and to tell the truth! Said she got \$90k from them! I called my friend and she said it was not her and had to be a scam! This happened today 06/13/2020.

Ticket: # 4026745 - Consistent Slow Internet

Date: 6/13/2020 11:05:58 PM

City/State/Zip: Austin, Texas 78705

Company Complaining About: Spectrum

Description

Internet speed is inconsistent, Spectrum claims there is no issue and has sent technicians to “fix” the connection but problem remains. Spectrum has refused to compensate for lost service that has affected working from home during COVID-19. They have increased the monthly bill rate, despite several complaints about internet issues.

Ticket: # 4026827 - Anti Consumer Data Caps

Date: 6/14/2020 7:01:27 AM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

The ability of companies like Comcast to create artificial data caps on their internet (especially in regards to high speed bandwidth) is not only unfair but anti consumer. We live in a country that must see that Internet Service Providers are granted a special status in the market where in many cases they are a designated legal monopoly. Unless the federal government is going to set a standard opening up the market with "one touch" installation rules and allowing external competition in, data caps need to be removed. We live in a society that is constantly connected and with greater levels of data trafficking the network(s). Multiple studies have shown that users with data caps are unhappy, overcharged, and late on accepting/installing security updates leaving them completely exposed to attacks. In addition, as COVID-19 has shown the world that remote work is the future, more and more people are going to be given (or mandated) a work from home policy resulting in more and more of a dependency on home ISP networks. A report from Comcast and AT&T already shows that the average home (pre-COVID19) sits at half the industry data cap level, what is expected to occur in the next few months or years? Please consider opening the market up as these caps are solely benefiting private company profit margin and limiting the American people's ability of free flow of information and exchange.

Ticket: # 4026853 - number portability denied by Verizon; cannot transfer to Tmobile

Date: 6/14/2020 8:25:22 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Verizon

Description

Verizon network been down last 2 plus weeks could not make or receive calls. After countless hours online with support Verizon confirmed network issues but never resolved. Bought new iPhone from Tmobile on 6/12/20 but learned from Tmobile on 6/13/20 that Verizon requiring new port out pin/transfer pin to move phone number to Tmobile. The app, website etc will not allow me to get that port out pin/transfer pin. Verizon customer service said they cannot create over phone and for two days the website that issues the port out pin/transfer pin says "Oops there seems to be a problem. We're having some trouble right now please try again soon". For 2 days I cannot get the port out /transfer pin to use my new phone. All bank accounts, insurance, utilities etc. are tied to that number so Verizon is really screwing me. I am a disabled woman with limited mobility and going to the store to get this taken care of is a burden not to mention the risk of contracting Covid-19 if I had to go inside a Verizon store to get this completed. Please help me.

Ticket: # 4026911 - Dish Service Interruption

Date: 6/14/2020 10:14:05 AM

City/State/Zip: Concord, North Carolina 28027

Company Complaining About: Dish Network

Description

My service was interrupted twice without notice. I logged in to make a payment yesterday, service was not reinstated, so I chatted in with an agent. After doing so, she informed me that I was on local programming only due to Covid19 but since I made the payment she would reinstate. She did so only to have my service interrupted again today for non-payment.

Ticket: # 4026918 - internet not working properly

Date: 6/14/2020 10:38:01 AM

City/State/Zip: Dunnellon, Florida 34431

Company Complaining About: Viasat

Description

I have filed several complaints about the internet data speed with my Viasat/Exede provider. They REFUSE to come out to the property and do an in-person diagnostic to figure out why my speed are between 5-7 mbps download speed & in the 2 -4mbps for upload. They continually use the same excuses about how many devices I have connected. Other devices connected to the router should not make a difference to an Internet speed test it keeps spinning and spinning it I try to play YouTube or anything. They are now using network congestion and the pandemic even though this issue has been going on since the day of install well before the Covid19 health crisis.

My issues happens whether its the beginning of my monthly cycle, no matter what time of day or night (including 2-5 am). I have repeatedly asked for a service person via multiple phone calls and this has been an issue since install. They charge me a monthly fee for service calls, but they will NOT come out. They are stealing my money and denying the very service they sold me. I also keep getting a 603 data unavailable error whenever I try to use NetFlix, and I am hardwired to the tv from their modem. I am paying for Netflix service which relies on the internet so I am losing money there as well because it wont work. On 6/14 I spoke with Roman at Viasat and asked him to let me speak to a supervisor who refused to get on the phone. When asked for his supervisor's name, he told me his name was "Devon", and when asked for any type of identifying info for him (i.e., badge #, etc) he said there was none for either of them. I pay \$110 per month for a service that does not work properly and a company that refuses to come out and resolve the issues. I would like to be credited or discounted for my services as they are unwilling to deliver what they advertised and what I pay for. I also believe they should be looked into as the speeds are NOWHERE in the realm of what is acceptable for 2020. I have attached today's speed test.

Ticket: # 4027001 - ALTICE MOBILE BILLING FOR SERVICES CANCELED

Date: 6/14/2020 1:03:38 PM

City/State/Zip: Millstone Twp, New Jersey 08535

Company Complaining About: Optimum

Description

I signed up for Altice Mobile in February and canceled before the service was activated. They do not have a customer service department so I was forced to file complaints and request cancelation via their app which was never completed. Due to COVID I was unable to go to an Optimum store. Since they continued to charge my credit card I filed multiple disputes with Chase Business Credit Card services and was given credits only to be charged again the following months. I have spent hours on the phone with Chase and just recently received a charge of \$348 from Optimum on my credit card which I even changed the card # 2 months ago but Chase still allows the charge. Please help me stop charges for services I have never used and canceled 4 months ago.

(b) (6)




Ticket: # 4027059 - Disabled Mother without phone, internet and cable service for 7days without any update from Suddenlink

Date: 6/14/2020 2:28:35 PM

City/State/Zip: Nokomis, Florida 34265

Company Complaining About: Suddenlink

Description

My mother's lives in rural West Virginia. She is disabled- very limited mobility- but can stay at home as long as she has a means to call for help. She had been without phone, internet and cable for more than 7 days and there has been no attempts to send a service tech to communicate or fix the issue. Also, our neighbor is in final stages of cancer treatment. They too have no way to make an emergency call. When they are already so isolated due to COVID-19 due to their vulnerabilities... this is inexcusable of the company to be unresponsive to their most vulnerable clients. Please help to hold this company accountable to restore the much needed services. My phone number is [REDACTED] -

(b) (6) [REDACTED].

Ticket: # 4027115 - Erroneous Information

Date: 6/14/2020 3:42:12 PM

City/State/Zip: Carson, California 90745

Company Complaining About: Sprint

Description

I was effected by COVID 19 and sprint graciously let me setup an arrangement. I made the payment early and was told I could go on line and modify that particular arrangement. I did so and was told since I cancelled the complete arrangement my service was interrupted.

Now I'm told it can't be reinstated and I did exactly what I was told by the representative! I do tired of all the double talk, do they stand behind anything they say? some

Ticket: # 4027144 - COVID related price gouging

Date: 6/14/2020 4:06:42 PM

City/State/Zip: Austin, Texas 78721

Company Complaining About: Grande Communications

Description

Problem description:

April 2020 my monthly service charge went up without any notice or explanation from Grande. Grande also began charging a higher monthly equipment charge, also without any notice or explanation. I've had this account for years and my established charges are not tied to any promotion.

My account was on Autopay, and since I was never notified of a change in charges, the new higher charge was denied by my bank. Grande then ended my autopay account, without notice, and charged \$95.83 in various fees to my account. I was never notified of these surcharges until my next monthly bill. The next bill I received on 4/20/20 clearly stated at the top "Payment Received" for the full amount I was expecting to have been charged, but also included surcharges.

On 4/29/20 a member of my household called to ask about the surcharges. The representative agreed that some surcharges were in error (late fee & payment denial) and would be waived. The representative confirmed that autopay was active and the account in good standing if we made a one time payment of \$5 then. Please note when referring to Grande's posted Customer Rights Notice that the maximum late fee allotment is a one-time \$5 charge.

On 6/12/20 service was turned off without notice. When I contacted Grande I was told autopay was not active on my account, and that my rate had gone up because "a promotion expired". As a result, I had missed a payment and my total surcharges were now \$204.94. The representative I spoke with on 6/12 actually told me she was sending me to collections for this bill, which is definitely an abuse of customer rights and not how collections work. It speaks volumes to how Grande has chosen to present themselves as a company during this pandemic. Considering that my original service charge is supposed to be \$35, this is exorbitant. Considering we are in a pandemic that is creating economic hardships for everyone, this seems like particularly predatory price gauging.

Desired Outcome

1. An adjustment of current account charges to \$101.70 which includes all service and equipment charges, as well as normal monthly fees, at my March 2020 rate for the two months of service during which Autopay was disabled. 2. A prorated credit to my following month of service to reflect days of lost service. 3. A notification AND EXPLANATION of any rate changes at least one month in advanced of proposed changes.

Ticket: # 4027175 - Constant issues

Date: 6/14/2020 4:40:05 PM

City/State/Zip: Fort Myers, Florida 33901

Company Complaining About: Comcast

Description

I noticed that my service (triple play) was changed without my knowledge in May 2020. My channel lineup was changed to 40 channels with 15 HD channels. I was unable to watch any local tv channels. I contacted Comcast only to go in circles with the automated system they have. It kept disconnected my calls or sending me text messages, it would allow me to speak with an agent (this went on for a week). Once I finally got through to an agent (after 45 minutes of dealing with the automated system), I had to deal with a person who was overseas that REFUSED to transfer me to the retention department and also REFUSED to send me to their supervisor. They mute the phone, put me on hold (with music), get me back on the line and do the refusals all over again. June 1st I was finally able to get my account "fixed" but my bill was \$20 more than it was before the switch. June 10, 2020 I called to speak with an agent, only to be frustrated with the automated system AGAIN. I texted Comcast and asked to speak with an agent in retention, I was told that I was speaking with someone in the department regarding billing. I wanted retention. I ended up texting with an agent named Amit who not only changed my entire account, I lost my premium channels, I lost ID channel, and the number for my landline was changed. I called Comcast again June 11 and spoke with someone from the "retention" department and was told there was nothing they can do. I have had service with them for many years. I have never had this much trouble before. I called again June 12th and was told the same exact thing, "the agent should have been honest with you and told you that you would be losing channels. There is nothing that can be done at this point." Ever since the pandemic has occurred and the agents are working from home, they are doing what they want to do to people's account without their knowledge and lying to people about everything else. I am very unhappy with Comcast at this point. I am paying \$180 a month for triple play and I lost my premium channels (Epic, Starz), ID and my landline was changed (I didn't ask for a new home phone number). This costs too much not have anything and not be happy with the service!

Ticket: # 4027241 - Regarding Suddenlink in San Angelo, Texas

Date: 6/14/2020 6:39:58 PM

City/State/Zip: San Angelo, Texas 76905

Company Complaining About: Sudden Link

Description

I have moved to Japan with the military last month so I called them May 12th, 2020 and cancelled my service and mailed my router in I rented. 6 days later on May 18 I was charged for another month of service. After hours of calling and recalling their tech support, because billing send you in an endless loop with a message about the Corona virus, I found someone to help me and promised the money would be put back on the debit card it was taken from in 10 days or less. It's been about a month since then and nothing has happened.

In August of 2019 my service was down for 8 days and I was promised by someone in the local office they would pro-rate my next bill, which also never happened.

Ticket: # 4027256 - Terrible, Terrible, Terrible internet.

Date: 6/14/2020 7:16:03 PM

City/State/Zip: Brooklyn, New York 11232

Company Complaining About: Spectrum

Description

Spectrum, formally Time Warner, provides terrible internet. The speeds are never what they advertise and my service goes down about 5 times a day. I didn't realize how bad it was until I started working from home during the pandemic. I call about 5 times a day to inquire what is wrong. I get different answers every time. Almost like they know they have sub par service and are trying to hold together their infrastructure with duct tape and toothpicks and hope no one notices. Yesterday they told me a node had a problem which caused an outage in a five block radius that included my block. That resulted in having no upload speeds for 24 hours. We had mediocre download speeds but it's the upload speeds I need for my business. Customer service is good when you can get a helpful person but they are never local. In addition to excuses, their lines are not maintained. I live two blocks from Spectrum and can look out my backyard to see what can only be described as a rats nest of cables that the poor service person they sent out sighed at the sight of. They don't maintain lines and services and are one of the only affordable games in town at the moment in my zip code (11232). Verizon is the other option but can only offer DSL. We were promised fiber by both Verizon and Spectrum and are left with sub par service. Please please please hold them accountable and press them to update and service their lines BEFORE nodes crash or in my case, wires become tangled and service is so poor, it shouldn't be described as an isp.

Ticket: # 4027306 - Unreliable internet connection

Date: 6/14/2020 8:23:57 PM

City/State/Zip: Jacksonville, Arkansas 72076

Company Complaining About: Sudden Link

Description

Our internet drops out several times a day, some times 10 or more times. This has been happening for several weeks and we have contacted Suddenlink over and over about it. Each time they claim the issue is something different and "fix" that, but we still have the same problem. I need reliable internet as I am working from home due to covid-19.

[Ticket: # 4027364 - Pay for no internet service](#)

Date: 6/14/2020 10:18:09 PM

City/State/Zip: Mounds, Oklahoma 74047

Company Complaining About: Tds

Description

We have always had poor internet service pretty much from day 1. They are over capacity and don't care. With COVID-19 we have no service. We continue to pay non-existent service.

Ticket: # 4027370 - OPTIMUM IS TAKING MY MONEY AND NOT GIVING SERVICE

Date: 6/14/2020 10:32:43 PM

City/State/Zip: Edison, New Jersey 08817

Company Complaining About: Optimum

Description

I have had optimum internet since March 2019 and never had a problem. The night of Sunday June 7, it goes out. We get an email. Comes back a few hours later. We get an email in the morning that service was restored. Now, a week later, EVERY DAY, the internet goes in and out every few minutes. We cannot work from home (and there is nowhere to go because of the pandemic). We cannot do research for our jobs. We cannot even order things on amazon or pay bills. Some websites are not mobile phone friendly. Every time I have called Optimum (it has been 3 now), I am either on hold for over 45 minutes or have opted to be called back in the same amount of time and never gotten a call back. They WILL NOT schedule a technician to come (they keep trying to do things remotely), and they WILL NOT give us any type of credit on our bill. We can't get through the online chat either. We have not had reliable internet for a week now, and we're STILL EXPECTED to pay our full bill on the 22nd of this month of June. They are making us pay for a service we can't even use. It has been a week. How much more will we not be able to use the internet? They are a scam stealing people's money right now.

Ticket: # 4027392 - Number Portability Issue

Date: 6/14/2020 11:33:51 PM

City/State/Zip: Ashland, Virginia 23005

Company Complaining About: Unreal Mobile

Description

Unreal mobile never informed me that it will be changing my cellphone number to a landline, also never informed me that they will be offering me a Voice Over IP service.

Unreal mobile never informed that my initial price will be raised by 29.9% and proceeded to charge my credit card on file without my authorization; and, when I called to inquire I was told that they have the full right to collect service fees without informing me; which I informed them that I did not and will not approve of.

I started the process of porting out my number from Unreal mobile on May 4th 2020; only to find out that Unreal Mobile refuses to release my number to my new service provider under the pretext that it takes weeks at a time to get the process underway. I waited for two weeks along with my new carrier Straight Talk that documented the entire ordeal.

I have been faced with income loss because of the COVID19 pandemic, and being unable to have a reliable means of communication made my situation even more precarious and compounded my losses by preventing me from getting a new source of income. Also made it very dangerous for I wasn't able to communicate with the outside world.

Please help me and help everybody else that's stuck in my situation and unable to file a complaint such as mine.

Ticket: # 4027393 - Fraudulent cellphone sales

Date: 6/14/2020 11:39:14 PM

City/State/Zip: Sylmat, California 91342

Company Complaining About: Truconnect

Description

On 6/2/20 I placed a prepaid phone order to truconnect. They promised me same day shipping and 3-5 day delivery. Within 48 hours my existing phone was deactivated prior to receipt of my new phone. After several unsuccessful attempts to resolve this matter with customer service I still as of 6/14/20 have not received my prepaid new phone nor have I been able to get my existing phone reactivated. I am a 65 year old combat wounded, disabled, and decorated Veteran who is living in a SNF nursing home. Due to COVID we are not allowed visitors or outside contact except with our cell phones. As of today 6/14/20 with no new phone yet I am completely isolated from outside contact.

Ticket: # 4027476 - billing

Date: 6/15/2020 7:55:11 AM

City/State/Zip: Sanantonio, Texas 78244

Company Complaining About: AT&T

Description

Im being billed in excess of what I was agreed to in my home. Rep said my monthly bill would be \$175 monthly. 1st bill was \$500 & I called Rep and he said he would take care of it, with his Supervisor. a month later COVID happened and he said to wait but he was still working with Supervisor. A month later he said he is working on it with his Supervisor & to pay something. Months later, issue not resolved & bill is \$1700+ and phone was disconnected, called and was told the issue would be resolved, phone connected temporarily & I should hear from ATT rep tp resolve my bill. That was 7 working days ago. I've rec'd another bill and issue not resolved. Rep gave my 4-promotional VISAs, that don't work to pay for the phone I gave him, to pay Sprint. So I also have a bill from Sprint for their phones for \$750. Resolution - Correct my bill to reflect the agreed upon amount & provide the promised 4-VISAs or cancel my service and return my phones.

Ticket: # 4027545 - Issue with Frontier Communications Billing

Date: 6/15/2020 9:28:59 AM

City/State/Zip: Tampa, Florida 33612

Company Complaining About: Frontier Communications

Description

I attempted to get wifi services via Frontier Communications on April 6th, 2020. Due to the COVID-19 pandemic, Frontier Communications told me AFTER SETTING UP MY BILLING INFORMATION they could NOT install my wifi equipment because they could not enter my premise and my apartment is not serviceable by Frontier because it lacks the proper install set-up. Therefore, I attempted to cancel my account and services with them. They continue to send me bills for the wifi services I am not receiving. I do not want to pay bills for services I am not receiving and I do not want my lack of paying these bills to affect my credit score. I would like all bills to be DROPPED and my Frontier account CANCELLED. I am not liable to pay a bill for internet I am not receiving.

Ticket: # 4027632 - StarLink Access

Date: 6/15/2020 10:15:17 AM

City/State/Zip: Durango, Colorado 81303

Company Complaining About: Verizon Wireless

Description

(b) (6) is not serviced by any internet provider. I have signed up for StarLink and want the FCC to do all you can to support this solution. We need something and the latency of current satellite systems is too slow for working remotely so we are stuck on cell phones during the pandemic. Really sad when the USA paid a lot for everyone to have access to the telecoms and they never provided us any new service. Our phone lines are still on telegraph polls.

Ticket: # 4027798 - FRONTIER INTERNET SERVICE

Date: 6/15/2020 11:25:11 AM

City/State/Zip: Hobart,, Indiana 46342-5802

Company Complaining About: Frontier Communications

Description

My Husband passed away Jan. 11, 2019 of Cancer and Hospital Infection.

After he passed away, I took

Certified copies of his death certificate to all our debtors including Frontier. I have tried multiple times to cancel it but they over talk , they have charged me for coming out to test the lines and changed my passwords many time, but it still didn't work!

NOW, finally they are canceling it today but said I owe them

Cancellation fees?

I CANT EVEN BELIEVE THEM DECEIT AND NEED HELP TO STOP THIS, even during this World wife pandemic. .

I can't get my e-mails, I have intermittent service. I have fought with them to get

Ticket: # 4027804 - Billing/ previews complaint [REDACTED]

Date: 6/15/2020 11:26:34 AM

City/State/Zip: Bayamon, Puerto Rico 00956

Company Complaining About: Claro

Description

Consumer filed a complaint previously against Claro. Consumer states that claro mislead her when they offer her fiber optic. Consumer understood that the new system was supposed to improve the quality of the service of Claro CO. Consumer states that she had to gave up a number that she had for 30 years just because claro did not make things clear for her. Consumer still refuses to pay the bill that claro is charging her for fiber optic. Consumer states that Claro cut off her services in the middle of the pandemic of Internet and phone causing her not to be in communication and to be alone at home. Consumer states that claro practices are unethical. Consumer states that she was very comfortable with the service that she had with claro before fiber optic. Consumer wants them to remove the fiber optic charge. Consumer will take this to her small claim courts if this does not get resolve for fraud and misleading information.

ctr408-phone

Ticket: # 4027879 - COVID 19 Billing credits for data overage

Date: 6/15/2020 11:49:17 AM

City/State/Zip: Morton, Pennsylvania 19070

Company Complaining About: AT&T

Description

I was informed that my billing credit due to data overage would be waived in 2-3 business days on 4/28.

i have called over 10 times since this interaction and they have continuously told me 2-3 MORE business days and that it was escalated and they can not do anything .

AT&T made a pledge to not charge overage fees or late fees to customers until 6/30/2020

Ticket: # 4027967 - BEING CHARGED FOR SERVICE I CANNOT GET ACCESS TO

Date: 6/15/2020 12:08:29 PM

City/State/Zip: Kingston, New York 12401

Company Complaining About: Spectrum

Description

SPECTRUM IS REFUSING TO MAIL ME A REPLACEMENT MODEM, WHILE CHARGING ME A RENTAL FEE FOR A FAULTY MODEM. I HAVE BEEN ON THE PHONE WITH THEM FOR DAYS TRYING TO GET THE ISSUE FIXED AND THEY ARE TELLING ME NOW I HAVE TO RISK MY GRANDMOTHER BEING EXPOSED TO COVID WITH EMPHASEMA AND COPD, BECAUSE THEY SEE THE MODEM IS WORKING FROM THEIR END BUT NOT FROM MY END. ON MY APP IT SHOWS THE MODEM IS DISCONNECTED AND THEY SAY ON THEIR END IT SHOWS CONNECTED. THEY ARE CHARGING ME FOR EQUIPMENT THAT IS FAULTY AND REFUSE TO MAIL ME A REPLACEMENT. THEREFORE THEY ARE CHARGING ME FOR SERVICE I CANNOT ACCESS.

Ticket: # 4028201 - Make McClanahan Cable Inc provide internet or allow Spectrum provide it

Date: 6/15/2020 1:12:47 PM

City/State/Zip: Grundy, Virginia 24614

Company Complaining About: Mcclanahan Cable Inc

Description

McClanahan Cable Inc is a very small company in Buchanan County that has franchise rights within our community and does not provide internet or phone services, nor do they ever plan on it. Internet access is an essential service in this time, especially due to the recent Covid-19 pandemic. Spectrum, our local internet provider is ready and willing to provide us with essential internet services but cannot due to this company not willing to allow them to. They have tried to come up with agreements and have not been successful in the last decade. I'm writing this as a last resort, and hopeful to see an impact. We have started a petition within our community and have gotten many signatures. (Attached you will find some more info on her company, it is a very small company so there is not much information on it). Please make her comply by providing us with access to internet or to allow Spectrum to provide us with it.

Ticket: # 4028256 - xfinity cable internet outages everyday since June 8 2020

Date: 6/15/2020 1:27:34 PM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

Hello FCC Team, Since June 8th every day we are experiencing the Xfinity Comcast internet outages.

2. Have your report number ready.

We are trying to plan our lives for rest of the month during this pandemic. Our request is ti Xfinity Comcast

3. Add more details to your report.

team, let us know if the issue will be resolved permanently. That way we can move to our other home until Comcast figures out technical issues.

Ticket: # 4028306 - WOW and lost income

Date: 6/15/2020 1:40:05 PM

City/State/Zip: Madison, Alabama 35758

Company Complaining About: Wow

Description

Step 1:

Tell Us About Yourself & the Business Step 2:

Tell Us About Your Complaint Step 3:

Additional Complaint Details Step 4:

Demographics Survey Step 5:

Review and Submit Your Complaint

Complaint/Consumer Information

(b) (6)

Business Information

WOW! Internet - Cable - Phone

(b) (6)

Complaint Summary

Complaint Type: Consumer to Business Complaint

Nature of complaint: Product Issues

Problem description:

I've had two techs out in the last two days. One just left and closed the ticket saying the issue was fixed knowing it wasn't on the phone again. My husband has a remote presentation for work at noon and I can't access the files I need. Still on hold. Look at the TIME I've spent on my 3rd call today! As a high risk for COVID-19 I need to work from home and cannot perform my job even paying for 1G service. I either lose \$480 a day or expose myself to a deadly virus.

Desired Resolution: Other (requires explanation)

Desired Outcome

Provided WOW can't provide the services as advertised and I've lost a day of work and many hours previously due to their inability to provide services I want my daily salary of 53/hr scheduled for 9 hrs daily to compensate for lost wages and personal suffering from lack of credibility and having to work into the morning to recover of and when service is restored. Current damages are at \$477 for one day off work.

This is a COVID19-Related Complaint: Other (Describe in Complaint)

Complaint Detail

Date of Transaction: 6/15/2020

Date of First Problem/Issue: 6/15/2020

Have you complained

or contacted the business? Yes

Date(s) Complained: 6/12/2020

Date(s) Complained: 6/13/2020

Date(s) Complained: 6/15/2020

Purchase Price: 147

Amount disputed: 147

Product/Service: WOW Internet

Manufacturer or Brand Name: WOW

Order, Contract, Account, or Policy (b) (6)

Payment Made: In Full

Payment Method: debit

Ticket: # 4028413 - Internet Service**Date:** 6/15/2020 2:08:49 PM**City/State/Zip:** Cochran, Georgia 31014**Company Complaining About:** AT&T

Description

I have requested internet service from ATT starting over ten years ago when I was told service wasn't available, but was put on an availability waiting list. About a year ago I learned about fixed wireless internet. I requested the fixed wireless service twice from ATT. Both times the tech said there wasn't a signal but said to try again every month or so. Today I called AT&T and after playing phone tag I spoke to someone with the fixed Wireless Internet. The person confirmed my neighbors service but said I couldn't get it because of COVID, then put blame on the FCC when I stated my neighbor just got the service last week. How can my neighbor in a rental house get the service in one try and I can't get service at all?

Ticket: # 4028465 - Charging for services after a request for a hold(corona virus)

Date: 6/15/2020 2:19:16 PM

City/State/Zip: Union City, New Jersey 07087

Company Complaining About: Optimum

Description

Knowing I would not need internet services, I called to request a hold. Was told not a problem. I returned to the address 2 months later to find the bills were still charging service. I spoke to the 1st Rep and she told me what balance I need to pay and that the 2 months of service would be credited. Just like the hold, the credit never happened and after speaking to 4 Reps and 2 supervisors all they tell me is that I owe the 2 months of service. (even though there was no usage)

Ticket: # 4028482 - Keep America Connected

Date: 6/15/2020 2:22:19 PM

City/State/Zip: Los Angeles, California 90046

Company Complaining About: AT&T

Description

AT&T has turned off her service during the Covid 19 Pandemic

She thought they signed the pledge to keep America Connected.

Her service was shut off Friday the 12th. She did not have the money. She thought they would make arrangements with her. When she called they said they didn't know anything about the Keep America Connected Pledge. They said they could not help her and she was going to have a reconnection fee. She is a senior and lives on 1 check. She would like her service turned back on with arrangements to pay off her bill.

Ticket: # 4028493 - Misleading clients causing time and money. Please HELP!

Date: 6/15/2020 2:24:59 PM

City/State/Zip: Naples, Florida 34120

Company Complaining About: Comcast

Description

One of their agent sold me a phone. I call next morning and requested to exchange it. The agent said I have to wait till the stores reopens. So I did. Due to COVID19, they extended their opening date. Now they are saying it's passed their return or exchange policy. I have all the emails and proofs that I did what I was advised to do. Nowhere in the email No one is replying to my email.

Ticket: # 4028833 - Excessive charges for services never provided by Verizon

Date: 6/15/2020 4:07:06 PM

City/State/Zip: Astoria, New York 11102

Company Complaining About: Verizon

Description

1. On 15 February I moved to a new apartment, which is located in an areas not serviced by Verizon FIOS.
2. Before moving, I visited two nearby Verizon stores to cancel the services and return the equipment. In both cases I was referred to a distant store in College Point.
3. In late February, I was finally able to visit that distant store with the only objective of cancelling my service and returning the equipment. However, my request was not processed since that was a "request number" (some code) that was missing. I was told that without that code, no returns / cancellations could be made and my request was not processed.
4. In early March, while already working from home due to Covid, I called Verizon in an effort to get the serviced cancelled, for the forth time (2 retail stores, plus the distant store). Apparently, only on that date, the service was interrupted.
5. By then more than a month had passed since my original request and, despite no services had been used, the bill continued to be issued and sent to the old address.
6. During the call, I was informed that I had 30 days to return the equipment.
7. A few days later, In response to an automated call from Verizon, I informed that I was unable to return the equipment due to Covid-19 and the restricted working hours of the distant store.
8. Verizon continued to issue invoices and charging fees for the non-payment of services and non-return of the equipment. Those fees and invoices were sent to the old address, which was vacated in early February.
9. After more than 3 months of efforts, I was able to finally return the equipment, but was charged with more than \$600 USD of services never provided and fees.
10. I tried a few times to resolve this with Verizon, but Verizon refuses to waive any of the costs, and only indicates that, once the equipment is received, a partial refund may be issued.
11. I hope you can liaise with Verizon, validate the events described above and, if you consider the above behavior abusive, request that Verizon reimburse the client of all costs incurred beyond 15 February (invoices were never received, equipment could not have been returned and charges for services not provided should not have been billed).
12. Thank you in advance for your consideration.

Ticket: # 4029008 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Issues with TV and Internet and extender and can not get help.

Date: 6/15/2020 4:45:28 PM

City/State/Zip: Antioch, California 94531

Company Complaining About: AT&T

Description

This is a follow-up to your previous request (b) (6) "Re: [FCC Complaints] Re: Is..."

I have not been able to respond but I still need get this resolved and I am not satisfied with ATT resolution. Att sent multiple techs to try to fix my cable and internet but they were not able to. Due to Covid and safety for my family, and ATT sending techs to my house but not fixing the issue, I decided at that time that I did not want to expose my family anymore. . See the pic of the electrical safety issue left by the last ATT Tech. However, the issues have gotten worse, my DVRs don't work, I can't rewind my TV's or record my bill has increased, I received a notice to return equipment that Att added to my account that I never had which is going to cause issues to my credit and my account was not credited for the proper amount to resolve the last issue.

I am reaching out to get ALL of these issues resolved by ATT including my service, billing and equipment and get a technician that is knowledgeable and qualified the first time to get my service working properly. . Please assist me to finally get a proper resolution. Thank you, Priscilla Nevarez

Sent from Yahoo Mail for iPhone

On Tuesday, May 12, 2020, 5:35 AM, FCC <consumercomplaints@fcc.gov> wrote:

(b) (6)

Ticket: # 4029034 - Service/Equipment/ COVID-19

Date: 6/15/2020 4:53:18 PM

City/State/Zip: Starkdalle, Mississippi 39759

Company Complaining About: AT&T

Description

Consumer states that she has been with no internet since the 05.08.2020. Consumer states that later on she called them and they told her that it was an outage and that that were going to send someone to fix her internet within the next 24hrs soon after the agent scheduled the appointment she saw the billing account of (b) (6) she told her that she was going to add all the services into one account for her to have a lower rate. (b) (6) asked her not to change anything into her account MANY times and they told her that she will not have a problem not to worry. The person show up and they try to fix her internet with a new box because later on that day non of the services were working the medical alarm, the secure system, the internet, and even the landline. Consumer called and AT&T representatives were not helpful at all. Consumer states that they mess up her whole secure system. Consumer states that they putted in risk her live since they disconnected her medical alert. Consumer wants her whole house system to be back into the "old" system because she never had a problem or to have AT&T to fix her whole secure system that she was told that she needed a box and to pay seven more dollars for the system that AT&T installed. Consumer is 87 yrs and she had heart attacks before. Consumer wants a credit into the account.

ctr408-phone

Ticket: # 4029068 - billing

Date: 6/15/2020 5:02:52 PM

City/State/Zip: Portland, Oregon 97280

Company Complaining About: AT&T

Description

I have been furloughed since March 1, 2020 due to Covid19 shelter in place order in Oregon, Multnomah County. I have exhausted all my savings with no timetable for returning to work. My employer calls me to notify of possible work and AT&T wants to cut off my service therefore my employer will have no way to contact me.

AT&T wants the past due amount or service will be stopped. I'm one of the 40 million people currently unemployed. In Oregon the Governor has ruled that no utility, gas, electricity, water cannot be disconnected due to the virus impact. The governor is considering the same for phone service, but has not issued a statement.

I have exhausted all my savings and have only funds for rent, food and medicines. To make a \$45.00 dollar payment means no food or medications for two days. This is heartless and cruel as my situation, through no fault of my own. AT&T needs to be severely chastised for not assisting their customers in light of the state shutdown due to Covid19.

Ticket: # 4029136 - Phone Equipment Issues**Date:** 6/15/2020 5:30:00 PM**City/State/Zip:** Washington, District Of Columbia 20017**Company Complaining About:** Sprint

Description

Her friend has Sprint for cell phone service. He went to Sprint store. She had to drive twice with the pandemic and they wanted her to come back again. They wanted to send her to 2 other stores. The reps in the store were very immature and not helpful. He was sent 2 phones. The phone was damaged in the store and they did not acknowledge this. They wanted to sell him a \$50.00 screen protector. Tech Support went to Mgr Marcus in the store. They wanted her to bring back the box the phone it came in. A brand new phone was not available in the store. They were made to come back to the store to find out phone was not available. If they were told this they would not have wasted an entire afternoon. They had gone back to DC to get box and went back to Store in Silver Springs, They were told there was not a new phone. She made a fuss in the store about wasting her gas and time and why didn't they check before they left the store. Sprint called Saturday evening and kept him on the phone for hours. They wanted him to pay a damage fee. Sprint needs to provide a new phone and a formal apology. They should provide a free screen protector

Ticket: # 4029170 - Formal Complaint against Qlink**Date:** 6/15/2020 5:45:11 PM**City/State/Zip:** Louisville, Kentucky 40220**Company Complaining About:** Qlink Wireless

Description

My son is a Black disabled adult customer of Qlink for LifeLine cell phone services living alone in Atlanta.

Not only did Q Link Wireless wrongfully suspend his wireless telephone services while we were submitting annual eligibility documentation (according to LifeLine Support), they also have refused to send him a replacement phone or advise us when we can expect shipment of the requested and paid for replacement phone (paid on May 29th). Their shameful customer service line has no opportunity for a customer to reach a live agent for help (it is stuck in some poorly designed recorded message loop) and my son is left without service during this global medical pandemic. You cannot imagine the stress of him not having telephone service experienced by his family or health care support team during this time of racial unrest in the city of Atlanta. I have sent several emails and called countless times to resolve this issue with no joy. Whatever you can do is much needed and will be greatly appreciated.

Ticket: # 4029311 - Being taken advantage of during covid-19 shut down

Date: 6/15/2020 6:53:16 PM

City/State/Zip: District Of Columbia, District Of Columbia 20011

Company Complaining About: Metropcs

Description

I paid my cell bill twice in one month (APRIL/MAY) in cash at Georgia Avenue and New Hampshire Avenue in Washington, D.C.. \$56.00 twice. Asked cashiere why payment for May was not reflected on cell phone as was for April, he says it will show. A week later NO show on phone reflecting payment. Sent email of complaint to METRO-PC HEADQUARTERS NO RESPONSE IT JUNE 13 2020. WENT BACK TO STORE PEGGY SAY THEY WORKING ON IT. NOBODY HAS RESPONDED TO A CUSTOMER'S THEFT OF \$56.00. RESOLUTION, I NEED MY MONEY BACK. ALSO, TODAY EXPERIENCED MY CHECKING VOICEMAIL, RECORDING SAYS NETWORKS ARE BUSY CALL BACK LATER. WHERE AND HOW IS THIS HAPPENING?? THINGS ARE SERIOUSLY WRONG. MONEY STOLEN FROM METRO-PC AND CELL PHONE BEING HACKED BY YOUTUBE AND GOOGLE SEEMS LIKE. WHAT CAN YOU DO?? [REDACTED]

(b) (6) [REDACTED]

Ticket: # 4029495 - Comcast failing to provide advertised upload speed

Date: 6/15/2020 8:30:13 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: Comcast

Description

I pay for 5Mbps upload speed. Since March 2020, upload speed has been highly variable, and frequently less than 2.5Mbps, usually during the working day when it's most needed. I have tried resets, etc. and confirmed with reps that modem signals are good. Also tried with modem plugged directly into the point-of-entry cable, and PC hardwired to the modem. Repeated chats/calls with comcast reps have gone nowhere. Escalations have been ignored. Since the signalling seems fine, and my download speeds are also good, my assumption is that comcast have underprovisioned, (or oversubscribed), their upload bandwidth, not taking increased usage due to covid-19 into account, but I cannot get beyond their first-level support to get more info on possible causes or remedies.

Ticket: # 4029556 - Service Outages - TMobile USA Inc

Date: 6/15/2020 9:01:12 PM

City/State/Zip: Merrifield, Virginia 22116

Company Complaining About: T Mobile

Description

The whole day on Monday 6.15.2020 there was no service on my 3 lines and these issues have been going since Covid19 - March 2020 with no accountability whatsoever from TMobile. Their customer service is really nasty and when you complain about their service, they try their best to make it a personal issue but they do collect in full on the credit card every month.-I want restitution as bill credits to say the least and I would like the FCC to take a look at how they conduct their business (reliability) dealings with their customers.

Ticket: # 4029613 - Intermittent internet and phone

Date: 6/15/2020 9:38:59 PM

City/State/Zip: Mohave Valley, Arizona 86440

Company Complaining About: Sudden Link

Description

Starting in March 2020 amid all the covid issues our internet and phone started disconnecting several times a day. Called Suddenlink and was put on hold for over 30 mins and then they hung up on me. Called back and asked for scheduled call....never called me back. We continued to deal with the awful connection and no phone for another month. In that time our account was and still is current..their office closed here locally in Bullhead City Az. 3 weeks ago we started contacting them again....they sent a tech that pulled a splitter off their outside line and called it good. They charged us 80 dollars and we still had no internet or phone. Called the next day and they sent 2 more techs out a week later that brought used equipment and cut away all our cables they didn't think we needed. An hour after they left the internet was out again. We reboot 12-20 times a day. Tonight I called them again to no avail...sat on hold for 33.09 mins just to be hung up on again. They just need to fix it their issue without charging me again and credit for all the days I've had little to no service.

Ticket: # 4029690 - No access to phone calls or texts for hours

Date: 6/15/2020 10:58:33 PM

City/State/Zip: Fall River, Massachusetts 02723

Company Complaining About: Metropcs

Description

I have Metropcs and have been unable to make calls or texts for more than 10 hours. If we don't pay the bill they shut off our service, but they have no repercussion for leaving millions of people with no way of calling loved ones or conducting business or emergency services during a pandemic??
repercussion

Ticket: # 4029721 - T-Mobile and Metro by T-Mobile Violate FCC Pledge Not to Shut off Cell Phones Leaving Customers Stranded and Without a Lifeline

Date: 6/15/2020 11:33:27 PM

City/State/Zip: New York, New York 10035

Company Complaining About: Metropcs

Description

T-Mobile/Metro by T-Mobile signed the FCC's "Keep Americans Connected" pledge, promising not to shut off anyone's service during COvid-19 pandemic, at least, through June 30, 2020.

Despite their promise, they cut me off, which is not only a violation, but it's also egregious and obscene behavior, especially when they did it for ONE payment of \$30, which is \$1/day, or, in this case, \$5.

I spoke with almost 10 different T-Mobile/Metro by T-Mobile Customer Reps, Supervisors, and Mangers, on four different occasions, over 7 hours and they all absolutely refused to right their wrong. Our phones are our lifelines and I need my phone turned back on and it never should have been turned off to begin with. Thank you.

Ticket: # 4029750 - AT&T lied about COVID help

Date: 6/16/2020 12:23:26 AM

City/State/Zip: Katy, Texas 77450

Company Complaining About: AT&T

Description

AT&T said they would waive any data overage charges during the pandemic. They have chosen not to honor that since the charges were over an unstated threshold. I would like them to honor their promise. They need to turn back on my phone and waive the overage charges and reconnect fee.

Ticket: # 4029792 - slower than paid for internet, and disruptions...

Date: 6/16/2020 7:02:41 AM

City/State/Zip: Boonville, Missouri 65233

Company Complaining About: Sudden Link

Description

We are paying for 100 mbps speeds with Suddenlink at 214 E Ashley Road, Boonville, MO 65233. Currently this morning the speed I see on speed test is 7-8 mpbs. Last night it was 2-3 mbps. We've had the internet stop randomly completely multiple times over the last couple of weeks. It's getting extremely annoying having to reboot the modem almost daily just to stay online, and stay online at a speed far below what we are paying for. There is one port out on the modem (cannot connect any internet supported devices to it) and a technician is supposed to come and bring us a new modem today to fix that but this speed throttling has got to stop... Both my wife and I are currently working from home due to COVID-19 in call center customer service jobs that require use of a VPN. In order to successfully do our job we need our internet to be reliable and fast... Calls over the internet break up if speeds go below a certain point, which in turn results in quality ratings on calls going down, and in turn could cause us to lose our jobs or our employer to lose their contract with their clients.... This is an essential job since we work for a cafeteria plan that handles Flexible Spending Accounts for many government agencies across the nation. Please fix this problem ASAP.

Ticket: # 4029873 - Suddenlink Communications Complaint**Date:** 6/16/2020 9:02:26 AM**City/State/Zip:** Hurricane, West Virginia 25526**Company Complaining About:** Sudden Link

Description

Our internet and cable cords run underground and were accidentally dug up while extending our driveway. We called as soon as it happened 3 weeks ago to get a technician out and fix it. The earliest available appointment they had was 9 days after we called. When the appointment date came they did not come, or call that they weren't coming that day. I had taken off work to meet them there. I am working from home right now due to COVID19 and having to work else where for the time being since I don't have internet. I called and asked when the technician was going to arrive, and was told they moved my appointment to the next day. They didn't even notify us of the change! I had taken a day of leave from my job, then my husband took a day of leave the next day to meet the technician. Guess what, they didn't show AGAIN. Or call and notify us. After calling and asking what's up, they assured us someone would be there over the weekend but couldn't narrow down a day or time. So we stayed at the house by the phone all weekend to assure we didn't miss them. I'm sure you can guess at this point what happened next, NO SHOW/NO CALL AGAIN!!!! When you call and ask to talk to someone else, or a supervisor you're told they cannot let you talk to someone else. Monday 6/15 we're told we will have a technician this afternoon. At about lunch time I call just to confirm. Can you blame me? This guy tells me he can't give me any information or update because I can't verify my account because my husbands name is the only name on the account. I had given him the account number and pin and he still wouldn't tell me anything. My question is, why has every other "customer service" rep (if you could even call it customer service) been able to give me information on this matter?! So now today, Tuesday 6/16 they say a technician is coming today between 8AM-8PM but we are not getting our hopes up on that. We don't know what to do at this point. How can a company lie to their customers over and over? How is this legal? There is no consistency with whoever answers the phone, one person told us yesterday that a technician will be here today (6/16) and the next time we called the person told us there isn't a technician available until Monday (6/22)! We haven't had cable or internet since June 2nd, and when we tell them we don't feel we should pay our bill for this month (seeing how we haven't had cable or internet at all) they say they can't do that and we must pay even though they can't provide their services this whole month so far. I have filed a complaint with the public service commission in my state and now filing with FCC. This is absolutely unacceptable and we need answers. I can't even work from home like I am supposed to do right now, because we don't have internet. This has caused a huge inconvenience to our family.

Ticket: # 4029892 - Comcast charging too much

Date: 6/16/2020 9:09:19 AM

City/State/Zip: Warrenton, Virginia 20187

Company Complaining About: Comcast

Description

I have been overcharged every month since December 2019. I keep getting charged for 2 months, plus they charged me a reactivation fee in December, when I spoke to someone who had record of my payment, and there was an issue with there system. I have my bank statements proving my payments. They are still continuing to charge me double, and also saying if I do not pay the whole amount, they will shut off my service, which includes my internet. I need the services for work, and for my son. If I had the option, I would chose Verizon, however they are not in our area as of now. I am very frustrated and upset they are continuing to do this, plus add on late fees, which a few times I was not late, and the late fees keep increasing, and are not a set rate, which does not make sense to me. I am a single mother, who works part time, and with the COVID situation, they said they are helping people and are being understanding, however they have not done anything like that. They need to know that they cannot continue to treat people like this and take advantage and just try to keep adding charges and getting more money.

Ticket: # 4029898 - Radio Station Promoting Protest

Date: 6/16/2020 9:17:24 AM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Kzzo 100.5 The Zone

Description

Hello - I filed a complaint last week and have had no response from you regarding radio station KZZO in Sacramento, CA, 100.5 The Zone.

The radio station was promoting a large protest during a spike in Covid-19 cases. We have been sheltered in place for the last two months and prohibited from having large gatherings. It is a dangerous risk to public health for the radio station to be promoting this activity and I would like them to be held accountable.

Ticket: # 4029991 - Re: Unfair / Deceptive / Fraudulent Practices -- Cox Communications

Date: 6/16/2020 10:00:00 AM

City/State/Zip: Southington, Connecticut 06489

Company Complaining About: Cox

Description

This is a follow-up to your previous request (b) (6) "Unfair / Deceptive / Fraudulent Practices -- Cox Communications"

After my complaint I was contacted by a Cox representative who assured me that the whole situation was a mistake and that the opportunity would be used to "re-train" the person who enrolled me in the more expensive internet package and sent me the unnecessary modem.

Unfortunately, this was not the end of the ordeal. On my next bill I noticed that I had an equipment charge for the new modem I had never needed in the first place. When I contacted Cox I was told that it was because (despite the Covid pandemic) I had not returned the new modem I had never needed quickly enough. I was told that once I returned the new modem the charge would be taken off my bill. I brought the modem to the UPS store to be shipped back the same day.

Despite this, the equipment charge continued to persist on my billing statement. After it being there for approximately 4 weeks--long after Cox should have received the returned modem--I called to inquire. The initial person I spoke with essentially doubled-down on this issue, telling me that the reason I was still being billed was because I sent back the wrong modem (the new one) when I should have sent back the old one and that is why I continued to be charged. She also demanded that I provide proof that the modem had been returned in order to have the charge removed from my bill. This was obviously something I did not have. Only after explaining that I had previously had to file an FCC complaint regarding this issue did the person transfer me to someone else who she said may be able to help me.

I explained the situation to the new person I spoke with. She was unable to do anything at the time we spoke, but stated she would fill out an "equipment research form" and that I should hear something in 3-5 business days. Meanwhile, Cox continues to show an overdue balance on my bill related to this modem and is now sending me emails saying my service will be discontinued unless I pay it.

In short, even though Cox claims that this situation has been resolved, it has only been resolved partially. I continue to be billed for the new modem that I returned weeks ago, and which I never needed in the first place and was sent only so I could be enrolled in a more expensive internet service.

Ticket: # 4030458 - Fwd: Re: [FCC Complaints] Re: T-Mobile Prepaid

Date: 6/16/2020 12:20:00 PM

City/State/Zip: Brooklyn, New York 11202

Company Complaining About: T Mobile

Description

This is a follow-up to your previous request (b) (6) "T-Mobile Prepaid"

Hope below message went through. Please confirm.

> ----- Forwarded message -----

> From: (b) (6)

> Date: On Fri, May 15, 2020 at 2:30 PM

> Subject: Fwd: Re: [FCC Complaints] Re: T-Mobile Prepaid

> To: FCC <consumercomplaints@fcc.gov>

> Cc:

>

> Dear FCC Team,

>

> The matter remains unresolved.

>

> In phone conversations on April 21 and 22, Ms. Guerra and her supervisor Mr. Chavez cynically requested me to violate lock-down orders, put my health at risk, and visit offices that are currently closed due to COVID19 as a precondition for maintaining phone and internet service. Both emphasized the earlier suggestion by a member of their team that I should consider getting a different mobile phone provider. (I am a prepaid customer of almost ten years.) Unfortunately, Ms. Guerra's account of the matter is not truthful, as she and her supervisor communicated that they had access to records of the issue dating back to 2018, as well as multiple FCC complaints I filed. The content of past phone conversations with T-Mobile, albeit all recorded, was misrepresented. The fact that I may lose all phone and internet service by Thursday 4/23 was fine with them. This stands in stark contrast with T-Mobile's public emergency statement: "Keeping you connected is a top priority."

>

> (b) (6) declined to receive documentation of earlier multiple holds placed on multiple accounts by T-Mobile, saying he had seen them already or an investigation would not yield any results today. It was also insinuated in the conversations that I was looking for free service, that my bank account might not have sufficient funds and, as in this letter and conversations with reps, that they needed to see my bank statements, have a three-way call with my bank, or know how much money I have on the account. He also denied that my account had already been closed down, as the clerk showed me on her iPad in the T-Mobile store prior to the lockdown.

>

> As agreed with Ms. Guerra, I made another payment attempt to T-Mobile, this time via bank bill payment, on April 22. The same supervisor was supposed to contact me on April 30 to confirm receipt of the payment, but did not. After hours on hold with my bank due to COVID19, I provided Transaction IDs of several most recent holds T-Mobile placed on my bank account on two different days. My bank informed me that T-Mobile's verification system appears to be flawed.

>

> As of today, May 15, I am still waiting for a call from Jessica Guerra's supervisor with a resolution. He said he was not yet ready to have a phone conversation and provide feedback from the engineers. He did not confirm receipt of the bank's check either, which T-Mobile received on April 28 according to my bank, but which has not yet been submitted for payment. I am concerned about again losing vital phone service, now during lockdown, due to T-Mobile's unwillingness and/or inability to process any form of payment. The next payment cycle is scheduled to start on May 23.

>

> Thank you for your continued attention to the matter, (b) (6)

> On Wed, May 13, 2020 at 7:54 AM, FCC <consumercomplaints@fcc.gov> wrote:

>

>>

Ticket: # 4030515 - I think the car warranty fake calls have spoofed my phone.

Date: 6/16/2020 12:33:13 PM

City/State/Zip: Lorain, Ohio 44052

Company Complaining About: The Warranty Center

Description

I continually get telemarketing calls from "the warranty dept" and also "cardmember services" both of which are scams I know that nobody will do anything about. However, it appears they are using my number somehow to call other people as I got a guy that called me back actually. I told him I didn't know what he was talking about and he said he is getting calls from "ohio line" and so he redialed it and got me. I thought our Governor, Mike Dewine was working with you to stop these calls. I work in healthcare and throughout this covid crisis I need to answer my phone running a home care agency and I can't begin to tell you how frustrating it is to have a telemarketer calling, particularly the same two all the time. I have blocked every number they call on but they keep finding more.

Ticket: # 4030563 - Spotty Internet

Date: 6/16/2020 12:45:02 PM

City/State/Zip: Henderson, Nevada 89012

Company Complaining About: Cox

Description

Pay for 150 mbps internet, have been getting very spotty internet that completely drops and rarely reaches 100 mbps. Cox told us they were "upgrading" or "expanding" their services in area due to COVID but it's been a month and this is absurd.

Ticket: # 4030629 - Number Portability/COVID-19

Date: 6/16/2020 12:57:23 PM

City/State/Zip: Deerfield Beach, Florida 33064

Company Complaining About: Flynumber

Description

Consumer states that since two weeks ago they tried to port their business phone number but the current provider has reject the request. Consumer company now is with no service during a pandemic COVID-19. Due to FCC regulations no provider should terminate landlines or internet services to keep America connected in this crisis. Consumer wants his service to be re-connected and transfer to the new provider.

ctr408-phone

Ticket: # 4030671 - Internet service

Date: 6/16/2020 1:12:37 PM

City/State/Zip: New York, New York 10022

Company Complaining About: Gtt Communications, Inc

Description

Our internet service was disconnected due to non-payment. We did get in touch with our internet service provider to arrange payment or get an extension because our business experience difficulties due to COVID-19. Our provider refused to do so. Service wasn't restored even after we paid more than half of our outstanding balance.

Ticket: # 4030724 - Interference

Date: 6/16/2020 1:20:19 PM

City/State/Zip: Tallahassee, Florida 32308

Company Complaining About: Straight Talk

Description

I am following up with a previous complaint of the Florida Department of Highway Safety and Motor Vehicles. During this pandemic the building has been minimally manned and there has been no issues with any signal to my wireless device. A few of the supervisors have been approved to return to the building and all of sudden I cannot send a simple text message to any one or make a phone call without having to walk out to my vehicle.

Ticket: # 4030847 - AT&T

Date: 6/16/2020 1:48:17 PM

City/State/Zip: Pilot Point, Texas 76258

Company Complaining About: AT&T

Description

Please don't just read and ignore this. I am completely fed up with the way AT&T is allowed to operate. I have been a customer with them for a very long time and over the last couple of years it has gotten out of control. Its either service doesn't work the way it is supposed to, they add charges to your account that you did not approve such as international calling . Yet there is absolutely no reason to add it nor ever been an international call made on my service. Now it has been billing issue after issue. With the whole COVID thing going on life is pretty hard for thousands of people. AT&T offered to work with people and help them. Me being one of those. I set up a payment arrangement and kept my word, yet today my phone is off. I have been on the phone since 8:05 AM on June 16th 2020 being transferred to at least 10 different departments and representatives to still at 12:30 no phone service. I have been recording every phone conversation I have had with AT&T for the last year because of all the issues I have had with them. So just today alone I have at least 6 different representatives stating it is their mistake that my phone is off right now and has been for over 4 hours now. Yet no one can get it back on. I have been told so many different stories that I cant even keep up, thank goodness its all recorded. I have been promised at least 6 times that my phone will be on in 15 to 30 minutes. Yet 4 hours later no phone. I was told this morning by a representative in which I also have every name and ID# of each representative I have spoken with along with the recording that he not only restored my service but he also gave me an extension on my past due bill to the date of July 24th 2020. Well guess what that too is a lie, since my phone is still not on I have had to call again only to find out he did not make no such arrangement. I have him 3 times confirming the date and assuring me it was done. I have no phone and no reason not to have a phone on and continue to be lied to. I own a telecommunication company and we actually install AT&T antennas and radios on cell sites, I also know that FCC can charge AT&T if a site goes down and customers are not able to use it. We have had to work late hours to insure service is up and running to prevent that from happening. And if FCC does charge that to AT&T the cost is then placed upon the contractor doing the work. All of this is completely unacceptable if the FCC doesn't have the customers of AT&T best interest. I as a customer of AT&T should not have to be ok with being lied to, mislead by their lies and suffer because they cant do what they say they are doing. I now have lost not only 4 hours of service but I also have lost 4 hours of business. Now we are talking about my income, AT&T income is not more important than mine or anyone else's. Yet they are allowed to get by with this time and time again. Why is this? I have decided that I am done with this and I am taking all my recordings of lies and unprofessionalism and all representatives names and ID's to the media. I know there are thousands of people that are as fed up as I am. They can not continue to charge the rates they charge and give the lies and service they give. No one makes the do what's right , that only happens when someone's pockets are getting lined. No one cares that ordinary people like me suffer because of it. That is until now, with the world being what it is now people do care, when all these big corporate companies keep getting richer and the rest are not making it and all we get is lied to. The world does care now and will listen, especially when everything is documented the way I have it. I mean actual voice recordings of over 10 AT&T representatives not being either trained or just flat out lying at the cost of me. This has to end and I will most definitely not stop until it does. Please help get

this resolved so not only I can have the service I pay dearly for but so that thousands of people can as well. Thank you !

Ticket: # 4030883 - No High Speed Internet in my area**Date:** 6/16/2020 1:59:10 PM**City/State/Zip:** Tucson, Arizona 85756**Company Complaining About:** Cox

Description

Hello my name is (b) (6) I am writing this because I have lived at my address for three decades. My area is rural and poor which I believe is the reason we do not have high speed internet when the town up the street Sahuarita and Green Valley have high speed internet as well as the Desert Diamond Casino. I have no idea why my community/are and I are passed by. We have many students in my area that go to Sunnyside School District and the district has to provide mobile hotspots for them to do their work. With the Corona Virus and schools maybe being closed in August this is very needed! Please help us so the kids can have somewhat even playpen field with their peers that have access to high speed internet. We do have access to Hughes Satellite internet but it is not conducive for anything. I have being using my hotspot on my phone to have zoom meetings with my students when school was in session. My mom has called the inter net providers when I was a child about high speed internet as I have and they do not give a descent reason as to why or when they would ever get high speed internet access out there.

Ticket: # 4031117 - Re: [FCC Complaints] Re: Sprint Billing

Date: 6/16/2020 2:45:18 PM

City/State/Zip: Copiague, New York 11726

Company Complaining About: Sprint

Description

This is a follow-up to your previous request (b) (6) "Sprint Billing"

Hi once again I was working with Sprint regarding my accounts. Unfortunately in between this my husband passed away in May 25th. I wasn't responding to emails due to his sudden death it was a nightmare trying make funeral arrangements with the covid.

Now I am on the with sprint trying to make payment arrangements & once again they sent my account to an collection agency yesterday.

Thank

(b) (6)

Sent from my iPhone

Ticket: # 4031140 - Service, Billing & Equipment - Optimum

Date: 6/16/2020 2:50:17 PM

City/State/Zip: Lake Hiawatha, New Jersey 07034

Company Complaining About: Optimum

Description

I have been trying for well over a month to get a hold of someone who can assist with various issues concerning my Optimum services. I have a bundle plan with internet, cable and telephone.

- 1) I need to cancel 3 of the 4 cable boxes that I have and cannot get in touch with a representative by phone to do so. They can cancel these by phone and while I know I will need to physically bring them in to their store, I cannot even speak to anyone to inquire what kind of safety precautions they are taking due to the pandemic or what the average wait time is (I need to be working at home ...)
- 2) I consistently have spotty internet so I wish to inquire about that -- but yet again -- cannot get a hold of anyone -- the automated attendant keeps customers in an endless, hopeless loop, asking them to hold but no one ever answers. I am working from home as well as my children and we rely on decent internet service. You would think they would be socially responsible during this pandemic and provide better service to their customers.
- 3) Since I have bad wifi, I purchased a new modem and router for the other side of the house but I cannot activate the modem because I need to do so with them! Via their web site, I tried to either exchange their modem for my new one or to add the modem to no avail. On their web site, I just got to a dead end where they tell you to call for service.
- 4) I called for service several times and each time was clearly transferred overseas to reps who were of no assistance whatsoever. In fact, they tried to sell me additional services while I was on this 'false' hold. I was at one time told I was being transferred to a specialist who could help me activate my modem only to be transferred back to the original automated attendant. Very frustrating to say the least. Another time I was told someone would call me back the next day and I never did.
- 5) I wish to cancel my landline because it is no longer used and I cannot even do that -- either through their web site or via telephone. Because no person ever answers!

I wonder if they only have two people working in the entire company! Online social media posts are filled with extremely frustrated customers who are being denied services they are paying for. It is unfortunate that we do not have a choice in our area and must be subjected to this. We literally cannot get a hold of anyone who can provide useful assistance.

Can you please get someone in high-level management to address these serious concerns? Is there any way to have competing companies vie for our business and why are we only subjected to one service provider in our area??

Thank you for addressing these concerns.

Ticket: # 4031308 - Charged For Service that was never activated

Date: 6/16/2020 3:30:28 PM

City/State/Zip: Edgartown, Massachusetts 02539

Company Complaining About: Verizon

Description

I have no dial tone at (b) (6). Due to COvid19 I was unable to contact Verizon to cancel service as there is no internet here and cell service is unreliable. They had very long hold times due to COVID 19. They continued to bill me even though the service doesn't work. I was finally able to call to cancel service on 06/16/2020. Verizon is now charging me for the full amount of service and threatening my credit.

Ticket: # 4031384 - AT&T 10 Line Cell Account

Date: 6/16/2020 3:46:27 PM

City/State/Zip: Orlando, Florida 32808

Company Complaining About: AT&T

Description

Despite coming to an agreed upon payment arrangement with AT&T to keep our services active with an agreed upon payment agreement on file. Our Service was disconnected on May 26.

My mother subsequently called AT&T directly from her job at which point she was instructed to pay the full outstanding balance of \$1,540.00, in order to restore our account. She complied with the request out of desperation in order to re-connect services.

This was not only embarrassing for all of us, but it has also caused a temporary undue hardship because those funds were needed for other essential expenses. This is why I was so proactive in trying to prevent this from happening. We were promised by AT&T's Office of the President that no interruptions would occur.

Because this account was paid in full and was NOT late as of March 13; the Keep America Connected Pledge is not being honored; this account was effected by COVID-19. Unfortunately, they didn't honor that promise and we suffered as a result.

They DID cut the services off to a 10 line cell phones and they asked for all of the \$1540 paid and that created a significant hardship.

Resolution the caller is seeking is he wants AT&T to HONOR the agreements that are promised. They are communicating and there are issues of the COVID-19 Keep America Connected Pledge.

CTR386-phone

Ticket: # 4031583 - AT&T Billing Issues/COVID-19

Date: 6/16/2020 4:39:09 PM

City/State/Zip: Frisco, Texas 75034

Company Complaining About: AT&T

Description

The complaint is against AT&T.

This is for bundle package.

She has been having billing problems with AT&T.

AT&T has increased her bill and they cut her service off.

But they signed the Pledge to Keep America Connected, which is still active as of 06/16/2020.

AT&T has sold her fiber service, but she only has cooper line service.

She is being charged for something she is not getting.

She tried to reach out to AT&T, through the internet and AT&T had a screen up saying excuse our dust, and it did not work.

She would like her service turned back on.

She would also like late fees and other charges removed from her account.

This is the number associated with the account: (b) (6)

CTR414-phone

Ticket: # 4031607 - Failure to issue timely refund of major overpayment**Date:** 6/16/2020 4:46:54 PM**City/State/Zip:** Carpentersville, Illinois 60110**Company Complaining About:** Comcast

Description

On May 26, 2020, I accidentally sent an ACH payment of \$4061.00 to Comcast Xfinity instead of my credit card company. Comcast received it on May 27, 2020 and credited my account with this payment, using \$191 of it toward my current balance and leaving the remaining \$3,870 as a credit balance. When I realized my mistake a week later, on June 3, 2020, I contacted Comcast and was told by an agent that Comcast would not refund the credit for 15 days, however, I could submit proof from my bank of the finalized payment to waive the 15 days. I faxed Comcast the required paperwork on June 4, 2020. On June 10, 2020, the refund had not been processed so I called again. Another agent told me there was a ticket and that they would be processing my refund and that I should have in 3-5 business days. On June 15, 2020, the funds were still being held by Comcast so I called again. This time I spoke to an agent and to next level supervisors from another country. They said another ticket would need to be submitted as the other was closed with no action. I was told a refund would be done in 4-6 weeks, and then another supervisor said it would be 3-5 business days. My husband then contacted an agent at Comcast via social media who looked at our account on June 16, 2020 who told him that our refund would be coming in 15-21 business days. We don't know what to think and are getting the complete runaround by Comcast. Meanwhile, I am out almost \$4000 which meant I had to wipe out my savings to pay the credit card company I originally was attempting to pay, while I wait on Comcast. During a pandemic, not having a savings emergency fund is risky. Even if we get the money sooner rather than later, Comcast is not justified in holding on to excess funds that were received electronically. I need the FCC to hold Comcast accountable for this and hopefully provide compensation to us for the loss of use of our funds. Thank you.

Ticket: # 4031704 - unwanted phone call

Date: 6/16/2020 5:13:32 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Pnc Bank

Description

call supposedly from PNC Bank stating that due to Corona Virus they were offering relief on loan payments, etc. The number from caller ID is associated with a large number of reports of spammers using the PNC name for various scams. Put these people in jail!

Ticket: # 4031783 - The Consumer Ordered Cable TV in April Never Delivered by Charter Due to Pandemic

Date: 6/16/2020 5:42:54 PM

City/State/Zip: St. Charles, Missouri 63301

Company Complaining About: Spectrum

Description

The consumer ordered TV services in April, from Charter Spectrum. However, he was advised that they were NOT installing services for anyone during the Pandemic.

Therefore, he never received any service. He never received any equipment and he never received a bill.until a collection agent showed up.

He is being billed for services that were never delivered.....he only signed up for the TV service. However, he was advised that they could not perform installations at that time. The only records that they have is his order. Yet, they are demanding payment.

Charter then sent a rep, Robert, from RCH Cable, to his home. This collector is a sub contractor for RCH Cable (866-944-2583). He began asking neighbors what kind of a car that he drove, and made himself sound like an investigator. He left a flyer on his door.

Then he went down the hall to neighboring homes. The collection rep knocked on both of his neighbors' doors, when he could not locate the consumer. The RCH rep then told his neighbors that (b) (6) does not pay his cable bill! He offered that information when they asked why he was knocking on their doors and why was he looking for (b) (6). This collector is a sub contractor for RCH Cable (866-944-2583). The collection agent wanted \$128.92....in CASH, right then and there! His phone number is: 3(b) (6)

He called the rep, Robert, and advised him that he does not have any equipment and the rep asked, "How he would like it if he came over and took that equipment, boy"!

The rep then stated, "Just because he has white privilege, he still has to pay his cable bill! He threatened the consumer and stated that he would come and get the equipment. The consumer, again tried to explain that he has never had any services and does not have any equipment and never has had any equipment either.

Now Charter is demanding \$180.00 even though he never has had any services.

Charter has told him that he MUST pay the \$180.00 because it has aged past a certain point - it is now with collections and because you signed up for it, you HAVE to pay for it.

He tried calling the main number for RCH Cable and they stated that it is NOT their problem and he must pay the bill.

The consumer wants this harassment stopped, immediately.

The consumer never received a confirmation number or account number. He asked that they immediately correct this wrongful collection activity. Remove his information from collections, properly credit him for the services that they never delivered to his home, and redact any derogatory information that they are reporting. He also stated that he wants an apology from Charter AND from RCH Cable. He cannot believe that he has been treated in this manner when he never received any service, no equipment, etc.

Ticket: # 4031821 - Internet issues

Date: 6/16/2020 6:00:17 PM

City/State/Zip: Stratford, Connecticut 06614

Company Complaining About: Optimum

Description

Hello , I have been with optimum /altice for 20

Years. I have called into the company over 15 times since January about our internet issue. We have no connection and I get “ you have the highest modem and our area is a busy area due to a dead end

“ I am for sure about to leave the company, due to covid I teach from home and am having issues with logging on. I would like to file a complaint because all they do is reboot our all brand new modems / boxes and get no difference in services at all.

Ticket: # 4031855 - Unable to cancel due to COVID-19 limitations set by Spectrum

Date: 6/16/2020 6:17:36 PM

City/State/Zip: Greenville, South Carolina 29615

Company Complaining About: Spectrum

Description

I attempted to cancel Spectrum service at their 1042 Woodruff Rd, Greenville store location on Monday, 6/8, before the close of my billing cycle. Due to Spectrum imposed restrictions at their retail locations, I was unable to speak with a member of their team without waiting outside in a line, in the sun, for an unknown period. I followed up when I had time available later that week on Saturday, 6/13. Unbeknown to me, between Monday and Saturday, my bill cycle reset. When I went on Saturday and waited over an hour to speak to someone, they wanted to charge me a full month for four days (7/10-7/13) of service because I was unable to cancel due to their COVID-19 restrictions earlier that week. Upon learning this after leaving the store, I called Spectrum to explain the situation, and they said there was nothing they would do to assist. I then calculated my own pro-rata for the four days of service (\$9.33) and deducted this from their last payment of \$69.99 before filing a dispute with my credit card company for \$60.66 (the overpayment) for services not received. In addition to the dispute with the credit card company for services not received, I would like this complaint on file with Spectrum's regulatory body due to their billing practices that were exacerbated by their COVID-19 restrictions.

Ticket: # 4031888 - Lying sales agent. horrible customer service

Date: 6/16/2020 6:28:43 PM

City/State/Zip: Naples, Florida 34104

Company Complaining About: Comcast

Description

This is the 4th time I have to contact regarding this problem with comcast. Stated in the email I received from Comcast June 16th 2020, their records show on February 12th, 2020 I subscribed to their double play package at the rate of \$75 for 12 months. The sales rep stated on the phone call with me that the first 3 months would be free and I would also receive 1 year of access to showtime free of charge. After the free 3 months are over it will be \$13 per month or I can choose to cancel the TV portion of my package and my total bill will be lowered. This conversation was recorded on comcasts recording system, like it states before every conversation starts. I even had two of my peers listening to the call on my end to see if it sounded sketchy. After Nick G was unable to preform adequate customer service his manager reached out to me. After this conversation we were still unable to come to an agreement that this is a major problem. Meredith told me during our conversation that the call I had with the initial salesman was unable to be found and listened to. They allegedly have no way to go back and hear what happened during that phone call. Now I am stuck paying over \$100 per month for services that are horrendous. The level of customer service is atrocious and the refuse to find a solution to my problem. All they do is state the current promotions I am able to choose from. Completely disregarding the fact that I have been lied to in the past and put in this situation. This is the worst experience I have ever had with a single company. I am not asking for much, all I want is fair treatment. My family has been a customer of theirs since 2005. We have paid thousands of dollars to this company and the fact that during a global pandemic with 42 million people out of work they can not help a customer out with a blatant problem. The solution is so simple but the conversation with them goes no where. Please help anyway you can.

(b) (6)

Ticket: # 4031895 - Price gouging

Date: 6/16/2020 6:35:17 PM

City/State/Zip: Fairfield, Connecticut 06824

Company Complaining About: Optimum

Description

I have been an Optimum customer for nearly 30 years in good standing. We subscribe to internet, tv and phone services. There is only 1 other provider in our zipcode and it is Frontier, which is DSL and does not support working remotely from home well during the Covid pandemic. My husband and I both have to work from home and hold video conferences daily. Optimum raised my bill this month by \$15. I see that they are offering superior internet service (level 400), Premier TV and phone to new customers for \$129/mo for LIFE. I am an existing customer, with a lower level internet (level 200) and I am paying \$240/mo. I feel that Optimum is price gouging existing customers, especially those like us who are unable to cancel service because we need it for our jobs during the pandemic. I spoke to them, after trying for 10 days, and was told they cannot lower my bill to what they are offering new customers.

Ticket: # 4032144 - Can not reach Emergency Services due to lack of reception in my home

Date: 6/16/2020 8:39:00 PM

City/State/Zip: Arlington, Texas 76017

Company Complaining About: AT&T

Description

Hello,

I live in Arlington, TX. I live in the middle of the city. When we moved into our home 3 years ago, we had slight reception issues. Over time these reception issues have gotten much worse. It is at the point now that when I am working from home, due to COVID, I have to sit in my car with the AC running just to get service and make the calls that are required. I can also not receive calls in my home. The call automatically drops and then goes directly to voicemail.

I have reached out to AT&T regarding this lack of service. I am never given a direct response to what the issue is and I have never been provided with a solution.

Sitting in my car and having to make calls, it is inconvenient, but not dangerous. What I can not deal with, is being in a dangerous situation and not being able to reach emergency services. On Saturday evening, we heard banging in our back yard. When I peaked out the window, I saw a shadow. We immediately went into our room and contacted the non-emergency number since we were not sure what it was. The call would not even go through due to my lack of signal. We do not have a land line, as most people do not these days, so my cell phone was my only option for reaching out for help. The same issue occurs with both of my boys phones, as they are also through the same provider. When the non-emergency number would not go through, I decided to call 911. Again, the call would not go through ... it was as if the phone did not even exist. At that point, I was basically screwed. We had no means to contact any type of emergency service, and had to lay in wait to figure out what was going on. Luckily for us, it was a neighbor's dog that had gotten out. They enter our backyard to retrieve him as it was so late and they did not want to wake us. Luckily for us, there was no real danger. I can not help but ask myself though ... what would have happened if there was. I had no way to reach anyone. I had 4 cell phones in the house and I COULD NOT REACH EMERGENCY SERVICE. In a true emergency, this could literally mean the difference between life and death.

There is no reason, while I live in the middle of a major city, that I should not be able to get basic cellphone services in my home. I would argue, that since I am taxed for such emergency services through the cell phone company, they are obligated to ensure that I have the ability to reach them. I always knew that the lack of service in my home was inconvenient ... which I have dealt with. What I hadn't realized, is that it was dangerous. This is not something that I can, or will, overlook. AT&T has an obligation to provide me with the services that I pay for, and they have an obligation to ensure that I can reach emergency services if it is needed. I am not sure what they need to do to address this problem, but they need to figure it out and do it quickly. I will not endanger myself, or the lives of my children, because this does not seem to warrant any concern on their part. I have attempted to take the appropriate actions to get this addressed, and I have not gotten the assistance that I need. Please help me in reaching out to them to have them resolve the problem.

Thank you,

(b) (6)

Ticket: # 4032199 - Suspension of Services

Date: 6/16/2020 9:29:55 PM

City/State/Zip: Gainesville, Virginia 20155

Company Complaining About: Cricket

Description

Carrier stated that it would not suspend services due to adding a protection in the account because of COVID19. Without giving any other warning, they suspended my services and now they want me to pay all the bill to restore. I want to move out of them and they are holding my phone numbers hostage.

Ticket: # 4032293 - T Mobile refuses to compensate us for Shortage

Date: 6/16/2020 11:09:57 PM

City/State/Zip: Spring Hill, Florida 34606

Company Complaining About: T Mobile

Description

We have been with T Mobile for six years. Since 2015 it has been a continuing situation. with phone Service. Mind you during the Covid19. Instead of waiving a fee for a month or so,they gave 60 days. Constantly harassing my son to see if he will pay or it will get disconnected. Back then, Corporate office had the audacity to tell us to switch companies,so they would not have to deal with their constant Negligence. Now they have merged with Sprint making it worse.

Yesterday 06/15/2020. at about 12.41 pm I tried reaching my Stepdad and the call failed. I called from house phone,it went through. I did not think anything of it as I got a call from my Cab Service at 12:51 pm. I arrive at my imaging app't. Once I'm finished I tried calling the Cab Service and it will ring ring ring call would not go through as it would also fail. I call the 1 800 number where I scheduled my trip. I let them know. Was told I would have to wait an Hour for pick up. Call the 813 number AGAIN!.

The owner tells me" we are having problems with cell phones and cannot get ahold of his drivers". I would have to wait one hour and 45 minutes. I'm infuriated. Call Hotline Number again, say.s we are having "Technical Difficulties". Please try your call again later. At this point I'm worried about Myself/My Son/My Dad. We are out and have not cell phone service. I'm Stranded in the Middle of no where/ My son as well,tries reaching me. Text me upset. And I forgot My dad as well had an appointment. All drivers had issues with their phones. Mind you many had T Mobile. Even My Doctor.s Assistant who called me to tell me she left me a message. I did not get till she told me. I checked and Voicemail was there. a very important one. I got home within two hours. still no service. I chatted with a T- Mobile team. I was infuriated. As still we are..

I was told to call 1-800-937-8997 today 6/16/2020. I called this morning,speak to a representative,She claims "she could not speak to me because I was not Authorized", "That my son would have to call". I request to speak with a Suoervisor. to document my call. I speak to "Alma' from " Richmond Virginia". I explain to her,She said" unfortunately my son will have to call" and I requested to document my call so when he does call,we will not have to repeat ourselves.

We called and spoke to 'Alia" that's exactly how she spelled it. At the beginning it once again! we had to explain. So basically it was a waste of time. But after my son gave Authorization to add me,that's when all went sour from there. She was trying to give us a credit of 10 dollars for all four phones. I said no. Unacceptable. T mobile has to be held accountable for all Incurred. As this is not the first time..Then she was literally auctioning the price, 'okay,I'll give you 15 dollar's credit for all three phones. I just lost it. I said, first off,this is not a foreign country. We are in THE UNITED STATES and I am appalled. This is not foreign Currency we are talking about. She replied " I Understand,But we have to divide it into the daily cost". I requested to speak to a Supervisor. She said okay! came back an less than a second " Supervisor in not available" But as I stated. Kept on. I requested a Supervisor AGAIN!. She Stalled me AGAIN. I hung up.

Call AGAIN! After many minutes I get another Rep,He stated his name is DJ (something) I greet him,as I'm explaining what just occurred,I asked for his full name and I get a mute for awhile.. I say hello! Hello! Hello! (Mute). As I'm about

hang up,he say's "Hello" was to late. I believe that was intentionally done.

I call AGAIN! Speak with ARRIANNA! I specified I'm done. Want to speak with a Supervisor. AGAIN.. She lures me into thinking "she will not be as Alia. Ask me to please wait awhile". I will be in Mute mode till she goes into the account and checks Our previous conversation. I too told her what I felt.. After like 15 minutes she comes back and offers me the same Credit. Informs me "Corporate Office told them to offer all who lost connection that". I was more infuriated than ever.. I requested to speak to a Suoervisor as I was going to file a Complaint with the FCC to reach Corporate Office.

There was a time you reached them Directly,but they have gotten so Shady as Deceitful coaching their Associates into what to say as do. Violating Our Consumer Right's. This is not a Privilege . This is OUR GIVEN RIGHT. We must remind all,without us they would not run a Multi Million or Billion company, as Associates have Job's. My son has been paying for Service since 2015. On four lines.. Mine-His- His Grandparents as another line that has been suspended (unsure if he is paying on that line). How dare they want to provide such miserable credit. As they now are charging for extra Data. Unbelievable. Yet, Service is beyond poor..

I requested to speak to a Supervisor, again.. I told her I was not playing. If I did not receive a call back with an hour, I will Proceed with my complaint. As also made it clear that IF this individual was going to waste my time, I will Proceed with complaint. This call ended on or about *:35. It's now 10:59. "CLYDE". "The Supervisor of escalations" as she spelled out for me. "He will call me back.

I also Reminded them A phone is as essential as as A PPE for this Plague. And this Company put us in harms way.

Ticket: # 4032311 - Predatory Practices/Pricing

Date: 6/16/2020 11:29:03 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

The only opportunity I have to pay my bill is via phone call, as the online portal does not and has never worked for me to access my account information. I have communicated this inability through multiple contacts with customer service who has neglected to provide a solution. As I called to pay my bill in April, the balance was not reflective of my monthly premium, and since I was not able to verify the details of that bill in writing, I had to try to reach their customer service, which was nearly impossible. After finally getting a hold of someone online, they informed me late fee's had been assessed (starting after the pandemic and after they had advertised that they would not be charging late fees for services provided within the pandemic) and they would send a request to waive them. Since that online interaction last week, I have been receiving 3+ phone calls a day from before 8 AM to after 7 PM from a 888 number that disconnects when I pick up. If i return the call, it sends me to comcast's pay your bill line (automated). The current bill price continues to go up beyond the services/premium I have agreed to, and I am not able to receive a detailed description of the charges. I spent another multiple hours on the phone trying to reach someone today, and was shamed for having paid bills late in the past (although I had already explained my inability to pay through typical avenues since the website does not work.) Completely unacceptable practices and predatory collecting.

[Ticket: # 4032368 - spoofing complaint](#)

Date: 6/17/2020 1:36:22 AM

City/State/Zip: Albuquerque, New Mexico 87112

Description

I received a call from my own telephone number. I did not answer voice message stating that it was a msg from CDC that I was in contact with person with covid and I should isolate for 14 days. no number left to call.

Ticket: # 4032379 - Multiple Unsuccessful Attempts to Contact AT&T

Date: 6/17/2020 2:12:25 AM

City/State/Zip: Tulsa, Oklahoma 74119-3016

Company Complaining About: AT&T

Description

1. Port requests have been cancelled. Solution: Reactivate or release number so it can be ported.
2. Multiple attempts to notify AT&T via phone and online of my inability to pay bills due to coronavirus disruptions have been unsuccessful. Solution: For AT&T to provide me a way to notify them, in writing via US Mail if necessary.

Ticket: # 4032424 - Piracy

Date: 6/17/2020 7:20:50 AM

City/State/Zip: St Petersburg, Florida 33713-1711

Company Complaining About: Wow

Description

Below is the complaint emailed my internet provided yesterday. It is one of many such complaints within the past year.

Message: "Someone is attempting to pirate my internet connection. I lost both my internet and phone connection within a ten-minute space of time. I have reboot my router and modem. However, my internet speed has dropped notably. I believe this is happening because I have the 1-GIG connection; however, it is only for my household use, and not for pirates. "

My connection speed with gradually drop to below 175 Mbps and as low as 8 Mbps, and yesterday I lost the ethernet and telephone connect completely. This problem has been happening long before the COVID-19 crisis. Wow has never resolved it, and give my excuses that it is my equipment when the equipment is brand new.

Ticket: # 4032426 - FACEBOOK FOR NON PROFITS

Date: 6/17/2020 7:25:26 AM

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Facedbook For Non Profits

Description

Facebook has a procedure for non profits to request a donate button and it says that it requires 3 ITEMS and 2-3 weeks. We are a small non profit and we fulfilled all requirements. Please see attached. For the past 3 weeks, they have been going back and forth asking for the same documents. We have contacted the top management at Facebook and no response from any of them as if they are bigger than the platform they provide for us for which we are thankful. Due to the back and forth, we have lost being part of several COVID fundrasiers. Have spoken to 3 partner Non Profits and they DID NOT go through this. We have provided all the info for you to review.

Ticket: # 4032475 - KPRC2 airing a racist ad (Kathaleen Wall)

Date: 6/17/2020 8:34:49 AM

City/State/Zip: Conroe, Texas 77304

Description

This week Kathaleen Wall (congress woman) put an ad having Trump saying Chinese Virus, instead of COVID-19, on the channel KPRC2. As the TV channel cannot sensor it, the sentence "Chinese Virus", this is so racist and xenophobic. I got offended by it since I am an immigrant and how this president has treated imigrantes in the past years.

Ticket: # 4032514 - Service disconnection

Date: 6/17/2020 9:02:15 AM

City/State/Zip: Brooklyn, New York 11239

Company Complaining About: AT&T

Description

I contact AT&T about the termination of my cell phone services that will occur on June 30th. I live in the NYC area and our Governor has issued an executive order declaring a state of emergency. I notified the AT&T that I was unable to pay due to the covid-19 pandemic. I was told by the representative that i will incur late fees and a re connection fees if i can not pay my cell phone bill. I was also asked if i can make a payment; i barley have money for food. I asked if they were aware of the moratorium and the executive order which enforces by law companies not charge late fees or report to credit bureau (s), the representative was unaware. I have four lines my two children and elderly sister are on my plan. Until i was forced to quarantine i paid my bill on time and was in good standing. All of my other creditors Mortgage , car note, credit card etc. are all in compliance and have not threaten to disconnect service or damage my credit. I don't have a house phone and this is my only means of communication. Please give this email the attention it deserves.

Ticket: # 4032526 - Availability of Media**Date:** 6/17/2020 9:08:02 AM**City/State/Zip:** Miami, Florida 33161**Company Complaining About:** Visible

Description

A basic visual media service is currently unavailable at a reasonable price. I believe I should be able to get without purchasing anything (antennae's, boxes, TVs or phones or computers, contract obligations) a basic set of channels that includes local and live (not streaming looped live) news. During pandemic planning and chaos, war, social unrest planning in the last planning sessions th FCC clearly did not account for this accessibility especially to local channels and live news. This service should cost no more than \$15. An antennae does not provide national news coverage. This is a step back to the installation of cable infrastructure in 1980. The transition is to be seamless not taking away. Perhaps this contributes to the current unrest and needless dying in a refusal to stay at home. I can't see how you would bother defending the lack of access and step backwards. No need to respond to me. This is a suggestion toward perspective fairness and continued success.

Furthering the matter individual stations require a registration and name of cable provider as a coop approach to cable access. While that's efficient it's ineffective in allowing consumers to put together a reasonably priced product. You Tuube for example charges \$54 just to stream NBC news or CNN news. These are national news outlets with live coverage that are necessary to daily life. The tv shows and movies are personal choices. Internet was supposed to stay free public access WiFi too and that got given to cable and phone providers who overcharge based on the original intent and that's been ignored too. It's the FCCs responsibility not my phone provider. Please use my data to it's true meaning.

Also this text box doesn't scroll allowing me to verify content message and edit grammar.

Ticket: # 4032559 - att does not provide the speed I pay for

Date: 6/17/2020 9:26:45 AM

City/State/Zip: San Diego, California 92115

Company Complaining About: AT&T

Description

I have ATT internet , I use internet to stream TV , ATT charges ,me for 10 bps by the time it gets to my house its slow I cant use it , att does not have a faster plan for my area , what is even more rude is I got hold of tec support who said I would benefit from a new modem , but do to covid 19 I lost my job , so because I am one month behind in my service the company that has over charged me and not given me the service I have paid for , wont send me the updated modem. I outraged after all the years and excessive fees they charge they wont send me the new equipment

Ticket: # 4032613 - Availability/COVID-19

Date: 6/17/2020 9:50:28 AM

City/State/Zip: Saint Louis, Missouri 63121

Company Complaining About: Spectrum

Description

Consumer states that she called spectrum to report that she has been with no television service. Consumer was told that there was an outage in the area and they told her that it was going to take up to two hrs. Consumer states that this is due because of the equipment that they are using. Consumer states that ever since charter change to spectrum they had a lot of problems. The service is constantly out. Consumer states that he is even paying for technical support and that she does not get help. Consumer is looking for a resolution on having her service restore immediately consumer states that her TV is in pause everything is not working with her programming. Consumer states this happen very often. Consumer wants a month a free service since they keep having outages. Consumer wants her services to be restore IMMEDIATELY!

ctr408-phone

Ticket: # 4032669 - Internet

Date: 6/17/2020 10:15:58 AM

City/State/Zip: Muskogee, Oklahoma 74401

Company Complaining About: Sudden Link

Description

My cable/internet bill with Suddenlink has been fluctuating since the pandemic. We had an outage in May, while on the phone the rep asked if there was anything else. I asked about my bill. he placed me on hold. He came back and said he would look it over and call me back. I forgot about it. I received my latest bill and it was \$100 more than usual. I called again this week and told I was going over my internet cap. I was unaware I had a cap. I been with this company for many years. I asked to speak to a supervisor and denied. I was told I needed to pay \$30/per month to have unlimited but there was nothing they could do about the previous charges. i explained I am now working from as required by my company per the pandemic. Still no resolution or ability to talk to management. I have looked over my bill and have been charge 150.00 for the internet usage. They also denied me calling earlier stating in the notes it was only about the outage that day. This is not true and the rep did not put in the notes about my billing question. I would like to file a complaint. I do not believe Suddenlink has lived up to what they post on their website about keeping people connected during the pandemic. I was unaware of the cap on my bill, my money refunded for the overage. Their unlimited usage is still capped at 400 mpbs.

Ticket: # 4032705 - Optimum Profiteering

Date: 6/17/2020 10:30:41 AM

City/State/Zip: Norwalk, Connecticut 06851

Company Complaining About: Optimum

Description

Around 2/20 just when the COVID pandemic began Optimum raised it's rates significantly (from \$65 to \$90) per month for internet with no explanation. It's the same service but now that everyone is remote and dependent on it to do their job they took advantage. They were clever and added an "special credit" to everyone's bill so the monthly cost looked the same until Connecticut began to re-open at which point they discontinued the credit and the rate increase came to light. This is despicable, they are the only reliable internet in the area and we are dependent on that to do our jobs remotely so we have no other choice but to be extorted by Optimum. The rates should revert to what they were prior to the COVID pandemic.

Ticket: # 4032743 - TV and Internet Service Requested by Blue Ridge Comm.

Date: 6/17/2020 10:43:05 AM

City/State/Zip: Cresco, Pennsylvania 18326

Company Complaining About: Blue Ridge Communications

Description

My complaint and also for many of my surrounding neighbors is that we do not have options other than satellite for TV, internet and phone. Verizon says it is available but it is not for those who do not have it already. Complaint put in to them also. Blue Ridge runs 1/2 mile up the road from us with hundreds of houses in between that would take their service. Why can this not be done, this is 2020 and it seems like we live in the stone ages?? With Covid19 (a world wide pandemic) many of us have been forced to work from home, which we can not even do because the satellite internet that we have is horrible. Zoom meetings and forms are impossible to open and just lag!! We have to leave our homes to go to a friends to work - why is this, it is unfair? How is this safe, how is this even able to happen at a time like this? Please consider the 1/2 mile and continue it down the road. I heard from a friend that Wooddale is getting Blue Ridge as we speak so this should also be possible for us here!! Thank you for your time and consideration.

Ticket: # 4032785 - Service Issues

Date: 6/17/2020 10:57:29 AM

City/State/Zip: Seaside Heights, New Jersey 08751

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum as her carrier
- She has a bundled package
- She states they keep shutting off her service
- She states she owes them money and requested an extension
- She states they need the Internet Service to speak to their doctors
- She states her kids are also doing schoolwork online
- She states they are still on lock down and have no money coming in due to the pandemic
- The consumer wants to get her bill fixed
- She states they say she owes \$1000
- She states someone paid on the bill for them and she wants to know who it was

CTR405-phone

Ticket: # 4033170 - Billing for services not received

Date: 6/17/2020 12:34:33 PM

City/State/Zip: Ahoskie, North Carolina 27910

Company Complaining About: Spectrum

Description

I ordered Spectrum services for the new home I was moving into on March 11, 2020. Spectrum sent me two boxes of equipment, the Covid-19 stay at home order went into effect on 3/13/2020 and the remodeling of the home went on hold till contractors could get into the home. I placed boxes in the garage unopened because the customer service rep at spectrum said no billing would start till the devices were activated. I then received a bill at the new home on May 26th which was for 3 months of service. I called and they only offered me \$20 credit. On June 7th I had a technician come from Spectrum because the self set up did not work. He said the house was wired incorrectly and he would have to run new lines, he did and when he was installing the equipment he noticed it was not the right equipment for North Carolina, it was Ohio equipment.

I could not have activated the equipment even if I wanted to.

I called Spectrum and attempted to resolve the issue on 6-17-2020 and was again told that \$20 was all the credit I could get. The bill ended up at \$490.77. I disconnected all services except the internet because of this gross overcharging.

This is highway robbery and should not be allowed. I request a refund for all services prior to June 7th, 2020.

Ticket: # 4033207 - Samsung Customer Support

Date: 6/17/2020 12:46:26 PM

City/State/Zip: Seattle, Washington 98146

Company Complaining About: Samsung

Description

I have a Samsung television and the HDMI ports are not working. I contacted Samsung Corporation USA via online chat to address my concern with their product. Samsung cannot service or repair my product due to Covid which is ridiculous as I can drop off the TV at a Samsung service area.

Samsung stated there is no possible way to service their products during Covid. What? How can you continue to sell millions of TV's during Covid with no plan or solution to repair your own product should an issue occur? This is poor business practice. Not only that but there website states "From cracked screens to transferring data, our techs are ready to help. Television. Samsung has a large network of repair technicians." Apparently they have NO large network of repair technicians. That is false advertising

Ticket: # 4033280 - Equipment and Fraud

Date: 6/17/2020 1:04:13 PM

City/State/Zip: Anaconda, Montana 59711

Company Complaining About: Centurylink

Description

over the last couple of years centurylink keeps turning off my long distance (without my permission) when I catch them (I use long distance only when I fax also have a cell phone) but I am still paying for it on my bill. when I ask them to restore service it takes several days several phone calls and hours of on the phone. I am over 65 years this service is essential to me because of covid-19 I have to do mre stuff at home

Ticket: # 4033429 - FRUSTRATED WITH AT&T

Date: 6/17/2020 1:39:31 PM

City/State/Zip: West Bloomfield, Michigan 48324

Company Complaining About: AT&T

Description

I have a customer a very very long time. There was a bill that was PAID but there was a problem with the payment. I paid online the entire bill to my account that had been closed, immediately I paid through another account. Okay so a few days later I received an email that showed the amount doubled. I called AT&T, no payment recorded. I call my credit card, the payment was there, I call AT&T they still didn't see it. Long story short basically it was paid 3 times to my credit card by the 4th time I used a entirely different card. After all that AT&T BLOCKS my account from paying with ANY credit card for 6 MONTHS. How INCONVENIENT even through this pandemic AT&T stores have been closed, I have to pay through my SAME account with a check. I just tried to pay the bill just a few minutes ago and it was the same thing. I have dealt with it being FRUSTRATED the ENTIRE TIME I just want this madness to end! PLEASE! Maybe I can even get a small credit for my loyalty and inconvenience.

Ticket: # 4033539 - Poor service

Date: 6/17/2020 2:00:52 PM

City/State/Zip: Northville, Michigan 48167

Company Complaining About: Sprint

Description

Horrible service constantly. From calls dropping, can't send a simple text and just place a call. They want hundreds of dollars a month for basic service and I can't even get on a web page. I keep paying the money and they keep disconnecting my phone even though they're supposed to not do that during this covid-19 way she and they have done it twice they disconnected my phone on top of everything even after making a \$400 payment. I'm unemployed and laid off and I can't even get unemployment I'm still waiting for it. It's impeding my work search it's impeding looking forgot it's impeding my children's education it's impeding me getting on unemployment websites because I don't have a laptop I only have my phone. It's impeding my contact to get in touch with me like for my children's School and including job contact they can't call me.

Ticket: # 4033679 - Title 47 of the CFR

Date: 6/17/2020 2:30:32 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: Optimum

Description

I have been having intermittent internet outages, with the internet being out more than it is on (on average 20 hours per day of downtime, with up time in 30-minute intervals).

I have been unable to work from home. I have lost connection while in critical work meetings, I have been unable to teach my students (250 residents of Monmouth county). I am unable to stream music, watch tv on my streaming services, I have a smart house with smart lights and thermostat, and I cannot control anything.

My husband is a first responder and he has been unable to perform his vital work functions due to the lack of internet connectivity. At this critical time due to COVID-19, first responders and essential employees should have fast, reliable internet service

I purchased a new modem and router, that did not help, your Advanced technicians deleted my home network (of which I have spent countless hours trying to get my devices all reconnected to my new network), that did not work. I just had to upgrade my cell phone plan to have mobile data tethering, so I don't lose my job.

On the rare circumstances that my service is working, my speed is terrible. As a customer who pays extra for 300 mbps, I am experiencing upload speed of 5 mbps and download speeds of 28 mbps.

I have spent countless hours on the phone with Optimum, on hold. Technicians have missed service appointments; I cannot get anyone on the phone to help. After waiting for hours for a call back I have had customer service agents hang up on me or give the run around. Every customer service agent I speak to tells me something different, bottom line my neighbors on my street are all experiencing the same issues and it is probably an amplifier on your end-- but no one will come out here to fix it.

This unacceptable. The problem is not resolved. I have spent over \$150 trying to get access to a service I pay for. I have not been able to use the \$200+ a month of other services I pay for that depend on internet connection. I have receipts to show the expenditures I have had to put out in addition to the services that I pay for that I have not been able to use. My cell phone bill also contains proof of the number of times I have had to call optimum and the extreme wait times.

Ticket: # 4033885 - Phone outage

Date: 6/17/2020 3:04:51 PM

City/State/Zip: Bellflower, California 90706

Company Complaining About: T Mobile

Description

On Monday, June 15, 2020. Tmobile service had an all day outage. As a customer of Tmobile I was not notified and 24 hours had no service. On that day my 14 year old suffered from an ear infection and I could not get the phone appt that has to be received due to the COVID 19 and there are no office visits. Because of this outage my child had to suffer in pain and could not get medicine prescribed until the following day. As a customer I was not provided with any explanation about this outage on that day nor today when I called in.

Ticket: # 4034045 - ATT throttle my internet to almost unusable

Date: 6/17/2020 3:43:35 PM

City/State/Zip: Janesville, Wisconsin 53546

Company Complaining About: Cricket

Description

Before the pandemic my inter get 6-8MBP, and last 3 weeks my internet craw to 1mbp and sometime to .68mnp. It is ridiculous my google.com page take me 45-57 secs to load.

Ticket: # 4034140 - Billing

Date: 6/17/2020 4:07:46 PM

City/State/Zip: Frostproof, Florida 33843

Company Complaining About: Net10

Description

Net 10 Complaint

Service not receiving

Carrier continue to inform consumer that he's DATA is Low

Consumer don't understand why because he's not using that much

Carrier mention that to received more DATA has to be purchase which will cost \$10

Consumer states he's paid \$50 for card plus \$4.00 which is taxes

Consumer states he's not receiving all the gigabyte that he suppose to receive

Consumer states ever since the Covid 19 apparently they change there services.

Ticket: # 4034150 - Coverage Issues

Date: 6/17/2020 4:08:59 PM

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: AT&T

Description

Last week I began having extremely limited accessibility to AT&T cell service where I live. I called them for assistance and was told it was a software issue that they were not able to fix.

The problem has made service rarely available and unstable. I drove to a Target parking lot to file this complaint and access my bank account.

I visited an AT&T store nearby - the Rep replaced my SIM card for a small fee and changed my network settings. I then install the newest OS update on my iPhone. None of these actions solved to problem. It appears that they have removed the cell tower that was near my apartment without considering customers useage. I pay for the service so I find that unacceptable. Please help me get this issue worked out with AT&T. I'm especially concerned since COVID19 has negatively impacted my livelihood and my ability to leave my home.

Ticket: # 4034471 - Covid 19 service interrupted

Date: 6/17/2020 5:12:25 PM

City/State/Zip: Bronx, New York 10460

Company Complaining About: Sprint

Description

I have Sprint and they cut my service off. Due to this Covid 19 I am not working and Sprint it charging me late fees and cut my service off. Sprint claim I owe for April and May bill but on April 12 I paid Sprint 154.00 so I am not sure how they claim i owe two months. I was also told due to this COVID 19 the carrier will not shut off the service or charge late fees. Please help me. I don't have a phone but i provided a phone number that i could be reach if you leave a message and i will return your call and also you can reach me by email as well

Ticket: # 4034678 - Unwanted phone calls

Date: 6/17/2020 6:24:12 PM

City/State/Zip: Santee, California 92071

Company Complaining About: Out Of Area

Description

During this pandemic, telemarketing calls stopped, thank God. Now they are starting up & they are trying to make up for lost time. One number called me about three times in a couple of days but this one won't let up, five so far. Haven't answered but you can bet it's probably a robocall that just keeps on dialing. I'm so sick of this.....my ringers have been turned off on my landline for so long, it isn't funny. Even friends can't reach me. This just isn't right.

Ticket: # 4034690 - Overbilled

Date: 6/17/2020 6:28:34 PM

City/State/Zip: Worcester, New York 12197

Company Complaining About: Verizon Wireless

Description

We started out by looking online for providers with unlimited hotspot/MiFi wireless plans. Verizon came up and we had used them in the past in California, so decided to try them again. We called and spoke with Paige Brock to find out what hotspot we needed and to see how the service was in our area. We told her we had a MiFi from before, Paige advised us that we could use that instead of buying a new one. She could even activate it right over the phone because there is no SIM card. She told us the plan was unlimited but after 15 gigabytes of premium we would lose priority, her words not ours. We had no idea what that was until she explained. (Throttling) We also made sure we were not in a contract, which we are not, and could see if the service meets our needs or we could cancel after one month. We were okay with that and decided to proceed. The unlimited plan was \$70 per month and when we got our first bill I saw it was \$80 plus tax and a one time fee for a total of \$103.99 and I emailed Paige to inquire why it went up. Paige told us to email her and let her know how the service was and to see if we wanted to move our cell service and our business line over to Verizon. Paige had emailed and text us before when we first were signing up, but as soon as we asked about why our bill was \$10 more per month, she has not responded. We still have AT&T for 240 gigabytes per month for \$60, but the service can be spotty. We are adopting two boys and because of Covid-19 they have been doing school online and the internet being spotty was inhibiting their schooling. When we got our second bill we thought there was a big mistake because it was for \$1,097.32. We looked at the bill to see we were not on an unlimited plan as we were told, instead, we were charged \$10 per gigabyte over 10 gigabytes. We used 115 gigabytes and were charged \$1010.00 on overages. As soon as we got the bill, we again reached out to Paige with no response again. We then called customer service and escalated our situation with a supervisor, Sandie, and then to her manager. We gave them Paige's name, Verizon business email address, and phone number she had text us from and they said they were looking to see who she was but could not find her. They also said that maybe she is no longer with Verizon. All of a sudden the person we talked to is no longer with the company? It has been only one month. We were told by Sandie that her and her manager would get back to us and they also have yet to do so. Maybe Paige just did not have proper training to help with the service she was trying to provide or maybe with Covid-19 she had a quota to fill. We feel like we have been swindled or are being taken advantage of. This is 100% not what she explained or went over. We specifically asked if there would be any overages and she said no.

Thank you in advance for any help,

(b) (6)

Ticket: # 4034696 - Comcast changed my gateway admin credentials without notification and without permission

Date: 6/17/2020 6:29:19 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

Around the end of May 2020 and beginning of June 2020, all employees at my company were out of the office and working remotely due to COVID-19. When we returned to the office, we found that our Internet Gateway administrator password had been reset to a factory default password by Comcast. This was executed by Comcast without our permission and without any notification. This caused loss of productivity, as we could not access and configure our MAC filter settings to verify compliance with our company security policies. On June 17, I decided to attempt to log in to the gateway using factory default passwords published online for Comcast Gateways, and found that one of them ('highspeed') provided access to our Gateway. This opened our company up to security vulnerabilities, caused directly by negligence within Comcast.

Comcast support does not provide a mechanism to lodge this type of issue with them. Due to our office location (East Boulder, Colorado), Comcast is the only internet provider available. Where is the accountability ?

Ticket: # 4034842 - Poor Customer Service

Date: 6/17/2020 7:26:34 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

As of June 7, 2020 we have been without cable and internet, because the neighbors dog chewed through the main cable cord interfering with our service for the third time. When I called Customer Service to resolve this issue they made it clear that they will not be able to send anyone to fix it due to covid-19 which I respected; however, the day prior to my call there was a Comcast provider at my neighbors house. And when I called them again to clarify this they placed me on hold until the call dropped or hung up.

Ticket: # 4034897 - Scam call spoofed my bank caller ID

Date: 6/17/2020 7:57:32 PM

City/State/Zip: San Diego, California 92110

Company Complaining About: Wells Fargo Ban

Description

Scam call received from a number that was pretending to be my bank. I answered, and it was a recording telling me this was and "apology notice from my utility company" for over charging me. I have had several of these calls where they pretend to be my bank, my health care provide/insurance company, etc.

Ticket: # 4034982 - Sprint tower issue/ drop calls/ poor internet service

Date: 6/17/2020 9:08:14 PM

City/State/Zip: Rochester, New York 14609

Company Complaining About: Sprint

Description

back in March a few weeks before covid-19 pandemic was at its worst I went to sprint to get mobile service, three weeks later it has been an nightmare with this phone carrier. My fiance and I have been through multiple devices, and A50 galaxy her this would be the third phone and now we are at the A51 Samsung galaxy and the problem is still dominating the purpose of our service. Wish sprint could give better phone and internet service.

Ticket: # 4035014 - Packet Loss on / after local node hop

Date: 6/17/2020 9:36:43 PM

City/State/Zip: Manalapan, New Jersey 07726

Company Complaining About: Optimum

Description

Every day, except Sundays in particular, between the hours of 9AM and 1AM (the next day) Eastern Time since early April 2020, there have been packet loss on or after the local node hop located at 67.59.242.57, bearing the hostname [433be039.cst.lightpath.net]. One dropped packet at any end can do damages to livestreaming platform Quality of Experience, which is a big problem for those whose livelihood, during the pandemic, relies on live audio/video streaming. Affected hops to Twitch's ingest server, located at 52.223.227.148, the IP that [live-jfk.twitch.tv] resolves to, includes the following Optimum-owned hops/BGP points: 67.83.245.22 [ool-4353f516.dyn.optonline.net], 65.19.114.7 [451be007.cst.lightpath.net] and 65.19.98.49 [451be031.cst.lightpath.net]. Altice / Optimum has been extremely negligent to provide consistent upload speeds, often dropping to 3Mbps and, at some points, 0Kbps upload speeds. Optimum has done nothing to fix this issue.

Ticket: # 4035101 - Thousands of repeated phone calls with no caller ID

Date: 6/17/2020 10:53:00 PM

City/State/Zip: Los Angeles, California 90025

Description

My law firm main phone line is 310-481-6030. The office has been closed during the COVID-19 pandemic but is now reopening. Just before closing in March, 2020, multiple calls were coming in with nobody on the other end of the line. The VOIP provider Spectrum Business and the landlord (switchboard operator)'s tech were unable to solve the problem. During the pandemic, I set all phone calls to the office line to be forwarded to my cell phone, but no robocalls of this kind ever came through to the cell phone. Back in the office last week and this week, and the phone calls are coming in incessantly, less than a minute apart. I am told that the incessant robocalls have continued often through the pandemic when people were only rarely in the office suite to experience it. The landlord's tech rep says there have been more than 6,000 of them. There is no Caller ID. The calls do not show up in Spectrum Business's website access that I have for the business account. They are disrupting the switchboard and the entire office suite of lawyers with the incessant ringing. If the phone is picked up, all one gets is a dial tone. Anonymous call blocking by Spectrum Business does not block these calls.

Ticket: # 4035156 - Internet access

Date: 6/18/2020 12:52:48 AM

City/State/Zip: Sulphur Springs, Texas 75482

Company Complaining About: Sudden Link

Description

Our service provider was limiting our service to two-three megabytes per second due to an unpaid bill. We rely on that service for work and other usage. When the service provider was contacted, the technician Ahmed stated that the bill was the issue. This is difficult during these troubling times when offices are closed due to Covid, preventing people from going into offices, etc. Please check the policies and practices of Sudden Link part of Altice Mobile and see if something can be done. Once the bill was paid usage speed increased some but not to the full capacity.

Ticket: # 4035309 - Comcast Issues

Date: 6/18/2020 8:56:05 AM

City/State/Zip: Jacksonville, Florida 32246

Company Complaining About: Comcast

Description

- Mother ((b) (6)) calling for her daughter who is a nurse at a nursing home and been working so many hours since the COVID-19 has not had cable for 3 weeks and Comcast ran some type of test and then told the daughter to do a test. They have tried everything about trying to restore her cable.
- Comcast refuses to send out a tech to see what the problem
- pays monthly payment over \$203.00 and she has also paid for insurance which she has not used but one time in 8 years.
- would like to see this issue resolved by having a tech come out to see what the issue is and to be reimburse for the time she has not had cable.

CTR395—phone

Ticket: # 4035323 - Landline phone equipment

Date: 6/18/2020 9:04:35 AM

City/State/Zip: Lynchburg, Virginia 24503

Company Complaining About: Verizon

Description

Verizon is consumers provider for landline service. Consumer states she does not have a dial tone on her landline phone. She experience much static and an echo on the line . Consumer reached out to provider and they will not assist. Provider told her she will have to live with it. Consumer states provider set up a service call for Saturday. She was told they will not enter her home due to Covid-19. Consumer wants provider to fix this issue and provide her the service she is paying for.

CTR 392-phone

Ticket: # 4035381 - Sudden Link Speed

Date: 6/18/2020 9:41:26 AM

City/State/Zip: Greenville, North Carolina 27834

Company Complaining About: Sudden Link

Description

The consumer wants to report Sudden Link whom she has TV and Internet Services with.

The consumer is paying for services she is not receiving because she is scheduling appointments for technicians to fix the issues and they don't show up.

One other issue was that a technician came to their home during the pandemic WITHOUT a mask so she asked him to do things outdoor but not come inside, he came in through her garage without her permission.

The consumer states that her wifi was fine when they came because they came to fix something else and she guesses he got mad and messed something up since once he left it wasn't working.

The consumer states that when she gets on the phone she asks for a supervisor and they can never get one on the phone.

The consumer wants a technician to come out and fix the issues.

The consumer states that Sudden Link is the only provider in her area.

The consumer states that they unprofessional.

The consumer pays for 400 mgbs of Internet and she never gets above 120.

The consumer states she's always had speed issues.

The other issue she needs fixed is technicians not showing up and when they do show up nothing gets fixed.

The consumer has had a TV box that has never worked and she called because of WIFI Issues.

The consumer spoke to representatives oversees and couldn't understand them.

2 couldn't speak English, one put her on hold and they hung up on, and the other was rude.

Consumer needs credit for paying for service she doesn't receive since technicians never show up to fix the issues.

CTR-415

Ticket: # 4035456 - Sprint Availability

Date: 6/18/2020 10:12:29 AM

City/State/Zip: Alexandria, Kentucky 41001

Company Complaining About: Sprint

Description

- consumer asking that if the provider sign the Keep American Connected Pledge and has extended it out until June 30th, 2020, Sprint has no right to cut him off.
- Sprint has disconnected his service this morning Thursday June 18th, 2020 and had him make a commitment to pay \$400 before they would reconnect him back up - Sprint has consumer Social Security card for payment and stated that if he could not be able to pay that much but if he called back by July 1, 2020 and only has to pay \$107.00 and then will have to commit to pay the rest.
- consumer doesn't understand how Sprint can do this to a consumer while the pandemic is going on, and Black Live Matters Concerns.
- doesn't feel that these company should be able to lie about what they are getting and what they are paying for.
- Sprint made the consumer make a commitment to pay \$400 on his Social Security card and consumer feel that is immoral and disrespectful.
- consumer would like to have this issue resolved by Sprint standing behind the signed Keep Americans Connected Pledge and does not feel that he should have commit to pay \$400 to get his service reconnected.

CTR395—phone

Ticket: # 4035673 - international calling plan during covid

Date: 6/18/2020 11:15:24 AM

City/State/Zip: Billerica, Massachusetts 01821

Description

I came to Greece February 11. I come every year and use the \$10 a day pass. But because this year I cam for 49 days to give my mom who is 90 yrs old a chnce to see family before she isn't able to travel. The world exploded that first week and we haven't been able to see family. Also I haven't been able to get a flight home. Maybe after July 1st. We are not sure. Verizon had issued a great offering for customers that bought the extra international plan that cost \$130 in additon to the \$221 I was paying for USA service. The \$130 plan typically provides 1000 texts, 250 minutes and 1/2 gb of data. Well that offering ended May 31st. I'm requesting that the plan be extended until we can fly home safely and not get the virus. I don't want to be here. I want to see my two kids and two dogs. I have a business in Provincetown MA and I really need to be home. So not running my business, having to borrow \$161k to cover my losses is enough of a hardship. So I am hoping Verizon can extend the offering for those stuck overseas. Every phone call I make requires me being on hold for at lease an hour. I eat up the 250 minutes in 3 days. Please advise. (b) (6)

Ticket: # 4035786 - COVID-19 Not able to pay bill

Date: 6/18/2020 11:42:58 AM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: Verizon Wireless

Description

Due to COVID-19 I am not able to fullfil my obligation to pay my Verizon phone bill. I have contacted the company to ask if my contact can be broken without pently. I rather not accumulate a bill that will continue to pile up and result in phone being cut off and turned over to collections.

Ticket: # 4035878 - unsolicited political robocall

Date: 6/18/2020 12:02:23 PM

City/State/Zip: Everett, Washington 98203

Company Complaining About: Haakon, On Behalf Of Bob Statchen

Description

I received a robo text with the following message: "Hi, Patrick! This is Haakon and I'm a volunteer with Democrat Bob Statchen's campaign for State Senate. He's currently serving on active duty in the National Guard to protect us from the pandemic, but will be returning at the end of June. Would you consider voting for Bob or will you be supporting the GOP in November?"

I am not Patrick. There is no Patrick in my household. I have never given my number to any political group. I receive these texts every election cycle from various candidates despite being on the do not call registry. I have had this number for eight years and have never given it to any political party.

Ticket: # 4035936 - Radio Interference

Date: 6/18/2020 12:19:14 PM

City/State/Zip: South Houston, Texas 77587

Description

The consumer has a Low Power Radio.

The consumer states that he is getting Interference from a repeater.

The consumer states his call sign is KJJG 92.5 FM.

The repeater that is doing the interference is K 223 CW.

The consumer states its a pirate radio (unlicensed).

The consumer states that a couple days ago they connected to a radio 1480KLVL.

The consumer states that this person is using Circular antennas illegally.

They do not use directional antenna and requests an urgent response from the FCC because their interference is very strong.

The consumer has had this interference for 2 years and everyday it gets worst.

The consumer is calling on behalf of Iglesia Central Liberation and their pastor and the audience of the station KJJG that call the radio station saying that there is too much interference and they are unable to hear clearly.

According to the license, K223CW must use the 1230 AM or the 880 AM like main radio to transmit music and they are not using it, they are re-transmitting from 1480KLVL.

We request someone to please look into this and please send an FCC investigator.

Please don't tell the station because then they will just lower the transmission signal strength.

We have spend thousands of dollar with lawyers trying to resolve this issue.

With COVID-19 going on we are unable to invest any more money into this issue.

The churches economy is very low.

I the pastor Juan Joel Gutierrez declare that this complaint is true and sincere under god and the FCC that we are not lying.

I am responsible for this complaint, I ask for a fast response please.

I ask under god and the name of Jesus to please help us.

CTR-415

Ticket: # 4035960 - Harrassment

Date: 6/18/2020 12:23:10 PM

City/State/Zip: Chicago, Illinois 60629

Company Complaining About: P&r

Description

P&R law firm Harrison me about a Visa card I already paid of and trying to swindle me into paying it again with threats about going to court..also calling my brother and sister phone harrising them in which I never gave them my phone number or my family phone numbers...hears their number 8887180165..I also have covid-19 and being disturbed

Ticket: # 4036077 - COVID-19 Price Gouging Optimum

Date: 6/18/2020 12:50:38 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

I lost my job due to COVID-19 in March. This past bill for June, my price doubled. I called inquiring about rates advertised on the website, but Optimum refuses to give me any price option other than my price that is now doubled. When I ask why, they disconnect me. I wasted 5 hours on the phone with them on Tuesday June 9th. The final rep I talked to said they would get back to me but never did. I was also denied the right to speak to a supervisor as three of the prior reps gave me different answers about my "options," but the final verdict was that I'm locked into this new rate that I never agreed to pay. I've never missed a payment and rely on my internet to make what little I can freelancing until my studio opens in September. I cannot afford to pay \$120/month for basic internet when I paid 69\$ for it before. I've tried switching services, but installations are not allowed until December.

Ticket: # 4036202 - Optimum Internet

Date: 6/18/2020 1:18:47 PM

City/State/Zip: Avon By The Sea, New Jersey 07717

Company Complaining About: Optimum

Description

I have been using Optimum for my internet provider (my building is only wired for Optimum so I have no other choice.) through this whole pandemic. I am a software developer and have to work from home and connect to my work network using VPN. I have had them to my condo twice and even gone as far as buying my own equipment to resolve this issue. I pay for 300 mbps download speeds and have been charged full price this whole time and most of the time the connections are so slow (at times only 10 mbps) that I can not stay connected with work, in turn, I can not perform my job properly. They have not resolved this issue after many hours on the phone with them they have left me no choice but to file this complaint.

Ticket: # 4036245 - Sprint disconnecting services during Pandemic

Date: 6/18/2020 1:29:39 PM

City/State/Zip: San Diego, California 92171

Company Complaining About: Sprint

Description

Sprint has disconnected my services twice despite them being informed several times that I have been furloughed since March due to the Pandemic. I have been making partial payments and understand that I am still responsible for the remaining balance. They are trying to get their customers to pay the whole balance with the threat of not reconnecting services if they can't. With a payment arrangement it's the same threat and the remaining balance is divided into just 2 payments due within two weeks of each other. I'm a disabled Veteran, single mother and need my phone for my TeleHealth Appointments. As soon as I mentioned filing a complaint with the FCC they changed their tune and stated that my services will be restored until the end of the end of the month then it is "business as usual". Communication companies should not be able to disconnect services during a National Disaster such as this Pandemic. We need an Act of Congress to ensure that everyone has communication and is not being charged high charges in order to do so.

Ticket: # 4036274 - Unfair/ Fraudulent Billing

Date: 6/18/2020 1:39:17 PM

City/State/Zip: Arcadia, California 91006

Company Complaining About: AT&T

Description

I have been with AT&T for my business land lines for over 10 years. For my 5 land lines I have been paying an average of \$275.00-\$350.00 per month for the past several years. We were not in full operation during Covid-19 crisis and when we came back I was shocked to see the AT&T bill has gone up to \$1600 + . Since then, I have been trying to move away from AT&T to Spectrum and AT&T has declined the porting request numerous times . I had already filed a complaint against AT&T on the porting issue (b) (6) on 06/11/2020). AT&T has increased my bill by over 500% and not letting me port my numbers. Also getting calls from AT&T demanding payment.

Please Help. Thank You

Ticket: # 4036289 - Scam hotel calls

Date: 6/18/2020 1:42:35 PM

City/State/Zip: Irvine, California 92623

Company Complaining About: Marriott Hotels

Description

Scam calls from the same organization that was doing this before COVID claiming to be part of a hotel chain, who would never hire outside solicitors to make these types of calls.

Ticket: # 4036306 - T-Mobile Billing Complaint

Date: 6/18/2020 1:46:49 PM

City/State/Zip: Cicero, Illinois 60804

Company Complaining About: T Mobile

Description

June 1, 2020

Good morning receive a warm greeting. I hope this email finds you well. Requested from T-Mobile, 12920 SE 38th Street, Bellevue WA 98006 to look into my account, monthly bill is about five times more. I am paying extra for international feature and unlimited high speed internet when internet speed is always slow. Paying the extra when do to the COVID crisis free international and unlimited internet is being offered.

Account: (b) (6)

Account Phone Number 1 (b) (6)

Sincerely,

(b) (6)

Ticket: # 4036383 - Sprint disconnected my service again

Date: 6/18/2020 2:05:19 PM

City/State/Zip: Brooklyn, New York 11247

Company Complaining About: Sprint

Description

Sprint disconnected my service 5 days after renewing my covid status and is refusing to reconnect my service until I can make payment. I have no income due to COVID and am stuck at home with a 5 day old newborn with no way to contact anyone now.

Ticket: # 4036420 - Microsoft Corporation has shut both myself and my wife out of our accounts and our computers

Date: 6/18/2020 2:14:28 PM

City/State/Zip: Fort Atkinson, Wisconsin 53538

Company Complaining About: Microsoft Corporation

Description

They can't get it that my wife and I share several accounts, including internet service provider. We both use the address dmcagoon50@gmail.com, but we have different accounts with separate cell phones and telephone numbers. They think our behavior with these two lines "is suspicious behavior". Numerous attempts to contact them by phone have failed. Apparently they are not answering support center calls because of COVID 19, They always use "no reply" e-mails. They are denying us due process as required by law. They have to give us some means of contacting them, especially if they are going to take as onerous an action as disabling our accounts and computers.

Ticket: # 4036470 - Billing/COVID-19/service

Date: 6/18/2020 2:25:05 PM

City/State/Zip: Roslyn Heights, New York 11577

Company Complaining About: Optimum

Description

Consumer states that he has a bundle service with Optimum. Consumer states that on May.19.2020 Consumer called consumer service because he notice an increase on his bill. Consumer states that the bill was 10 dollars more than what he usually pays. While he was talking with Consumer service and complaining about them raising the service during a pandemic trying not to help people nut sinking them more by raising their prices while the economy is very bad. Consumer was told that he was going to place a permanent credit into the account for the \$10.00 dollar more for a period of 12 months. Consumer states that by the next billing cycle he did not receive a credit and because he send the bill with ten dollars short, he receive a message saying that his service was going to be disconnected. Consumer wants the promotion to be honor. Consumer wants also another credit because they created an inconvenience for him.

ctr408-phone

Ticket: # 4036525 - Data Issues

Date: 6/18/2020 2:39:24 PM

City/State/Zip: Brooklyn, New York 11215

Company Complaining About: Metropcs

Description

Consumer said Metro offered a special covid-19 plan

Consumer took the \$15-month plan with 2 gigs of data

Consumer was told to keep her phone on WIFI and turn off mobile data

Consumers bill is from the 11th of one month to 11th of the next months

Consumer said its charges her data from the 1st of the month through the 30th of the month

Consumer is told by Metro Pcs that she used up her 2 g of data and she has not, and her phone shows she did not use it

Consumer is owed 4 G of data for the last 2 months

Consumer said that they need to change it, so the 2 G go from the 11th of one month to the 11th of the next month

Consumer said they need to honor the agreement that when she has WIFI on and turning off mobile data it should not use mobile data then

Consumer just wants Metro PCs to give her the 4G of data that she never used, and correct how they process the data, so it reflects correctly on the billing

CTR402

Ticket: # 4036562 - Lack of current programming

Date: 6/18/2020 2:51:06 PM

City/State/Zip: Farmington Hills, Michigan 48334

Company Complaining About: Spectrum

Description

Consumer is unhappy with the lack of new programming during the pandemic.

Consumer has watched re-runs after re-runs and has no interest in old sports classics.

Consumer believes there should be a reduction in the cost of service because of the lack current programming.

Consumer asked that we file a complaint on her behalf.

CTR412-phone

Ticket: # 4036789 - phone service turned off without written or verbal notice

Date: 6/18/2020 3:42:21 PM

City/State/Zip: Studio City, California 91604

Company Complaining About: AT&T

Description

I have been on a pay plan with ATT@T due to Covid. I paid \$400.00 last month and said I could pay another installment in mid- June. I received my normal statement issued June 6 on June 17, and it showed a past due amount and current charges. There was no indication service would be interrupted. I never received a separate notice, service was cut off June 18. It has stayed off despite the payment of \$150.00 made June 18.

Ticket: # 4036971 - Service/COVID-19

Date: 6/18/2020 4:35:23 PM

City/State/Zip: Los Angeles, California 90063

Company Complaining About: AT&T

Description

Consumer states that about three weeks ago she started to have a problem with her landline, consumer stated that some technical people try to resolve the problem but three hours after they left the problem came back. Consumer states that she is unable to hear people on the other side, and when she is able to hear there is a lot of static in the call blocking her from understanding the other person. Consumer cannot afford a cellphone or internet, she lives alone and she is also a senior citizen. Consumer feels like AT&T is not interested on having consumer like her. Consumer believes that AT&T is not helping her the way other people will get help. Consumer just wants her landline to work so she can be able to call her family during the pandemic. Consumer wants her service to be fix. Consumer thinks that she deserves a month free since it been three weeks that her phone is not working properly and nobody is helping her. Consumer needs Spanish speaker when they call.

ctr408-phone

Ticket: # 4037006 - Commercial billing rates and charges

Date: 6/18/2020 4:43:24 PM

City/State/Zip: Bronx, New York 10467

Company Complaining About: Optimum

Description

Hi

I have a physical therapy clinic located at 3163 Bainbridge avenue, Bronx NY 10467. Optimum provides me with TV, phone and internet services. They have increased the bill drastically pre COVID situation and then they keep on adding it to my bill and are not even picking up the call to solve the billing dispute. I have tried to contact multiple times via online chat and customer care services. the holds are more than an hour and sometimes they just disconnect while holding the call. and now they have charged me with late fees for non payment. as i am disputing the bill since last three month and trying to reach them, but they are not working with me and trying to disconnect my connection. This would affect my business. and they are the only sole provider over that area for the connections.

Ticket: # 4037094 - tv not working

Date: 6/18/2020 5:00:08 PM

City/State/Zip: Rye Brook, New York 10573

Company Complaining About: Verizon

Description

i tried to set up verizon fios service in my house in january around the 22 the tech came to do the installation. he never completed it. he came 3 hours late and i had to leave for work. he promised he would finish the job he never did. i called verizon to get the issue resolved the next day they never came back. long story short it takes about an hour to get someone on the phone i called 3 times then covid happened first week of march they would not send a tech out. i had to pay someone 285 dollars to finish the install. it worked for a week and stopped working. i called verizon several times it takes 2 hours to speak to a representative and they can't fix my issue. they're calling for the bill from january i will not be paying because i never had working service. now they're telling me they're only responsible to bring the service into my house not connecting my devices and it's my problem the service isn't working. the picture below is all i get when i power my service on.

Ticket: # 4037102 - robocalls from spoofed numbers

Date: 6/18/2020 5:01:50 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the beginning of 2020, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably spoofed, and presumably they are all robocalls. The frequency of the calls has varied. For most of January and early February, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped.

Many of the spoofed numbers were registered for Greenville, MS. However, I have also received calls from Coffeetown, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona and Crystal Springs, MS. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. For the call I am reporting today, caller id was not able to identify a location. The area code is 552. A quick internet search revealed that there is not area code 552, and that any call one receives from that area code is illegitimate.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4037177 - Product Issues

Date: 6/18/2020 5:18:14 PM

City/State/Zip: Rochester, New York 14621

Company Complaining About: Motorola

Description

I purchased an unlocked phone from Motorola that is unable to be activated as it has sim card issues. Due to Covid-19 and waiting on the mail after 9 failed sim cards, they simply refuse to refund my money for the non working & unactivated phone & 2 year warranty. The device just launched and apparently on many forums plenty others are having the same issues with this defective product across the board with different providers.

Ticket: # 4037295 - Comcast/Xfinity Internet Issues

Date: 6/18/2020 5:52:38 PM

City/State/Zip: Port Saint Lucie, Florida 34986

Company Complaining About: Comcast

Description

Hello,

We installed a new modem as required by Comcast/Xfinity on June 11, 2020. Just prior to the equipment being installed, we were having internet issues. We called several times to report the issue only to be told to reset the modem.

The first time we called was Jun 11, 2020 and my husband was on the phone with them for 2 hours installing and activating the new modem. The internet starting going out again every night from 6:30 pm to 9:30 pm. I made a phone call the next day June 12 2020 to try and get it resolved. The automated system kept saying to reset modem. so we would reset it and it would work for a while and go out again.

Due to COVID, I have been working remotely from home since Apr 1 2020 and am in fear of losing my job due to the outages caused by Comcast/Xfinity. I am at wits end because we NEVER had this problem before. I've now made 13 calls with about 6.5 hours of my work time being on hold and talking to the technicians. We even had one technician come out to check outside cable connections and he was very "short" on the explaining the issue to me. He stated we have a lot of activity in the house so that could be causing it. I couldn't believe it. I asked if I was going to be credited for my time and inconvenience and they said yes. so for 11 days with these frustrating issues, they are crediting me \$22. I earn more than that an hour, therefore, their credit is basically useless to me. How does that even equate to the amount time lost and frustration I've had to deal with. They need to credit me at least \$150 for my time away from work and inability to work.

I know things are unfair in life, I get it, but they are a conglomerate of a company who don't give a hoot about us everyday Americans trying to make ends meet during these unprecedented times. I'm fortunate to be still be able to work, but I'm in fear that my internet issues this past 10 days is damning to my employment.

We have had Comcast/Xfinity for over 5 years and NEVER had this issue. I'm beyond frustrated that they cannot "FIX" my problem. I have been very patient and understanding during this tumultuous time. Enough is enough. It's like they don't even care. They can pull their records on how many times. To date, I've made 13 calls and spent over 6.5 hours on the telephone trying to get this fixed.

Please help me.

Ticket: # 4037327 - Not getting what I'm paying for

Date: 6/18/2020 6:02:23 PM

City/State/Zip: Lake Havasu City, Arizona 86406

Company Complaining About: Sudden Link

Description

With suddenlink I pay every month for 100mgbs and only receive on average 25 to 30 mgbs . Unlimited then they want to go and try and charge me for overage usage. This has been going on for well over a year. Called many times and my speeds are increased for a day or few hours then are low again. They try to blame it on Covid but this has been happening sence last year. .

Ticket: # 4037371 - Verizon billing

Date: 6/18/2020 6:28:35 PM

City/State/Zip: Scottsdale, Arizona 85255

Company Complaining About: Verizon Wireless

Description

Verizon wireless offered a pandemic overage allowance of 15 GB per month on all accounts. However they cut off that allowance midway through the latest billing period for my account. They do not give access to data usage for particular days during the billing period. On the billing statement for the period May 16 -June 15 2020, they show data overage usage as 12.93 GB out of a 13 GB overage allowance. Total usage for the period was 22.93 GB. This was from use of Verizon's hotspot service necessitated by poor internet coverage I had during the month from an ISP that I have since dismissed. Verizon charged me $13 \times \$15/\text{GB} = \195 for overage data. On my inquiry call to them they claim that all of my overage was after the expiration of their allowance, but they cannot show me the data proving that. Since the allowance during the billing period was 25 GB and my usage was under that, I feel I should not have to pay the full amount they are charging for the alleged overage, if anything at all.

Ticket: # 4037402 - TV & Internet service issues with Cox

Date: 6/18/2020 6:48:33 PM

City/State/Zip: Laguna Niguel, California 92677-2735

Company Complaining About: Cox

Description

Hello...

Cox was unable to resolve constant service issues at my home re: TV and Internet (which also impacted the alarm). I even signed up for the monthly service charge but the technicians would not enter my home (covid19) to service the issues. I have not cancelled my policy with Cox, after 1.5yrs of a 2yr contract. Cox is trying to bill me for the balance of the contract, but they could not correct the service issues. Therefore, I see no reason to pay the contract in full, given that I did not receive the service per the contract. Please help me communicate to Cox. I have called and called them. All phone calls are recorded. I give the FCC permission and access to review those many calls to Cox. Thank you (b) [REDACTED]

Ticket: # 4037496 - Bill

Date: 6/18/2020 7:31:38 PM

City/State/Zip: Westminster, Maryland 21157

Company Complaining About: Verizon Wireless

Description

I called June 14 & spoke to Mary. She was supposed to order me a plantronics 5200. She checked with her supervisor to make sure she could send it overnight. It never arrived Tuesday as promised. She said she was working from home due to the pandemic. Im so confused as to why it never arrived. She said it was available! And when I asked her why my bill increased she was clueless. My Verizon wireless bill increased \$15. I was told that I had an ongoing monthly credit for as long as I have Verizon service!

Ticket: # 4037657 - Internet price raised, took away my discount

Date: 6/18/2020 9:46:09 PM

City/State/Zip: West Palm Beach, Florida 33411

Company Complaining About: AT&T

Description

I went to pay my bill and found AT&T raised my \$36.00 internet promotion to \$56.00 a month. I had a special discount at my request because I was having difficulties paying my bill. Since they shut me off without notice during the pandemic, which they were not suppose to shut me off during the pandemic, the office of President, Mike had service turned back on without a restoral fee. Well apparently they are getting the restoral fee by raising the rate monthly by \$36.00. This is unfair and should not be allowed. This company plays games with their customers bills in hopes that the customers will not notice. Because they shut off my internet without prior notice, they caused my to loose my job because I was suppose to have started working from home the day they shut off my service. So they have hit me with a double whammy. The claim they gave me a credit of \$75.00, but then take back \$36.00 of that credit. How unfair is this company and how can they get away with these things. My promotional discount was still good for another 3 months. This company does what ever they want to do. Who plays games with their loyal customers during a worldwide pandemic where everyone is struggling for money? What a horrible company to do this when I have been their customer for 30 + years?

Ticket: # 4037722 - 8 months to install business service STILL NO SERVICE

Date: 6/18/2020 11:03:14 PM

City/State/Zip: Corrales, New Mexico 87048

Company Complaining About: Comcast

Description

[illegible]

Ticket: # 4037937 - Mediacom No Availability

Date: 6/19/2020 9:26:24 AM

City/State/Zip: Morris, Minnesota 56267

Company Complaining About: Mediacom

Description

The consumer has Mediacom and she doesn't have enough money to pay the bill because of COVID-19.

The consumer states that she paid \$1500 just a couple days ago and told them that she would pay the rest soon, but not at the moment.

The consumer states that because she didn't pay the full balance they cut her cable off yesterday.

The consumer owns a hotel and now all the rooms don't have cable service.

The hotel number is [REDACTED]

The consumer needs them to turn her service back on.

The consumer states that during the pandemic she is struggling and they are not helping.

The consumer is now expected to pay everything in full when they cut her service off.

The consumer will pay everything in full if they turn it back on and make sure they adjust her bill because of the days she is going without service.

CTR-415

Ticket: # 4038034 - No Service!!!

Date: 6/19/2020 10:19:14 AM

City/State/Zip: Bath Springs, Tennessee 38311

Company Complaining About: AT&T

Description

I work for the State of TN in health care, and every since we had storm damage in March I have had ZERO service at work in Decaturville TN. With all the COVID going on I CAN NOT keep my work phone tied up especially for personally use. There should be no reason I can't use my cell that I pay \$129 a month for in town!!

Ticket: # 4038231 - covid19

Date: 6/19/2020 11:16:18 AM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: AT&T

Description

I did an upgrade with AT&T over a month ago and it was a fiasco. The AT&T Authorized dealer added a second phone AND second line to my account. I do not have but one phone and one line. They shut my phone off last month because I did not pay the second line and phone bill. To get it back on, I paid it. I can't get anyone to help resolve this issue. Please help.

Ticket: # 4038256 - Unreasonable/Unethical billing practice/policy change during Covid

Date: 6/19/2020 11:22:29 AM

City/State/Zip: Plano, Texas 75075

Company Complaining About: Frontier Communications

Description

I called in to cancel my internet FIOS service with Frontier today due to change in personal circumstances. I was expecting a small prorated refund as that has been my experience with cable, phone, car insurance and really any other service providers as well as Frontier a few years ago. Thus I was appalled when the agent told me that not only I was not to get a single cent back I would also be hit with a disconnect fee which is something I've never heard of since I started service with Frontier in 2018. Given that I prepaid for the next month of service from 6/07 to 7/06, I called in to cancel the service on 6/19 I would reasonably expect my last month of bill be prorated and a refund be issued, however the agent said that's no longer the case. I asked I wasn't aware of this change in policy and was never communicated such change. She said the terms are on page 2 of my bill. I went back and pulled it up a few of my past billing statements and viola this new verbiage is only inserted in my June bill (see attached). As my account is on autopay thus I don't usually check my bills but as I went back to check the older statements I did not notice any such language on any of the older bills. I have not received any communication or was not made aware of this policy change in any way shape or means nor was there a grace period for this policy to take effect. It is disappointing for Frontier to institute such customer unfriendly practices during this time. Based on the above, I'd respectfully ask Frontier to re-evaluate my account as I had not been late on a single payment once over the last 2 years, and prorate my last month's bill based on my cancellation date and waive the disconnect fee as both are not fees/services charges I was made aware/properly informed over the last 2 years and issue me the prorated refund no matter how small as I believe this is the right thing for business to do, especially during this very difficult time when people can't plan ahead about their life given the unusual circumstances. If Frontier Corporate can do the right thing here, you'd earn my respect as well as business going forward. Sincerely Yours.

Ticket: # 4038512 - Billing

Date: 6/19/2020 12:26:43 PM

City/State/Zip: Brookfield, Wisconsin 53005

Company Complaining About: AT&T

Description

she states that her provider is at&t

she states that her services was turned off for non payment

she states that due to he pandemic she can't pay

I advise hat she file a complaint

Ticket: # 4038523 - Wow Internet - Service not provided

Date: 6/19/2020 12:28:37 PM

City/State/Zip: Augusta, Georgia 30909

Company Complaining About: Wow

Description

I am like many during the pandemic who have been transitioned to work-from-home. My work is text-based, emails and small documents only. We have had Wow! Internet for 18 days now, and have experienced 5 internet outages, of several hours each, during business hours.

If I don't work, I don't get paid. This is a problem.

I am a good customer, with a credit already on my account and another payment on the way to them as I type this. They never have to ask me for money. All I ask is that I get the service I am paying for. So far, that has not happened, and they cannot tell me when this situation will improve - or event IF it will improve.

The outages are not at my home. They are AREA outages, as explained by the company to me. But their policy is that they have to send a technician out to my home a minimum of 5 times in one month before they can let me out of the contract - and of course there is a fee incurred each time. Without those visits, I owe them more than \$300. But that many visits will cost me \$300.

Ironically, they have already cost me more than \$300 in unpaid wages.

This is ridiculous. They have specifically said that they cannot provide the service for which I have contracted. I would like to be let out of my contract and allowed to move to a service that is consistent. Though I loathe xfinity/Comcast, I never experienced this issue with them.

Ticket: # 4038600 - Cutoff all service

Date: 6/19/2020 12:48:20 PM

City/State/Zip: North Woodmere, New York 11581

Company Complaining About: Optimum

Description

After the internet was awful for 2 months, I disputed a \$21 surcharge on my bill and Optimum his response was to shut my service off my internet my phone and my cable. During the COVD19 pandemic.

(b) (6)

Ticket: # 4038657 - Suddenlink Internet provider

Date: 6/19/2020 1:02:50 PM

City/State/Zip: Cabot, Arkansas 72023

Company Complaining About: Sudden Link

Description

This is the WORST service we've ever had. There is no phone number listed for our local office in Cabot, AR. I realize it's currently closed due to COVID-19 but this was a problem before issues with the virus began. Our only option is to call 844-874-7558 and wait an eternity to speak to someone that barely understands English. I called this number last week because my husband is working from home and internet kept going out in the middle of his work day. The rep assured me we had a strong signal and this wouldn't happen again. Instead, we are dealing with daily service interruptions. Please help. We only have two internet service providers in our area and they are both terrible. I don't want my husband to lose his job because of our lack of internet. In the meantime, I'm on hold AGAIN waiting to see if they will ever send a tech to solve the problem.

Ticket: # 4038785 - Billing and Customer Service

Date: 6/19/2020 1:35:04 PM

City/State/Zip: Russiaville, Indiana 46979

Company Complaining About: AT&T

Description

Employees have refused to work with me during this pandemic. I made a payment arrangement for June 30, 2020 and when I call them it says they say the payment arrangement says June 19, 2020. I have email and text message proof of it being set for June 30, 2020. I also have a screenshot from the At&t App that says June 30, 2020. Last month they told me that they only have to help for 60 days but I thought the website said 90 days. I want AT&T to make sure that my payment arrangement stays for June 30, 2020.

Ticket: # 4038983 - Suddenlink Communications

Date: 6/19/2020 2:26:21 PM

City/State/Zip: Logan, West Virginia 25601

Company Complaining About: Sudden Link

Description

We have had Suddenlink for quite some time, Altice took over and everything went downhill from there. I work from home due to the pandemic and I cannot get access to working home phone service through Suddenlink. My job requires a landline home phone service and I have been charged for a month already and still have no phone service. They failed to assign a phone number to my account and refuse to let me speak to someone who will. The local offices are still closed and I cannot get someone here in the states who can assist me. I've asked for a supervisor and they refuse. They only submit a ticket and I need the phone service like yesterday. If they cannot treat their customers better, they should not be allowed to operate.

Ticket: # 4039101 - COVID 19 scam calls

Date: 6/19/2020 3:02:31 PM

City/State/Zip: Montebello, California 90640

Company Complaining About: John

Description

This number called me regarding COVID 19 and asked for personal information. After I denied giving more personal information they just said thank you bye.

Ticket: # 4039139 - Service/COVID-19

Date: 6/19/2020 3:11:11 PM

City/State/Zip: Alma, Michigan 48801

Company Complaining About: Frontier Communications

Description

Consumer is having problems with Frontier Communications. Consumer states that on May.20.2020 she started to notice that her internet was going back and forth. Consumer waited to see if the service will improve but it did not so she called consumer service to report her problem. While she was on the phone with the agent she was told that she might needed a new modem because the one that they gave her it was a year old 2019 version. Consumer did the troubleshooting with the agent and the person stated that on their end everything was on place, but if the wi-fi di not improve to call back to order the modem. Consumer internet never improve so she called back to get the modem. Consumer states that the new agent did not know anything of what the person was talking about and when she requested the modem they told her that they were going to send it on mail. Consumer needs help on connected the new modem and they do not want to send out someone to connected the modem. Consumer needs help and consumer was told that she was going to be charge for the visit while she is already paying for protection on the sub chargers on her bill. Consumer wants the modem 2020 installed in her house. Consumer states that she did not do anything to the modem and that this is on their end to fix.

ctr408-phone

Ticket: # 4039222 - Billing discrepancies

Date: 6/19/2020 3:32:19 PM

City/State/Zip: Forest Hills, Kentucky 41527

Company Complaining About: Sudden Link

Description

For the past several months (Nov 2019 till June 2020) we are having constant problem with bill payments.

Every month we have to call the customer service center and ask for discrepancies in the billing statement.

We have been paying our monthly due properly for the past 13 of 14 years.

This month in the billing statement we had incurred \$118.26 additional amount stating partial month activity from March 3/13 to 6/17.

We have paid the bills for March till May 2020 without seeing any of these charges for those months. If there was a charge for March it should have appeared in the month of April about this partial month activity.

Contacted the representative every month regarding discrepancies and during those calls we were not given any information on this partial month activity information.

Ms. Julian on 6-17-2020 at 2:46 P.M contacted me and informed about this amount and asked her why and she could not give an answer to it. She said that it was for change for service. We never asked for any changes in service for the months from April to June except in March 2020 regarding increase in the internet to 400. The amount should be only \$30. This has been notified to customer service personal and they mentioned to me that it has been changed and have not seen in the bill so far.

Ms. Julian asked me to go directly to Prestonsburg office to clarify this and when I went it was closed due to COVID-19. This person does not even know what is happening to places where a person can go in person for remitting the payments.

Our county is also taken action against Suddenlink due to problems the community is facing.

I request you to look into the matter and do the needful. I can provide all the necessary documents for your perusal.

Ticket: # 4039479 - Verizon signal

Date: 6/19/2020 4:47:55 PM

City/State/Zip: Evanston, Illinois 60201

Company Complaining About: Verizon Wireless

Description

Consumer says her cell signal has been awful and inconsistent so she loses calls

Consumer could not communicate during an emergency

Consumer says Verizon wants her to upgrade to a cable service and she can't afford it

Consumer says Verizon is not helping her

Consumer says Verizon says they are looking into it, with no results

Consumer was told to push for a 5g tower

Consumer says that Verizon gave certain people a break during covid, but she was not given the break

Consumer says she lives alone and needs good phone service

Consumer wants a reliable signal for her cell phone

CTR407-phone

Ticket: # 4039602 - Verizon shut off my mobile hotspot

Date: 6/19/2020 5:27:14 PM

City/State/Zip: Appleton, Florida 54915

Company Complaining About: Verizon Wireless

Description

On Sat June 14 at 3pm Cst Verizon shut off my mobile hotspot connectivity on phone 920/585-9100. I rely exclusively on this broadband connection for my laptops especially during this Covid 19 pandemic. This is causing harm to my health and wellbeing. On Monday I was unable to connect to the internet because of the Verizon problem and could not complete the application for a \$2500 grant thru the State of Wisconsin WEDC program. Please help me.

Thank you.

Ticket: # 4039623 - Internet pleadge

Date: 6/19/2020 5:32:39 PM

City/State/Zip: Chicago, Illinois 60634

Company Complaining About: AT&T

Description

My internet service was suspended for non payment during coronavirus pandemic and att signed pledge I tried resolving issue with them and they said they shit ur off for none payment but signed the pledge fyi they said it's not terminated just suspended so I can use service but the company signed a pledge to keep all Americans connected this bs and I am not staying with att

Ticket: # 4039725 - CenturyLink Throttling Download Speeds Post COVID-19 Lockdown

Date: 6/19/2020 6:16:49 PM

City/State/Zip: South Jordan, Utah 84009

Company Complaining About: Centurylink

Description

I am a CenturyLink FTTH Customer paying for their Symmetrical 1Gbps Service. Prior to the COVID-19 Lockdown I would receive the rated download speed (greater than 900Mbps), but post lockdown I receive on average 365Mbps. My upload speeds are unchanged, and are consistently 934Mbps. Tests have all been run from the same wired device, with no other devices consuming bandwidth.

Ticket: # 4039880 - Cable service

Date: 6/19/2020 7:50:10 PM

City/State/Zip: Bossier City, Louisiana 71112

Company Complaining About: Sudden Link

Description

I been having issues with my cable since before COVID19, I contacted Suddenlink about , they would constantly boot it on their end , still not fix . The pictures froze , pixelates and cut off. I contacted Suddenlink again through Chat they send tech , the tech came over check all the cable wires he said there's no problem on our wires he said it's the main box the hub and that he will send the report in , so he left cable still doesn't work , we have not cable , I contacted Suddenlink just to make sure do the got the report , well the tech did not turn it in he reported that nobody home . So I was told to just go to the Suddenlink store and swap my cable box . I went to the store I was stopped at the door was told that they don't swap cable box , but the lady said she will put in report (3) now a tech is coming to my house Wednesday. On Wednesday he came did exactly what tech number one did , same report it's not our wires, it's the main cable hub . He said he will talk to his supervisor and see .. he left still mess cable .. now I chat again with Suddenlink Jose he had the nerve to ask me what do you want me to do about it , I told him , I want Suddenlink go fix the hub main cable box , he wanted to send another tech to May home and charge me 60.00 I refuse, I want my cable to work correctly

Ticket: # 4039881 - Chronic equipment Failure

Date: 6/19/2020 7:50:35 PM

City/State/Zip: Frisco, Texas 75036

Company Complaining About: AT&T

Description

I have Internet, wireless Phone and TV service with ATT. I have had several equipment issues and malfunctions with my U-Verse equipment. I have tried using Tech Support and been unsuccessful in getting help to resolve my issues. I have even paid for and outside tech service to come to my home to resolve something that could have been resolved with tech support. Today I called tech support for Tv issues again and again I was told they were able to help me I was told a tech support person would have to come to my home to trouble shoot the problem. This leaves my family without TV service for the whole weekend. I spoke with The loyalty team regarding this(Christina) and was no help in getting my problem resolved. ATT has neglected to provide proper working equipment and service as well as customer support. It is a shame that a customer has to write a letter to the FCC in order to get the service that we deserve and pay for ATT has also used the Covid Pandemic as an excuse in the past for slow service in which I understand but POOR and RUDE customer service has nothing to do with the pandemic it and is unexceptable.

Ticket: # 4039991 - AT&T Refuses to fix their tower

Date: 6/19/2020 9:28:38 PM

City/State/Zip: Frierson, Louisiana 71027

Company Complaining About: AT&T

Description

We have had AT&T fixed wireless service for more than a year and it has worked fine. In early March of this year, a lightning storm damaged the equipment on their tower. It completely knocked out Sector# 310410048067477. Their engineers keep reporting that the tower is working fine, even though on multiple occasions the contracted techs they send out to check our equipment have gone all the way to the base of the tower and checked the signal from there and reported IT IS STILL DOWN.

We have been without internet now for 3 months. The technicians that they have sent out (at least 10 tech visits to our house) all say the same thing: "The tower is STILL DOWN in this sector. They still haven't fixed it"

It has been suggested to several times by the technicians that the reason they have not replaced the equipment on the tower is because so few people are utilizing Sector# 310410048067477 so this won't justify the expense of replacing the necessary equipment.

PLEASE help me. I have had to go into work daily during this pandemic and risk mine and my families health because of AT&Ts incompetence and indifference. I am fortunate to have the option to work from home, but I require an internet connection.

I am also a public official, DeSoto Parish School Board Member. I have already missed one virtual online school board meeting due to this service interruption.

In summary, AT&T has accepted massive funding from the government to provide this rural internet access. They now refuse to fix the equipment they installed on their tower that was damaged by lightning back in March.

Ticket: # 4040026 - att shut my service off

Date: 6/19/2020 10:27:49 PM

City/State/Zip: East Liverpool, Ohio 43920

Company Complaining About: AT&T

Description

on June 18th, 2020 AT&T shut my phone service off due to non payment, att signed an agreement with the FCC staying they would not shut services off until June 30th, 2020 due to COVID-19 but yet my phone was still disconnected and I will be charged a reactivation fee because of it .

Ticket: # 4040053 - ATT device returns & refunds

Date: 6/19/2020 11:01:49 PM

City/State/Zip: Turnersville, New Jersey 08012

Company Complaining About: AT&T

Description

On September 13, 2019 I purchased an apple watch (online from AT&T) series 4. I had some technical issues with the device, I called customer service and the issue persisted, so I returned the item via mail (a prepaid label that AT&T provided in the package) tracking number [REDACTED] (b) (6). I have attached the tracking information below.

I honestly have lost the amount of calls I have made to AT&T regarding this issue. I have been giving a significant amount of case numbers that have led to no solution, but to continue to charge me for the device and the monthly service because they never received the item.

I reached out to the third party company who AT&T has contracted to handle their packages(after usps newgistics picks up the packages for them) "newgistics" which is handled by Pitney Bowes. They informed me that on their end it shows that *Proof tender over to return to agent* which means it is under the possession of newgistics. However, they were not certain on the language that was being used and they asked that for this to be resolved AT&T would have to call newgistics on my behalf. I called ATT to attempt that to which I was placed on hold for 5 hours and then 3 hours and both calls were ended by ATT. It has come to the point that I wasn't able to afford my bill along with the pandemic and I had to get the services shut down as they were continuing to charge me for the apple watch that is in the possession of newgistics since September of 2019.

AT&T has ultimately not helped me with locating a device that is not in my possession and would not help me locate it with the 3rd party company they have used for returning devices.

My name is (b) (6) [REDACTED]

Ticket: # 4040125 - Sprint treating me and my family horribly

Date: 6/20/2020 4:04:56 AM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: Sprint

Description

Hi ,

We do have a family wireless plan with Sprint and our account number is : (b) (6) . Our service has been horrible since their merger with T-Mobile and in our new place we barely receive any calls . This has been a giant issue since my parents are elderly and they should be able to reach me in the midst of this current public health crisis . I went to the Sprint store multiple times try to explain to them the issue , return our phones and get out of our contract . But each time I went into the Sprint I have been told by Sprint that I need to pay a hefty penalty if I want to get out and been dismissed in a condescending / racist fashion . This is not fair , I have no coverage , I get dropped calls everyday and my parents need to reach me especially in this current pandemic situation . Our phones are in perfect condition , all I want is for us is to return Sprint phones and end our Sprint contract . We should not be responsible for any fees/penalties , this is not our fault , it's theirs and their horrendous network coverage .

Thank you ,

(b) (6)

Ticket: # 4040218 - Poor quality to no internet service

Date: 6/20/2020 9:46:37 AM

City/State/Zip: Navasota, Texas 77868-8301

Company Complaining About: AT&T

Description

Throughout the weeks, and of course since Covid-19, our internet service has continued to deteriorate. I do understand there are more people using this service and that will result in slower speeds but constantly being down and always being told there is an internet outage in our area is getting pretty tiring. We are six miles from a tower with fixed wireless internet service. If this is all that AT&T can provide, we should not be being charged for our service at all. My last month bill was only apparently \$4.30 and this month, the service is no better and we have been down two out of the 4 weeks.

Ticket: # 4040240 - Regional sports fee

Date: 6/20/2020 10:25:09 AM

City/State/Zip: Aliquippa, Pennsylvania 15001

Company Complaining About: Comcast

Description

We are being charged a regional sports fee, \$8.75 a month. Because of COVID 19 no sports are being played for who knows how long so I am paying in good faith for a service I am not receiving.

Ticket: # 4040252 - Re: [FCC Complaints] Re: Poor wiring and internet service

Date: 6/20/2020 10:41:05 AM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

This is a follow-up to your previous request [REDACTED] "Poor wiring and internet se..."

hullo,

I am writing to say that cablevision has not followed up with my complaint. This issue is affecting both my neighbor's apartment and mine. My neighbor was put in collections for incompetent workers who showed up a year ago and never fixed the real issue of wires which were improperly installed. We are paying monthly for service that is not up to par or up to date. Cablevision needs to take the time to fix this issue ASAP. With covid now on the wane please send someone ASAP.

Thank you|

(b) (6) [REDACTED]

Ticket: # 4040283 - Privacy

Date: 6/20/2020 11:11:10 AM

City/State/Zip: Sewell, New Jersey 08080

Company Complaining About: Verizon Wireless

Description

Apple has violated my privacy. I Requested to have the Health app. Removed and Medical ID that collects your health information. It violates my privacy and HIPPA Laws.

They can not remove the app. It's used for tracing. I was not informed when the new update was preformed. I called apple support 6/20 2020 to remove it and they said, they can not due to its part of their system requirments. I paid for the phone and it still a violation. They dont need it if they are not tracing. COVID19 tracing should not be allowed it violates my HIPPA law. All my information was backed up in my icloud without my permission. They deleted the back up, but I was not inform util today. Verizon Wireless and Apple are both at fault. I have a iPhone.

Apple Support Case # (b) (6)

Ticket: # 4040287 - Bait & Switch

Date: 6/20/2020 11:14:28 AM

City/State/Zip: Hernando, Florida 34442

Company Complaining About: Spectrum

Description

Field Representative, Mr Tim Card stopped by our home and asked what provider we currently had for internet phone and cable. Stated to Mr. Card that our current provider was Centurylink and we were happy with their service. Mr. Card stated to both I, my partner and her sister who reside in the home with me that he could offer the same at half the price along with 120 channels included for \$34.00 plus taxes. The billing came in and showed normal billing of \$117.00. Called Spectrum and spoke to a CSR who stated that what we were told was wrong. The only relief she could offer was to disconnect the TV and phone which was added without disclosing and the internet speed in which we had with Centurylink would be cut in half. At this point we were angry that Spectrum Rep lied to us just to get our business. She then transferred me to their retention center to find a resolution. I then spoke to Mike in this department who told us that their field reps lie and that we should never speak to them. He refused to honor the contract in which Tim Card had promised, refused to provide the speed we had with Centurylink for the price we were told. On top of this we are now required to take the box to UPS and drop off. Due to the COVID pandemic and our health we have been afraid to go out in Public areas. The resolution that we expect is to honor the commitment that the field representative stated

Which is 120 channels with internet for two years at the rate of 34.00 with applicable taxes.

Ticket: # 4040389 - Billing - Verizon Wireless

Date: 6/20/2020 12:53:10 PM

City/State/Zip: Tulsa, Oklahoma 74130

Company Complaining About: Verizon Wireless

Description

My phone was disconnected on May 20th due to not being able to make a payment on my Verizon account. I was charged reconnect fees for each line on my account, when Verizon vowed to not assess late fees, or disconnect phones during the pandemic. I have just spoken to Verizon, and I was advised that I had to call and notify them of my hardship. Why did American citizens have to call and advise of our hardships, when the entire world was struggling with this pandemic?! I feel Verizon, and all other cell companies should've followed the direction of auto insurance companies and many others; and just agreed to no disconnections or late fees across the board, with or without customers contacting them as we were all affected in some way! Most of the time, we are unable to reach representatives by phone, as we get recorded messages advising our calls can't go through from their end, had to call the number 3 times to get it to finally connect to the automated system to be transferred to a rep.

Ticket: # 4040579 - Billing and Access

Date: 6/20/2020 3:41:48 PM

City/State/Zip: New York, New York 10021

Company Complaining About: Spectrum

Description

I attempted to put my Spectrum account on hold due to COVID related reasons. Spectrum continued to charge me and I disputed the charges. Now that my account is in dispute, Spectrum has discontinued my service and I have no access to internet. Unfortunately, there are no other providers in my building.

Ticket: # 4040588 - Billed for services not rendered

Date: 6/20/2020 3:46:28 PM

City/State/Zip: Porter, Texas 77365

Company Complaining About: Sudden Link

Description

I have had no cable service for 8 weeks and they keep charging my account for technical visits that no show or I did not set. The issue after 7 technicians have arrived is in the plant. I have logged over 28hrs of calls to their various departments. I have had my other services disconnected for non payment of services I had not even received for the most part. I have cried, begged and offered a solution.(make me a new account and fix this one later). My bill keeps rising and my credit is suffering greatly. My bill is over 500 now! And they say theyll disconnect if I do not pay it. Or say theyll put a hold on it until they fix my issues but I get disconnected for non payment anyway. During the entire National emergency I have not had TV and many days of no internet after I paid. 3 months ago was my 1st issue w the internet, they came and fixed it and 4 days later the cable went out and hasnt come back. They're charging me without giving me my services I pay for. 3 MONTHS during a National Pandemic and no way to get the emergency information.

Ticket: # 4040604 - Refusal to credit account for device received

Date: 6/20/2020 4:16:20 PM

City/State/Zip: Winter Springs, Florida 32708

Company Complaining About: Verizon Wireless

Description

My household was due for an upgrade for a device and returned the old device to their processing center as all in-person locations were closed due to COVID. On our May billing statement, we realized that the device was not accounted for and we were charged an additional \$349. My husband called three times to speak about the shipping of the device and was told that our phone lines would not be cut and that once he provided confirmation of receipt, they would adjust the amount owed. He provided this to them twice. On June 8th, 2020, our phone lines were cut due to non-payment. I immediately called and spoke with a representative who insisted I pay the full amount. After 30 minutes of waiting, his manager was able to confirm that the device was actually received on June 1st, 2020 and was "just not processed." No other explanation given. At that point in time, I was told that I still needed to pay the extra \$349 even though they had the device in their possession and that "they would credit it back on the next billing cycle." I was pressured several times to just pay the amount, but I refused to pay the additional money as they were incapable of processing a device, so I definitely don't trust they will return my money. I was transferred to billing services who confirmed the receipt of the device, claimed they would waive any re-connection fee and customer service fee (yes, they charge \$7/phone call to speak to a live person) and that my bill would be adjusted in 5-7 business days. It is now June 20th and no adjustment has been made, and Verizon still considers my account in collection status. It is impossible to get a hold of a live representative, and the "virtual chat assistant" simply gives me automated messages to pay my bill. This is now the SECOND time this has happened to us, the first time was in 2018. This seems to be an ongoing problem, and I feel that this company may be taking advantage of their customers by requesting money that is not owed and not resolving the situation until people are exasperated and give up. I feel that their billing practices and return practices should be investigated.

Ticket: # 4040637 - Suddenlink/Altice service

Date: 6/20/2020 4:50:44 PM

City/State/Zip: St. Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

I have had no internet service since 6/15/20. Due to COVID-19 I am currently working from home and reliable internet is necessary. I have contacted Suddenlink customer service and the only information they provide is that there is an outage and they are working on it. I have seen no evidence of any work being done. There is no weather or emergency-related issue.

Ticket: # 4040670 - Spectrum unused service charge

Date: 6/20/2020 5:14:44 PM

City/State/Zip: Victorville, California 92394

Company Complaining About: Charter

Description

I disconnected services on June 8th 2020 at 3:52 p.m. spectrum is charging me a whole month of service because cycle begins on the 4th of every month. I called and spoke to a manager and I told them I would pay the difference but not for the full month they said they couldn't do anything about it I tried to negotiate they refuse to help. Today is June 20th I called at 1:23 p.m. I believe this is unfair to be charged for services I didn't received. They also sent a statement with the past due balance saying it's due now on the same day that I canceled. Check the dates on the statement and receipt posted below. Even though I was impacted by covid-19 I was always up to date with my payments. Please help stop this unfairness going on with spectrum. Thank you

Ticket: # 4040791 - Zply Fiber/Frontier Communications Issues**Date:** 6/20/2020 7:45:37 PM**City/State/Zip:** Welches, Oregon 97067**Company Complaining About:** Zply Fiber

Description

I cannot attach a bill as the connection is too slow.

Our road was upgraded to DSL a little over ten years ago. Most people were on cable at the time, but our Internet provider decided that it would simply keep the phone line and choose to never upgrade the service. In ten years we have never had an increase in speeds from 3Mb/s, even as Oregon state government has been given funds to upgrade speeds in rural regions. Zply and Frontier are ignoring my household and my neighbors as we have been requesting faster speeds for years. We are far, far below the average suburban speeds, which puts us at a huge disadvantage during COVID 19 as we all try to work from home. Even worse, the speeds have fluctuated sometimes to completely cutting out several times (even as I write this).

Ticket: # 4040874 - Slow and unusable internet speed

Date: 6/20/2020 10:08:25 PM

City/State/Zip: Truckee, California 96169

Company Complaining About: Sudden Link

Description

During peak periods - weekends and evenings - the speed of the internet slows to the point it cannot be used. The advertised speed is 50+ MBPS but during peak periods the speed goes down to a few KBPS. During non peak periods all works well. The company insists that they must inspect my equipment and that they have no complaints about speed in the neighborhood, but that is not true. They will not accept the possibility the bandwidth may be a problem, which it must be as everything works fine during non peak times. Need to increase bandwidth. No need to have any employee in the house during COVID time as they insist.

Ticket: # 4040943 - Xfinity Service Outages and Non-Responsiveness**Date:** 6/21/2020 2:00:50 AM**City/State/Zip:** Seattle, Washington 98144**Company Complaining About:** Comcast

Description

Xfinity has a monopoly in many urban areas. This leads to poor quality of service and the inability for customers to get reliable high speed internet. My issue is that Comcast took down my neighborhoods network for 5 days and as a customer there's nothing I can do and nobody looking at the problem, this impacts my career and the career's for many people in my neighborhood during COVID-19 and the new remote working strategy that comes along with it. I suggest that the US government no longer provides funding in any capacity to Comcast/Xfinity, allow for municipal internet and spur on competition in this market by allowing for spectrum auctions and dark fiber usage by smaller companies.

Ticket: # 4040961 - Unfair pricing

Date: 6/21/2020 3:20:26 AM

City/State/Zip: Abilene, Texas 79603

Company Complaining About: Sudden Link

Description

I recently added services due to the pandemic I was forced to leave the office and work from home I got the fastest package of internet. The 1 gig and they advertised 85-90 a month price for life I am not sure of my exact amount as I opted for paperless billing and was promised a 50 amazon gift card. Not even a month later and they come out with a 75 per month price for life for the same one gig. I called to get that rate but they said it was only available to new customers. That is unacceptable how can they possibly offer a price for life on the same services but force certain customers to pay more for the exact same service? I pay timely everytime and even early. Its seems unethical that they would charge a price for life and have some customers paying more for absolutely no reason and refuse to offer all their customers who opted for their highest price plan at this lower rate of 75 a month. It already difficult enough with the pandemic and now they are forcing some customers to pay more than others on the EXACT same service.

Ticket: # 4041001 - Verizon Internet**Date:** 6/21/2020 8:37:26 AM**City/State/Zip:** Henrico, Virginia 23294**Company Complaining About:** Verizon

Description

We have been a Verizon prepaid customer for a while. For over 6 months, I have contacted Verizon in regard to poor internet quality. Initially, they only offered 50/50 fios service for prepaid customers. We utilized that, while renting their modem for an additional \$15/ month, total monthly charge, \$65. My wife works from home, has been prior to covid19. The service stability has worsened prior to, and after, covid19 appeared. After numerous trouble tickets with Verizon, more than 7, still no technical support person from Verizon could resolve anything. We made a decision to change to their newly offered increased internet speed, thinking this changed October or November last year (unknown to us). This change was done June 5 or June 8, as well as paying the internet renewal for services through July 5 or July 8. For 2 weeks after, I continually contacted Verizon technical support through chat, phone hold times after outrageous, still no resolution. Come to find out, changing to the new speed meant a new router is needed. NO ONE MADE THAT KNOWN WHILE SUPPOSEDLY OFFERING TECHNICAL SUPPORT. On June 20, I spoke with a chat representative who stated her name was Red. She said ok I'll get you the router you need, previously she said router was outdated for the speeds but he couldn't place order billing had to. She stated she spoke with a supervisor who approved a credit on the account for \$69, and I could STILL rent the new router monthly for \$15. Well, of course, our call dropped, no callback from Red the 2nd time. Spoke to a new rep, who confirmed Red the credit should be on my account, still isn't. Now we wake up today and our internet is off! This is unacceptable. Verizon phone and chat services are unavailable today. As large as this company is, this is ridiculous and they are a rip off. Meanwhile, my wife has to log in for work at 8 a.m. Monday morning. This poor internet and customer service from Verizon needs to be addressed and resolved. Ridiculous. Then after Red states she was fixing the issue and adding router to be rented monthly, I get an email indicating \$200+ is due by July, charging me for a router and shipping.

Ticket: # 4041005 - ATT Fixed Wireless Scam**Date:** 6/21/2020 8:44:04 AM**City/State/Zip:** Spurger, Texas 77660**Company Complaining About:** AT&T

Description

I live in a rural community and pay for ATT's Fixed Wireless internet service. I have had this service for 3 months. Over that 3 month span ATT had failed to provide internet service for over 15% of the period, claiming that there are issues with the tower.

Since Covid I have been forced to work from home and rely on internet to perform my job, by necessity. ATT is impacting my ability to earn a living and I am forced (by necessity) to have HughesNet as a backup, and much slower connection.

ATT is discriminating against me and my community as if this was an outage in an urban center it would be fixed within hours, not weeks. I don't think it is unreasonable to expect the service that ATT sold me and others in my community. Their local quasi-monopoly position does not give me, or my community, relief of other practical option.

ATT should have a Service Level Agreement with consumers of their product that provides for clear and actionable timelines for Internet Service Interruptions, and should have to compensate (be held accountable) for failure to meet the Service Level Agreement. Otherwise, small consumers, like myself, are held hostage by these large companies.

Ticket: # 4041048 - Fraudulent /deceptive billing practices by Spectrum TV, Phone Internet

Date: 6/21/2020 10:44:56 AM

City/State/Zip: Beverly Hills, California 90209

Company Complaining About: Spectrum

Description

In April during Covid19 contacted Spectrum to cancel my service. Spectrum representative convinced me that in lieu of cancelling Spectrum would reduce my bill. When May bill came none of the promised reductions were applied on my bill. I called again on May 21, 2020, and told Spectrum to cancel my service, because none of the promised reductions had occurred. The Spectrum rep. said that the changes were not showing in the system, but they could tell the acct. was accessed. Spectrum said it would confirm in writing it was reducing my monthly bill by \$ 51.83 (received email confirmation from Spectrum), and it could be reduced an additional \$ 12 if the DVR was returned, so I kept the Spectrum service. My June bill comes, and once again no reduction was applied on the account. When I called Spectrum about the false/deceptive billing statement, only after telling them I had an email confirming the new billing charges did they concede, but stated I had to go online to see that my actual bill was less than what their billing statement that they are sending to their customers for payment. They are intentionally sending out false paper billing statements. Its fraud. Attached below is documentation supporting the fraud.

Ticket: # 4041051 - Tracking software

Date: 6/21/2020 11:06:03 AM

City/State/Zip: Roseville, California 95661

Company Complaining About: AT&T

Description

I have just found out that Google has downloaded covid-19 tracking software on my android phone without my knowledge or permission. This has happened to several people that I know.

Ticket: # 4041081 - Verizon DSL Broadband**Date:** 6/21/2020 12:18:17 PM**City/State/Zip:** Beverly, Massachusetts 01915**Company Complaining About:** Verizon

Description

My DSL Broadband rarely rises above 2.89 mbps download speed. I recently purchased a gaming subscription to Stadia for my son, which requires 10 mbps download speed. I can't use it and now have to cancel because even though Verizon says they will provide up to 15 mbps, this is never the case. I'm then sent a million FIOS solicitations which is more money and in-home installation required during a pandemic.

In Essex County (01915), approximately 6,000 people do not have access to 25 Mbps wired broadband.

25 Mbps download and 3 Mbps upload is the minimum speed for an Internet connection to be classified as "Broadband" by the FCC.

Ticket: # 4041154 - Poor service / speeds provided by Sonic

Date: 6/21/2020 2:04:36 PM

City/State/Zip: San Francisco, California 94114

Company Complaining About: Sonic

Description

Sonic has promised 12 download/2 upload for years but I have been getting 6-7 download and 1 upload for 70 a month. They have been levying lot of taxes.

They keep telling me they see 12/2 on their side, but we do not see that. I have talked with other people and they said they saw the same thing but they do not want to get involved because they are OK with the speeds.

This is becoming a serious issue during Covid-19 times when people are WFH and need to do video conferencing. With 5-6 download and 1 upload, this does not work for \$70 a month.

Ticket: # 4041377 - Phone service shut off without notice

Date: 6/21/2020 9:14:11 PM

City/State/Zip: Portland, Oregon 97211

Company Complaining About: AT&T

Description

My phone service was shut off without any warning. This was during the COVID-19 pandemic on 5/14/20. When I attempted to call I was unable to speak to a customer service associate until the payment was made in full. The Associate indicated to me that this issue had happened to "several of the AT&T members." I should have had an opportunity to dispute this payment prior to making a mandatory payment!

Ticket: # 4041380 - Another outage tonight .

Date: 6/21/2020 9:28:27 PM

City/State/Zip: Julian, Pennsylvania 16844

Company Complaining About: Zito Media, Inc.

Description

There is another multiple hour outage tonight with no updates on when it might be fixed. With having to work from home because of the coronavirus I have no idea what I'm supposed to do when my ISP is continually having multiple day service outages. This is truly ridiculous.

Ticket: # 4041412 - Billing I Refusal to remove installment for a returned phone**Date:** 6/21/2020 11:25:55 PM**City/State/Zip:** Huntsville, Alabama 35810**Company Complaining About:** AT&T

Description

I upgraded phones (SAMSUNG Galaxy S9) at the end of August 2019, received new phones (IPHONES) on August 31 and October 1, 2019. I returned two Samsung S9 in the provided boxes. In March, I see that AT&T started charging me for the Galaxy S9 phone. I contacted them and was given a credit. The manager said that it (phone) had to be in the warehouse and still processing. Well.. it June 21st and I am still fighting because AT&T refuses to accept the fact(s) I have provided. I have provided the tracking from USPS, as well as, Newgistics. I even contacted the USPS - Post Master, which informed me that the package was sent and that AT&T could not dispute the tracking information. The USPS was wrong, AT&T refuses to accept the information and will not respond to my request to remove the installation charge or return the phone to me. In addition to the phone dispute, AT&T owed me money/credit, and shut off my phone. They had me go to the corporate store in Huntsville AL to assist with locating the phone. This was during the pandemic and I am a high risk senior. The manager said she could not help, she did not know why they sent me there, and service would not be interrupted. Well, they interrupted service and can you believe they have the audacity to charge me a restore fee. I have had enough!

Here is the chronological order of my interactions and request for assistance. Under the current circumstances and my health conditions, this has been quite stressful.

** Contacted Benjamin – August 18th 2019 – online Chat to inquire about promotion I was emailed. I have a copy of the chat.

1. Jobine - Called tollfree number and she took order (August 2019)
2. Jobine - called for assistance to activate phones
3. Jobine - assisted with port of a number - called again because I received an email that one phone was received. Jobine stated that the warehouse was running behind.
4. [REDACTED] - March 27th - 2:09pm (6 HOURS ON THE PHONE) I identified that there was an installment for the Galaxy S9 phone I shipped, so I contacted them with the tracking number and photos of the boxes I sent. I was given a case number (CM20200327_145065156) and told I would receive a text or call. I AM STILL WAITING !!!
5. Jessie - March 27th -3:55 PM - Transferred to another department.
6. Crystal - April 20th 11:06 *****TRANSFERS & DISCONNECT START
7. Marissa - April 20th - told that I did not need to add a line, so I was transferred.
8. Gary -April 20th - transferred to another department
9. Denise - April 20th Told to call Rewards - Nothing done (7.5 hours on the phone)
10. Cami G - April 23 2020 -Social Media Specialist - Posted a need for assistance - Nothing done
11. Maurice C - April 24, 2020 - Social Media Specialist - Posted a need for assistance -Nothing done
12. Carlton - April 25, 2020 - Social Media Specialist - Told to call rewards department
13. Brian - April 26 2020 - Rewards Department -Told wrong department
13. Brian - April 26 2020 - I spent 8 HOURS on the phone _ Steve told me that they could not find phones. Provide another number to call

14. Ruth - May 3 2020 - WRONG DEPARTMENT AGAIN. Told to call DMDR. Suggested that I go to a corporate store during the Pandemic (2.5 hours on the phone)
15. Corporate Store- May 18 2020 - 11:00 AM- Asked for Manager at the Corporate store. She said.... I don't know why the told you to come here...I cant help. There's a case number and I don't know why they haven't helped. I told her that I wanted to get this resolved and did not want service interrupted. Manger said " DONT WORRY.....AT&T are working with customers till JUNE...YOU ARE OK. (3 hours)
16. Yolonda - May 18 2020 Called back and was told that she found the phone and I would get a credit. Also told that I did not need to add the line to receive the upgrade BOGO offer. After an hour on the phone... she transferred me to Loyalty Dept to cancel the added line. (4 Hours on the phone before transfer) Waited 45 minutes to be told by ALEX that he didn't know if that was correct.
17. AT THIS POINT on May 20th 2020 - I WAS DUE A CREDIT OF ABOUT \$170.00. AT&T DISCONNECTED SERVICE DURING A PANDEMIC IN ADDITION TO OWING ME MONEY.
18. Jose - May 20 202 - COLLECTIONS DEPT - Service was interrupted - 30 minute hold - TRANSFERED (1 hour on the phone before I requested a manager)
19. Jodie - May 20, 2020 - I requested a Manager
20. Archie - May 2020 - On the phone for a while (5 HOURS) and ARCHIE said " I MUST GET OFF THE PHONE BECAUSE I HAVE BEEN ON THE PHONE WITH YOU TOO LONG AND WE ARE LIMITED ON HOW LONG WE CAN ASSIST. I requested a Manager. I was told a Manager would call me later.
21. Manager - May 20, 2020 - Called me and provided a credit. I was told that this would not be an issue on the next month. I asked for a credit on the restore fee because AT&T owed me money. Manager stated that I could get the credit back but would need to call in next month because it was not on the bill yet.
22. Carlos - June 18, 2020- 3:21 pm -Installment fee is back on the phone I returned (\$32.96). Also restore fee (\$35.00). On the phone with Carlos for 1.25 hour before he understood the frustrations and did not know why no one responded to the case. He got a manager on the line.
23. George -Manager said could help, but could not. Told me loyalty department. I asked for the number for DMDR and was provided the wrong number.
24. Iris - June 18 2020 - 4:51 pm - Tried to help - Said She was puzzled why no one responded to case numbers. She took details and provided two case number (CM20200618_145928528 & CM20200618_145928530). She said she wanted to assist. Her suggestions that the phone be returned to me and the added line be removed. Her hands were tied, some notes in the system preventing credits. TRANSFERED to Loyalty Department. (2.25 HOURS on the Phone)
25. Jen - June 18 2020 waited on hold 30 minutes. She could not help TRANSFER to Manager. (1 Hour on the Phone)
26. Heraldo - June 18 2020 - Manager _ I asked for number to DMDR Dept. He provided the wrong number. 1-866-895-1099 - I DECIDED TO QUIT AFTER 3 .5 HOURS ON THE PHONE

So, today June 21, 2020 I am being charged an installment fee for a Samsung Galaxy S9 I returned on OCT 5 2019. In addition, I was charged a restore fee for a disconnect when AT&T owed me a substantial credits. I have attached the tracking information from USPS and Newgistics/Pitney Bowes for the records.

USPS - Postal Manager said that the phones were shipped, and they were then picked up / shipped from another carrier. (Newgistics)

Newgistics (1-877-860-5997) They do not answer the phone and you cannot leave a message.

I have been call Newgistics since April and no response.

AVERAGE HOURS ON HOLD, TRANSFERS, WRONG NUMBERS, DISCONNECTS, AND REPS WHO COULD NOT ASSIST = 8.5 HOURS EACH CALL

26 REP X 8.5 HOURS = 221 HOURS OF BEING ON THE PHONE WITH ONE COMPANY!!!

I EVEN CALLED AT&T CORPORATE (210-821-4105) AND LEFT VM.

I REQUEST THAT THE EITHER THE PHONE (SAMSUNG GALAXY 9) BE RETURNED , OR THE INSTALLMENT FEE BE REMOVED. (Especially if I am going still being charged for it), I ALSO NEED AN ANSWER ON WHETHER I NEEDED THE ADDITIONAL LINE FOR THE PROMO, AND A CREDIT FOR THE RESTORE FEE (which would not have happened IF...AT&T PAID ME THE CREDITS I WAS DUE).

I have send two emails, two instant messages, as well as endless chat attempts. I request immediate assistance.

Ticket: # 4041431 - Xfinity services

Date: 6/22/2020 12:44:29 AM

City/State/Zip: Littleton, Colorado 80128

Company Complaining About: Comcast

Description

We have Xfinity internet, tv and phone bundled and over the past two weeks our service has been down on three separate occasions. One of those occasions our internet was down for a day and a half, the other about 5 hours and again it is out tonight. I am extremely frustrated as my wife and I are to be working from home due to the pandemic, but cannot get anything done with the horrible service from Xfinity. We pay our bill on time every month no questions asked, but don't get the service we pay for. When it starts effecting our livelihood and our ability to work and make a living, something needs to be done.

Ticket: # 4041470 - False advertising and overcharging

Date: 6/22/2020 5:47:37 AM

City/State/Zip: West Monroe, Louisiana 71291

Company Complaining About: Comcast

Description

I have been contacting this company since April 2020 about a credit promised to me because of overage charges that were supposed to be waived due to the pandemic. I have not received the credits promised to me and have been lied to several times about getting the credit and charges waived. I have screenshots of conversation about credits being applied that were not and also of the bills I have paid overage charges on. Nothing has been resolved as of yet.

Ticket: # 4041474 - ATT issues

Date: 6/22/2020 6:41:44 AM

City/State/Zip: Rosemount, Minnesota 55068

Company Complaining About: AT&T

Description

Re: ATT issue – land line (b) (6)

Account numbers (b) (6)

Dear FCC:

I am writing to request your assistance with ATT. I have not been able to port my number from ATT to Spectrum (my new provider) as promised. I am also asking that ATT relieve me of the direct TV “contract” they believe is in effect.

My husband died last year. I called ATT in February to change the name on my accounts and to request a single bill as ATT was sending 2 bills for different services. Unbeknownst to me they closed the accounts and opened new ones. This led to several months of duplicate bills and each time I would call and spend hours on the phone to get a refund.

In March my land line stopped working. It took hours on the phone, a new sim card and eventually a trip out in a Pandemic to get a new box which I was charged \$200 to address the issue. In May my land line stopped working again. Hours were spent on the phone, being transferred to people who went thru the same steps repeatedly. I was sent to a store for another sim card which did not address the issue. ATT said they would replace the box. I requested to pick one up at a store as I had been without my landline for weeks – they said I would be charged another \$200. I requested an exception to allow me to replace in store as I am 80 years old, live alone and had not had a landline for weeks. They said no, if I went to the store they would charge me so I had to wait to have a replacement shipped. No one at ATT could help me I just had to wait.

I subsequently made the decision to go to another carrier and moved all my business – phone, internet and cable to that carrier. As of this writing my number has not been ported from ATT to my new carrier (Spectrum). I had to call ATT to reactivate my line. This required that they charge me and order a credit score. I had no payment issues on my accounts previously – but the person told me they could not opt out so I agreed.

When I cancelled my service, ATT told me I would be charged for the remainder of a direct TV contract. Because they gave me new account numbers back in February they said I was locked in for two years. This was not explained to me at the time and I had no intent of extending a contract when I called to change the name on the account.

I still do not have my land line working. I am asking for the FCC to assist in resolving this issue and with getting ATT to waive the penalty for breaking the “contract” for direct TV.

Lastly, I cannot emphasize enough how stressful this has been and continues to be. These providers should be required to support elderly and/or disabled customers in home if needed.

Sincerely,

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 4041606 - cvid19

Date: 6/22/2020 9:51:13 AM

City/State/Zip: Owensboro, Kentucky 42301

Company Complaining About: Dish Network

Description

I'm sick to death of hearing about Covid19 on all channels, ,NBC,ABC,FOx,MSNBC, CBS and others
, I'd like to see this stopped, it's nothing buy fear porn to the public !

Ticket: # 4041625 - internet service

Date: 6/22/2020 10:01:31 AM

City/State/Zip: Watchung, New Jersey 07069

Company Complaining About: Optimum

Description

On and around July 15 2019 I signed a contract with Optimum for a year at \$59.15 and my bill today is \$69.15 it went up \$10.00 not \$1,2 OR 3 BUT IN ONE MONTH \$10.00. Today is June 8 2020 and my contract is not up yet but they raised my price already to 10.00 more dollars. I have called and it took me 45 minutes to get a customer service which told me in these words "That's the price Ms" He didn't even try to help or listen to me situation. This is not the first time ! I have been having problem's with this company and the attitude from there customer service. I have in the prior years spoken with a very nice supervisor by the name of John Trachen which was so very helpful. Now noone will even let me speak to a supervisor after a 45 minute wait. I HAVE BEEN A CUSTOMER FOR MANY YEAR OVER 15, AND OVER 10 DOLLARS THEY WILL LOSE ME MY BUSINESS. I AM NOT THE ONLY ONE THAT FILED COMPLAINS WITH THEM DUE TO THERE PRICES. THEY INCREASE MY BILL BUT 10 DOLLARS, NOT 1,2,3. I HAVE SPOKEN TO THEM AND THEY JUST DON'T SEEM TO UNDERSTAND THAT I HAVE BEEN A LOYAL CUCTOMER FOR THOSE MANY YEARS. THEY ARE WILL TO LOSE MY BUSINESS OVER 10 DOLLARS. IAM VERY UPSET AND DISCOURAGED ON HOW THEY TREAT THEIR COSTMERS > IF NOONE DOES ANYTHING ABOUT IT IT JUST TELL BUSINESS THAT THEY CAN RAISE THE PRICES WHEN THEY WANT TO . NOW WITH COVID 19 WHEN PEOPLE ARE OUT OF WORK THEY RAISED MY PRICE!!! THEY SHOULS BE ASHAMED OF THEM SELVES!!!

Ticket: # 4041819 - AT&T monopoly

Date: 6/22/2020 11:02:40 AM

City/State/Zip: Hull, Georgia 30646

Company Complaining About: AT&T

Description

We live at (b) (6). We purchased a brand new home in February of 2018. We found out that our home is wired for AT&T internet. We called them to come hook up our high speed internet and they replied with the fiber or bandwidth has not been run there. We asked them how long before it would be and they told us to call their offices. We have called several times and have received no help. We called Windstream, who provides internet service to our area to find out that since the house is wired for AT&T, they nor anyone else can provide us service. This is considered a monopoly to us. I am a school teacher and have two children. During this pandemic we have had to leave our home every day, so I can virtually teach my students and my children can do there own school work. This is unacceptable and something needs to be done as soon as possible. It is not fair for AT&T to control our house and us not be able to use another provider, such as Windstream who is willing to provide us service but can not. Please advise us as to what we can do. We look forward to a resolution to this ongoing problem. We are also going to contact the Federal Trade Commission and Department of Justice if this is problem is not solved in a timely manner. Thank you.

Ticket: # 4041946 - Cox Communication Services

Date: 6/22/2020 11:44:30 AM

City/State/Zip: Newport News, Virginia 23606

Company Complaining About: Cox

Description

- Cox Communication has been defrauding her account.
- when consumer stating that when Cox knew that she has money in her account they would take it out of her account.
- Virginia shut down in February 2020 for the COVID
- last payment \$172 and was going up each month without letting her know why it was going up.
- \$79.99 a month and returned 2 boxes to Cox and returned a Premium package and bill did not go down but it went up.
- last payment taken out June 15th, 2020 - printed out the agreement for \$200 and suppose to receive an email which she never received.
- contacted Cox June 22nd, 2020 about the Pandemic was going on and stated that she got the stimulus check and consumer stated that her bank went down and but the Cox she was supposed to \$325 but Cox has turned off her services even after having a verbal contract for that amount and was supposed to contact the consumer if there was any issues.
- consumer would like this issue resolved by returning her money back from March 2020 and June 2020 and will return their equipment.

CTR395—phone

Ticket: # 4042014 - Constant Outages For All Services

Date: 6/22/2020 12:07:29 PM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: Comcast

Description

He stated that IF his services happen to be out, when Comcast attempts to contact him, he would like them to contact him on his cell phone because he needs Comcast to correct this issue. His Cell phone number is: 8(b) (6)

His services went out on the 17th / 18th somewhere between noon and 2:00 pm. Services were out until 2:00 am 3:00 am the next morning. Because he had called for a technician/appointment, he cancelled the appointment thinking that the problem had been resolved.

However, this occurred again. Services went out again on the 19th of June.

(b) (6) stated that his services (Phone, Internet, and TV) have been completely out of service four times in the past five days. The services have been out for as much as 12 hours at a time.

He stated that he has called Comcast, at least five times due the extended periods of time that services have been out. The consumer stated that on June 19, 2020, was advised, by Nancy, (in Honduras), that due to the elevated numbers of cases... for Covid 19, they are NOT sending techs to his area. However, she promised him a call back at 9:00 am on the 20th of June. The consumer stated that he has heard nothing back. Nor, has a tech showed up to repair services in this area.

The consumer stated that it is obvious that the problem is in Comcast's equipment, and not inside his home, because the service goes out completely during the day. Services are out during the busiest times of the day/while most people are telecommuting). He stated that if he is up very late at night, the service becomes available.

The consumer believes that it is possible that the node is overloaded.

He requested that Comcast immediately correct this issue provide the services for which he pays. He also requested appropriate credit for the services being out for extended periods of time.

The consumer stated that while customer service reps are very nice and attempt to help consumers, they are very ineffective due to the break down in communications /language barriers.

Ticket: # 4042040 - Billing

Date: 6/22/2020 12:12:43 PM

City/State/Zip: Port Austin, Michigan 48467

Company Complaining About: Comcast

Description

Comcast

Consumer stated that he put services on vacation mode in November 30 2019 and off until April 15 March 15. 2020 Resume Services

March 26, 2020 consumer received a call from his neighbor that a water line broke house was flooded

Consumer tried catching a flight in April but was not successful because of Pandemic Carnivorousness

Consumer didn't get home until May 2

Services Center been close

He's been calling and spoke to multiply customer reps throughout the country in Jamaica Illinois and 2 reps in the Caribbean Mexico.

The reps have broken English in which it's hard to understand

Consumer thought speaking to someone in Mexico was a go because an agreement was made but unfortunately that wasn't the case because NOW consumer received a bill for \$760 dollars in which he is not paying

Consumer have the cable box in which he can return

He offer to pay vacation rate because he wasn't living in the house when the flooded occurred

Ticket: # 4042097 - Spoofing Scam

Date: 6/22/2020 12:22:44 PM

City/State/Zip: Randleman, North Carolina 27317

Company Complaining About: Paula White

Description

I received a call on 6/20, and the caller ID says SBA GA Recovery, Atlanta Northeast, GA. The number is 678-459-5966. Since I have recently applied for assistance through the Small Business Administration, I thought the call may be important. When I called back it is a voice recording from Paula White, spiritual advisor to the President, about an upcoming event that supposedly has something to do with pandemic assistance. I believe this is illegal, and she should be fined at the greatest extent allowed. It is especially disturbing that she is utilizing the name of a government office that is crucial during this time to trick people into listening to her garbage.

Ticket: # 4042140 - Possible Intentional Misspellings of Covid on New Broadcast

Date: 6/22/2020 12:31:17 PM

City/State/Zip: Fayetteville, Arkansas 72701

Description

The local channel 5 (KFSM) newscast on Thursday 6/18 did not spell Covid correctly in the closed captioning as long as I was watching, yet spelled nearly every other word correctly. Instead of Covid, here was what showed: "kobe, covered, but, coburn, cocaine, covert". The worst phrasing that didn't match the voices was "inmates tested positive for cocaine". I contacted the station but also wanted to contact the FCC as well.

Ticket: # 4042389 - "Keep Americans connected"

Date: 6/22/2020 1:35:49 PM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: AT&T

Description

Covid shut down my new small business, 3 weeks after I opened account.

Have not used the phone at all, plus it was disabled.

All ATT support did was they credited \$6,85 late fees, but would not help

With \$405. bill for not using the phone. The keep connected, should be we will keep on billing your closed business.

Ticket: # 4042404 - Scammed Call

Date: 6/22/2020 1:42:01 PM

City/State/Zip: Detroit, Michigan 48228

Company Complaining About: Cte

Description

- The consumer said Thursday and Friday he was having issues with scammed calls.
- The consumer said he reported them to the police, and the FBI and they referred the consumer to us.
- The consumer said they were scammed \$4,000.
- The consumer said they were pretending to be his electric company, so he paid them out of panic.
- The consumer did say that he is backed up on his bills due to COVID-19 so he thought it was legit.

CTR-382

Ticket: # 4042623 - Xfinity Availability

Date: 6/22/2020 2:41:06 PM

City/State/Zip: Vergennes, Vermont 05491

Company Complaining About: Comcast

Description

- Xfinity rustling with 3-4 months - both husband and wife out of work due to COVID.
- consumer has contacted Xfinity and they refused to help the consumer with arranging for payment due to the COVID-19.
- consumer has contacted Xfinity on April 4th, 2020 first talk to them about the issue -Sandra, Crystal explaining why consumer needs the TV and they could do nothing at all but there were late fees.
- Consumer called Xfinity again and spoke with Page April 23rd, 2020 and then ask to speak with a manager and Page did not feel that the consumer needed to speak with a manager and would not waive the late payment.
- call back April 27th, 2020 from Trisha Corporate Manager -
- Xfinity has turned their services off even after signing the Keep Americans Connected Pledge.
- consumer has Parkinson disease and needs the TV for news updates.
- consumer would like Xfinity to work with him on payment arrangement and to turn his service back on due to COVID.

CTR395—phone

Ticket: # 4042632 - No Internet or Phone Service since April 28. 2020

Date: 6/22/2020 2:43:08 PM

City/State/Zip: Omaha, Nebraska 68114

Company Complaining About: Cox

Description

A portion of her services are NOT working. On May 7, 2020, two techs came out and tried to direct them from the outside of the home so that they could get the services up and running. However, they could not fix the services. She has NOT had internet or phone service since April 28, 2020.

She visited the office in person because they have not had the services for which they pay. The local office advised them that there is nothing that can be done. They explained that due to the pandemic, they are not making in home service calls.

The consumer stated that she deducted the cost of the internet, last month, from her bill. However, it is the phone and internet that is out and has been out since the latter part of April.

The consumer stated that she wants the services for which she pays and she wants these services repaired, immediately. They need access to phone and internet service.

Ticket: # 4042658 - Verizon Data Throttling

Date: 6/22/2020 2:49:33 PM

City/State/Zip: Jersey City, New Jersey 07302

Company Complaining About: Verizon Wireless

Description

Verizon throttled my data usage, which was excessive in the last month, due to COVID work from home orders, in order to cause me to upgrade to a more expensive, larger data plan. They did not notify me. They claim to have emailed me but the address to which they send my bills was not where they emailed it. They have not identified the account to which they sent notice.

Ticket: # 4042667 - unable to get anyone on phone to discuss a problem with my email.....

Date: 6/22/2020 2:51:33 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Optimum

Description

i am trying to get an email from a company and it is urgent. i have not been able to get anyone on the phone for assistance from Optimum cable company, 718-617-3500. I have been calling and they have for two months a recording saying that nobody is there due to covid. They nobody answering their phones and no way of helping their customers -- You immediately get cut off after being told that new customers should go their website....i feel this is ridiculous...i pay \$228 per month and i need to have assistance. Today is 6/22/2020 and most companies are returning to work. How can they not have people working from home??? I need to get an email asap and i am having this problem.....terrible.

Ticket: # 4042735 - Xfinity Internet

Date: 6/22/2020 3:05:54 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: Comcast

Description

Hello!

Didn't want to file a complaint but Xfinity has left us no where. My neighbor filed an FCC complaint on hardly receiving the Wifi services that are paid for. I am now having the same issue, unable to work from home. Xfinity came out to her house (neighbor) and stated it was an underground line that needs replaced. Spoke with Xfinity, they promised to resolve the issue or compensate until it is fixed and never heard back. Issue is ongoing.

Need to work from home at least 20 hours a week d/t COVID restrictions..

(b) (6)

Ticket: # 4042737 - Associates lie about service costs and processing requests; xfinity will not honor promises

Date: 6/22/2020 3:06:29 PM

City/State/Zip: Homestead, Florida 33030

Company Complaining About: Comcast

Description

I have had multiple issues with xfinity this year. They are as follows. I have called more than 10 times in recent months to resolve these myself. I am always met with more lies and promises the issue is fixed, for them to have done absolutely nothing.

#1 - I moved to a new address (b) (6), and was going to transfer my service. Due to the pandemic I never set up my modem, so there was no internet going to this house. I called and spoke with an associate on the phone who told me my account would be temporarily suspended so I wouldn't be charged. I come to find I was charged when there was no internet even going to the house. I called and spoke to more than five associates and they all told me they "processed a credit/refund." I never got the credit.

#2 - I was told by phone via associate that if I signed up for autopay/paperless I would immediately get \$10 off my bill. When this didn't happen a chat associate told me there is a 45 day waiting period. The first associate lied and didn't tell me that and they wouldn't honor it

#3 - When service was moved to my new house (b) (6) a technician came and ran the line and set up the modem. He was very rude and impatient. It was move day so I had boxes of belongings and he refused to allow me a few minutes to find my own modem. He got out an xfinity modem and told me very clearly the first 30 days use of their modem is free, then I can return it. When I was charged for it a chat associate told me there is no free use of the modem, so the technician lied so he didn't have to wait for me to find mine.

#4 - My monthly plan I agreed to is \$39.99 a month. My bill this month says over \$79. A chat associate refused to give me an itemized list of why and said all the charges were "valid." No reason given for expensive bill and no resolution

Possible issue #5 - I tried to cancel my service today. On the phone I was told there is n charge for canceling. Because I don't believe them I filled out the online cancellation form since I don't trust the phone associate. We will see if they try to charge me.

I have spend countless hours trying to resolve these issues with xfinity and now want to pursue legal action if these problems are not resolved.

Ticket: # 4042783 - Hughesnet

Date: 6/22/2020 3:17:37 PM

City/State/Zip: Berlin Hts, Ohio 44814

Company Complaining About: Hughes Net

Description

Asked for service to fixed as we could not even stream shows. did not fix- had to get 2nd service provider for kids to do homework with Covid at home. Asked to suspend service for 3 months and they said they would and did not suspend causing me to overdraft at my bank. Wouldn't let me cancel service without \$340 disconnect fee!!!

Ticket: # 4042789 - Hughesnet

Date: 6/22/2020 3:19:00 PM

City/State/Zip: Berlin Hts, Ohio 44814

Company Complaining About: Hughes Net

Description

Asked for service to fixed as we could not even stream shows. did not fix- had to get 2nd service provider for kids to do homework with Covid at home. Asked to suspend service for 3 months and they said they would and did not suspend causing me to overdraft at my bank. Wouldn't let me cancel service without \$340 disconnect fee!!!

Ticket: # 4042792 - Hughesnet

Date: 6/22/2020 3:19:47 PM

City/State/Zip: Berlin Hts, Ohio 44814

Company Complaining About: Hughes Net

Description

Asked for service to fixed as we could not even stream shows. did not fix- had to get 2nd service provider for kids to do homework with Covid at home. Asked to suspend service for 3 months and they said they would and did not suspend causing me to overdraft at my bank. Wouldn't let me cancel service without \$340 disconnect fee!!!

Ticket: # 4042796 - Hughesnet

Date: 6/22/2020 3:20:23 PM

City/State/Zip: Berlin Hts, Ohio 44814

Company Complaining About: Hughes Net

Description

Asked for service to fixed as we could not even stream shows. did not fix- had to get 2nd service provider for kids to do homework with Covid at home. Asked to suspend service for 3 months and they said they would and did not suspend causing me to overdraft at my bank. Wouldn't let me cancel service without \$340 disconnect fee!!!

Ticket: # 4042809 - Boost Mobile Unlimited Services

Date: 6/22/2020 3:25:00 PM

City/State/Zip: Canal Winchester, Ohio 43110

Company Complaining About: Boost Mobile

Description

He is calling about Boost Mobile.

He said, he has unlimited services, in May he started having problems.

The message said, he reached his data cap, but he has unlimited services.

He wants to know why his data cap has been reached, when he has unlimited services?

On 06/22/2020 he needed to send pictures of his vehicle to State Farm Insurance, do to COVID-19 adjuster cannot come out.

He is trying to send pictures but error message is coming up saying that he does not have those services.

CTR414-phone

Ticket: # 4042842 - WORST INTERNET SERVICE EVER

Date: 6/22/2020 3:34:30 PM

City/State/Zip: Abilene, Texas 79602

Company Complaining About: Viasat

Description

For the past nine months, we've been paying over \$100 for horrible internet service. It is unfortunate that the first time I called to notify ViaSat about the horrible service WE are paying for, all they had to say was that we have used a certain large amount of data. With all due respect but we are paying for that data so I do not care about how much data I've used.

My problem is that I want to terminate my account however, they want me to pay \$225 dollars as the termination fee. This is ridiculous especially because this internet has made it impossible for my family and I to work from home. I

It has affected our ability to do our jobs. Due to COVID19 Pandemic, we could not cancel it but we would very much like to terminate this contract and not have to pay the \$225 especially because this has been the worst internet service we've ever experienced.

Our family is military and even in Germany we had better service than ViaSat. I do not understand how does a company tell me that I'm using too much data when it is in fact our money paying for this service.

Seriously, ViaSat has made it impossible to work from home during this pandemic. It is very unfortunate.

Ticket: # 4042887 - Cox communications, RI

Date: 6/22/2020 3:44:31 PM

City/State/Zip: Tiverton, Rhode Island 02878

Company Complaining About: Cox

Description

I have called on numerous occasions, since beginning of April, to get Cox Communications wired to my house which is a new construction. On the first call, they took the information and told me it would be \$1250 to set up an account and have the cable wired to the street because the cable on the street was outdated. They took the money via credit card, did send someone to put in the new pole about 9 weeks ago and no one ever came to hook service to the house. I have called countless times and still have had representatives tell me there is nothing they can do because Cox is not servicing customers at this time. I actually spoke to a supervisor on June 6ish, who told me there was nothing he could do I had to wait until my name came up on a list. I have had NO internet through this covid 19 and could not work from home. Cox claims to keep people connected and this statement is clearly a misconception. They could solve the problem by getting down to sending a tech to hook us up or refund our \$1250 and we will go with another provider.

Ticket: # 4043203 - Continuing extremely poor broadband (and cell phone) service from Verizon Wireless

Date: 6/22/2020 5:00:19 PM

City/State/Zip: Hamilton, New York 13346

Company Complaining About: Verizon Wireless

Description

Despite no less than 5 complaints to Verizon Wireless over the past couple of years, our broadband service (and cell phone signal) is terrible and often not usable. This has been particularly frustrating during COVID when our god daughter needed to use the internet for school. We are also dependent on broadband-connected home phone and cell phones for communication of any kind, including emergencies. While others in Hamilton stream video and are looking forward to 5 G service, we (3 miles outside Hamilton) typically connect at 3G or even 1X and can barely download GMail in about 3-5 minutes. I am enclosing a screen shot of the speed test performed today to this complaint. The problem has been looked at by Verizon technicians, and after each of our complaints, we see a marginal improvement. BUT NO LASTING SOLUTION. As we have NO cable or reliable land lines (we went to Verizon Wireless as IT was marginally better than our \$80 per month land line from Verizon, which developed severe crackling at every light rain storm. When we switched over to Verizon Wireless several years ago, the connection was 4G (albeit only 1 or two bars!) at that time. We have seen a continual degrading of the network's performance since that time. It appears that Verizon's network infrastructure is aging and is increasingly overloaded and needs improvement--possibly additonal towers are needed, as cell phone service drops frequently, as well.

Ticket: # 4043340 - Xfinity Service availability issues, billing issues and phone issues.

Date: 6/22/2020 5:41:03 PM

City/State/Zip: Leland, Illinois 60531

Company Complaining About: Comcast

Description

Issue: I am making payments for devices I had with Xfinity Mobile but since being forced to switch service provider due to COVID-19 they are no longer letting me make payments and release the phones.

Solution: let me continue to make payments and use the phones with a different carrier, I have NO issue continuing to pay for the phones.

Ticket: # 4043368 - Unwanted Scam Calls**Date:** 6/22/2020 5:55:09 PM**City/State/Zip:** Grants Pass, Oregon 97527

Description

6/22/20 at 2:16 pm I was talking on the phone with a rep from my Doctor's office when the phone switched to a constant high pitched ringing. We managed to yell over it and say we would call back. As soon as we hung up, the phone rang again but I did not answer since they did not identify themselves. It was from a Voice Over IP number that left no message. That number was

(b) (6) with a regular phone number of 6 (b) (6)

I called Ziply Fiber to report it to them. The tech help man said to submit it to FCC as he could not do anything about it. He said they are seeing an increase in these types of calls since Covid but that is not helpful to anyone.

Ticket: # 4043486 - Mint Mobile

Date: 6/22/2020 6:41:32 PM

City/State/Zip: Vallejo, California 94591

Company Complaining About: Mint Mobile

Description

My phone service was terminated during Covid. I am currently unemployed due the virus.

Ticket: # 4043507 - Billing fraud

Date: 6/22/2020 6:54:46 PM

City/State/Zip: Campo, California 91906

Company Complaining About: AT&T

Description

I purchased 2 new iPhones in July of 2019 from the ATT store located at 2883 Jamacha Rd, are A-D, El Cajon, Ca 92019. As explained by the sales person it was a buy one get one free if adding a new line. Roughly 7 months later I realized I was being charged for both phones. I called ATT and was advised I needed to address the issue with the store where purchased. The store was closed due to the COVID-19 outbreak. I was finally able to visit the store and was told that the sales rep failed to switch plans to an unlimited plan at the time of purchase and that there was nothing they could do as too much time had elapsed. So basically I was defrauded out of the \$1,000.00 purchase price for the second phone which was supposed to be free. Additionally Im being charged for an additional line that I have never used.

Ticket: # 4043685 - Porting issue with Verizon Wireless

Date: 6/22/2020 8:11:15 PM

City/State/Zip: West Haven, Connecticut 06516

Company Complaining About: Verizon Wireless

Description

Ported out a number in the prior week and requested a PIN for different phone number. Need the transfer pin to port out the other phone number on my account. No option to reset transfer pin as i requested for my other number. Unknowned is the transfer PIN for my other phone number. Customer call center closed due to COVID 19 however chat was opened. It took many rounds about to try to get some help. When the rep send the rest link to to the phone. Number to port department it said to call cusotmer service or visit a store. He had no way to request a reset. There should be a way to rest the transfer pin. please see attached copy of the chat i could copy.

Ticket: # 4043702 - Internet availability

Date: 6/22/2020 8:20:45 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

TDS, Blue Ridge GA needs to extend their fiber internet service! During the pandemic, (and likely during the next school year) I've had to teach from home, but instead I, along with the students who live in my area, are forced to drive several miles to areas with hotspots because TDS only offers "Lite Internet" with 1mbps (one mbps) in our area, which will not support anything beyond checking email - unacceptable! TDS has fiber internet within 2 miles of our area, but refuses to extend it. PLEASE HELP as we go into another year of possible remote learning!!

Ticket: # 4043705 - Pattern of Lying to customers.

Date: 6/22/2020 8:21:50 PM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: AT&T

Description

Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge," AT&T will continue to support our customers. Through June 30, 2020, for residential or small business customers who notify us that they are unable to pay their bills due to disruptions caused by the coronavirus pandemic, we will:

Not terminate any postpaid wireless, home phone or broadband residential or small business account.

This is what AT&T claims, yet they have suspended my service 3 times this month, though I have set up payment arrangement and made payments to them.

They are lying to their customers.

Ticket: # 4043711 - Inaccurate billing with no attempt by provider to resolve

Date: 6/22/2020 8:28:39 PM

City/State/Zip: 6639 Carlinga Dr, Florida 32507

Company Complaining About: Directv

Description

In January, my cable and internet bundled bill went up from roughly 100 to 160+/month, an unsustainable amount for me. By March, with reduced income due to COVID19, I began to inquire about ways to reduce the bill or suspend service. With several phone calls pleading for help, not one agent offered to suspend services temporarily- I discovered on my own that this could be done for \$7.00/month. I called April 6 and asked to have this suspension retroactive for March because it should have been offered and was not, even after I described such a scenario. I was refused but the agent said I was only 6 days into the billing cycle so he would prorate for April. I had already paid ahead for April \$142.56. When I called in March, I was given a \$20 discount so \$142.56 would be the new total for DirectTv and ATT internet in the future. The total for April was to be 33.26 with all taxes and fees. This ought to have given me a credit of \$109.30. While I did see a credit on my bill of \$91.63, that appears to have shorted me by \$17.37. I called on June 22, 2020 to resolve the issue. I spoke to an account specialist who could not explain the bill adequately. She turned me over to customer retention. In that 30 minute portion of my ordeal, the customer service rep. could not explain the charges and why there was a discrepancy. I also indicated a further issue with suspended service to be reinstated on 5/21. That was inaccurate, service was to be reinstated on 5/27. The property is a vacation rental and was vacant until 5/28. I wanted service reinstated a day prior to make sure it was working for guests. I received an email from my guests that they were without service. I had to have ATT come out for a service call. Service was restored June 1. This caused me expense and hassles with my guests. I should get a prorated credit for 5/21-6/1 as well. Further, my current bill with a credit of \$91.63 is over \$93. Simple math suggests that the new rate is over \$180...but not one of 4 ATT employees could tell me why or if that was the new rate. None could give me the credits promised, despite my having a confirmation number from the April call. I literally said, "if I understand correctly, you and your supervisor have been discussing this for over 10 minutes and neither one of you understands the bill, you cannot explain it to me and you cannot correct it, is that right?" The answer, "yes." So she told me she would send me to collections because they were offering gift cards and purging bills. I asked if that was an end around over correcting the billing, yes. Collections, Russell, said he could not help because my account has not been sent to collections. He routed me back to an "account specialist," who also could not explain the bill or correct it so she said she would stay on the line with me and send me to a "back office specialist. I had been on the phone for over one hour and forty minutes. It was at this point that the call went right back into the initial greeting loop and then promptly hung up on me. These practices are at best incredibly incompetent and at worst, deliberately obscured to take advantage of customers. I have been dealing with these issues for months and believe, as this has happened many, many times, that customer service reps deliberately hang up on hard calls if passing the buck does not work. I expect a full credit of what I am owed. I also would like to have future bills under \$100, as they were in year one and are on my home account of the same bundled services. Short of this, I will move services and drop 2 ATT accounts and 2 DirectTv accounts.

Ticket: # 4043733 - At t Wireless

Date: 6/22/2020 8:40:54 PM

City/State/Zip: Lansing, Illinois 60438

Company Complaining About: AT&T

Description

I upgraded one of my lines to a iphone pro \$1200 cost.

Day one when I received the device could not hear bad connection. The iphone is defective.

Everystore At t did not have the device instock or the area and store could not service me. Reason, my address was a certain distance to far out of the area.

I contacted At t Wireless and because of the Covid 19 and their employees are working from home. If I dont get a call center rep. They can not send me a replacement and just the runarounds.

I am paying for service that I am not getting.

Need a replacement non defective device.

Ticket: # 4043771 - No internet service

Date: 6/22/2020 9:13:49 PM

City/State/Zip: Lagrangeville, New York 12540

Company Complaining About: Optimum

Description

I am writing this letter to file a complaint against Altice, who is the parent of Optimum phone and internet service. I pay over \$150 a month for internet service, and today my internet service was down. I contacted Optimum 17 times today, and every time I called the representative listen to my issue, put me on hold and then hung up the phone. The wait time to speak with someone was over 60 minutes!! The last person I spoke with laughed at me on the phone and hung up. This internet provider needs to shut down immediately from doing any further business in this State. I am asking the FCC to please investigate this company and take appropriate action. I need to work from home due to COVID-19, and have severe health issues that prevent me from being able to go to my office. I missed 4 meetings today due to Optimum. I was told by my management team that I need to get this resolved or my job will be in jeopardy. As mentioned I have health conditions. Please help me FCC.

Ticket: # 4043773 - Optimum/Altice internet speeds, Brooklyn NY

Date: 6/22/2020 9:14:17 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: Optimum

Description

Hi, I recently moved and had to sign up for Optimum 1gig internet service (coming from Verizon Fios), and I am unable to get anything close to the advertised speeds, and trying to get them on the phone is next to impossible, on hold for an hour or more and then get disconnected, stuff like that. For the better part of today, none of their phones would even go through, it just said "due to COVID, our lines are busy, please go to our website" and it would hang up.

I'm sure that you guys have bigger things to deal with than one guys internet, but this is pretty bad, both in terms of false advertising, and egregious customer support. When I do manage to get someone on the phone(and I'm on hold as I write this) they don't tell me anything, give me the "I cant see your internet speed/service/etc.", "I have to transfer you", etc. The last tech they sent out said that its an issue from Optimum, nothing he could do, and the dude showed me his app or whatever they use, and under internet speed/service speed it was just blank. Obviously when I signed up, I was expecting close to 1gig number from speed tests, instead I'm getting like 145Mb-250Mb, depending on the test. The test Optimum links to on their website gives me the highest speed, every other one (Google, etc) is more around the 150Mb mark. Go figure, LOL

Ticket: # 4043826 - Comcast Xfinity charging for insufficient services

Date: 6/22/2020 10:03:21 PM

City/State/Zip: Woodinville, Washington 98077

Company Complaining About: Comcast

Description

I get internet via Comcast Xfinity. I upgraded my connection to a better package (promising 300mpbs) on May 30th, 2020 and found it to be just as slow as the old speed. It would occasionally increase (the download speed) to 150~, but usually it would be much much slower (at the older speed of 60~). The ping and upload were identical to the old values every single time I checked (11-12, and 5-6 respectively).

I waited awhile, thinking maybe the connection would improve if I waited a few days. I contacted them on June 4th, and after much troubleshooting the representative via the Chat told me a tech would come out within 24 hours. He never did. I contacted them again via the chat on the 10th and was told the same thing. Nothing happened. On the 15th I contacted them yet again, and this time was told a tech would at least contact me within 72 hours to schedule an appointment.

I did not mind waiting due to the pandemic (it's understandable), but I really did not like how they didn't even contact me or schedule a date for me.

I contacted them again (today, the 22nd) to downgrade to the original package I had, since it was basically the same speed anyway. They did so after chatting with them for awhile. Then they disconnected me and I had to connect again. I wanted to be given a credit so I would not have to pay the full amount of the new upgraded speed (total bill of ~\$98) and would instead pay the old amount (~\$65) since that was the speed I was getting most of the time anyway.

They completely gave me the run-around. They said since I contacted them on the 4th, I could get credit for that day only. They eventually admitted I could get credit for the 4th, the 10th, and the 15th, but refused to admit that if a problem is unresolved after a call, then it doesn't just go away. We just went around in circles from there. In the end they refused to give me any refund at all, and I said I would contact the FCC.

The problem can be resolved by not being charged the new rate (~\$98) for the month of June, since I was at slow, inconsistent speeds for all of it. I would only have to pay the old rate (~\$65) for that month. If they wanted to keep me satisfied as a customer after all this, then they would credit me a little bit on my account since I wasted a lot of time dealing with them.

Ticket: # 4043850 - Lifeline service stopped because of T-Mobile merger?

Date: 6/22/2020 10:21:41 PM

City/State/Zip: Kent, Washington 98032-6554

Company Complaining About: Life Wireless

Description

I have been a Lifeline service customer with this company since Jan 2019

On June 8 2020 I lost the service after midnight. The phone won't connect to wireless carrier /T Mobile network anymore, no technical issue involved.

I tried reaching Support at LifeWireless through their website; they reply writing the same thing Thank you, please call Toll free number--which is no help since the phone is not

working and I can't just go and ask for somebody's phone with this COVID virus. After exchanging multiple web messages with them (they don't seem to have actual email contact) I

sought help elsewhere. Specifically I reached to this site <https://www.lifelinesupport.org/help/> They confirmed I am still eligible for Lifeline and can just try re-enrolling with Life

Wireless

When I try to do that I get message We not accepting applications in your area.

That makes me think: Is it connected to mega-merger that consumer advocates tried to stop in vain? It appears that with merger down they (T Mobile) are dropping poor/unprofitable folks like myself, w/o as much as providing a warning.

This is really despicable.

I have no way to use phone or internet, other than wifi hotspot by fast food restaurant along Pac Hwy. All in a time when COVID is still pretty much around.

These actions undermine ability of folks like myself to connect with employers and follow news updates on Health situation

Please consider opening a Formal Investigation into the issue, and possibly sharing with others.

FYI as for Lifelinesupport.org -- they asked me "to provide a good phone # where I can be reached" . I am ready to laugh out hysterically.

Ticket: # 4043911 - Xfinity's illegal billing and upgrade practices

Date: 6/22/2020 11:52:53 PM

City/State/Zip: Olympia, Washington 98506

Company Complaining About: Comcast

Description

During a request for a routine modem upgrade, I was required to sign a new contract, which I was assured by the service rep would not increase my bill. A month later, my bill had increased by \$50 for additional services I hadn't requested (TV services). When I asked for the new services, and the charges to be removed, I was assured they would be. Weeks later, they haven't been, and now I am being told my service (which I need to work from home during the pandemic) is in danger of being disconnected if I don't pay the additional amount. The additional services have also not been removed from my account going forward. I have support chat transcripts for all of these interactions.

Ticket: # 4043970 - Illegal phone software

Date: 6/23/2020 2:54:42 AM

City/State/Zip: Mesa, Arizona 85207

Company Complaining About: AT&T

Description

My phone was off today for 10 hours. I couldn't find out why. A friend of mine told me that a lot of the towers were going off for every phone company so that they could install spyware on your phone this one is called covid-19. I did as he suggested and went to settings then I went to Google settings and sure enough there was it's activated by Bluetooth. But there is no way to dislodge it from your phone. What the software does is wherever you're out and about if someone has any information about them and covid-19 whether they have it or not it shows up on your phone. And spreads to public officials I think that's totally illegal. I'm trying to figure out how to dislodge it from my phone if anyone knows please let me know.

Ticket: # 4043971 - Covid 19 virus

Date: 6/23/2020 3:05:51 AM

City/State/Zip: Mesa, Arizona 85207

Company Complaining About: Other

Description

My phone in the Philippines has this and cannot remove it.....Hey folks we have been duped again. I'll bet each and every one of you have a new app on your phone that lets the government know where you are at all times and who you come in contact with. Go to settings, then go to Google settings and I guarantee you at the top of your list of setting will be a covid-19 app that you cannot erase. You have to turn off your Bluetooth which is probably on. I'm telling you all we are being taken over by the New World Order. You have no more privacy you have freedoms that are slowly being stripped from you. I'm trying to contact Google to find a way to erase this new app I never gave them my permission to install. For now I have to keep my Bluetooth off. If you do what I said above and go to settings, and then to Google settings and read what the covid-19 app is oh, you will see that everyone you come into contact with who has their Bluetooth on your phone will not only transmit your health issues but also tell you who around you might have the covid-19. I don't believe this is set up for covid-19 at all. I believe this is set up to spy on you and everyone you come in contact with.

Ticket: # 4043991 - Lifeline Availability Complaint

Date: 6/23/2020 7:21:36 AM

Description

I here to discuss the free government phone service through universal Lifeline. This is a great product but has not kept up with our new way of life during Covid-20. Being provided with free unlimited phone and text is a must but now it's time to provide unlimited data as in internet.

Since Covid-20 my life has become a nightmare due to data caps issued by government lifeline phone providers. These caps limited the amount of data internet has never changed it cuts you off slows you down stops your access to the world, news, emergency information, food, supplies, financial help, income, family, help during our time of crisis.

The world has changed we're opening our states back up and the new way of life consist of on line activity. Order food, order grocery, unemployment, doctors visit

(virtural), appointments, you now order you needs supplies necessities online to pickup or have delivered

But if you have a government lifeline phone your deprived and cannot live in the new world.

Companies don't want a phone call they want you to go online to do your business

Please give us unlimited data in this new world we been forced to live it. Please keep up with the time make a change

(b) (6)

Ticket: # 4043995 - Suddenlink by Altice refusing service

Date: 6/23/2020 7:25:46 AM

City/State/Zip: Amarillo, Texas 79103

Company Complaining About: Sudden Link

Description

We have had Suddenlink service at our home since October, and have had nothing but problems since installation. At the beginning of the Coronavirus pandemic, since we lost two incomes in our home, we called to see what could be done to keep service since the one income we have left (mine) is solely internet based (I teach ESL overnight to students in China), and we have two kids in school who needed to complete distance learning. We were advised of Suddenlink signing the "Keep Americans Connected Pledge," which meant no service interruptions would happen for at least 60 days. Great! That gave us time to ensure everything is caught back up and restored to normal.

We were greatly misinformed, as our service was shut off every single day for three weeks during peak time for my job, which caused me to lose my job. I could not ever contact anyone until after my work hours were over, and we never had any warning. We called daily, spent at least five hours on the phone between being on hold and arguing with representatives about whether or not they actually signed the pledge, and then we were always told in the end, "Oh, I am so sorry I did not know anything about the pledge. I can promise you that you will have no more interruptions." It happened continuously, until it finally slowed down to once a week. Now it is about once every two weeks, and I just recently started another job only to lose YET ANOTHER JOB DUE TO ILLEGAL SERVICE DISCONNECTION!!!!

HOW AM I EXPECTED TO PAY MY BILL TO THESE CROOKS IF THEY CANNOT EVEN KEEP THEIR PROMISE? THEY WILL NOT HELP ME AT ALL. THEY ONLY ARGUE WITH ME ABOUT EVERYTHING I SAY, AND DEGRADE ME FOR BEING STUCK IN A FINANCIAL RUT DUE TO THE GLOBAL PANDEMIC, AS THOUGH IT IS ENTIRELY MY FAULT THAT WE LOST TWO INCOMES DUE TO COVID AND ANOTHER INCOME DUE TO THEIR INCOMPETENCE!!!

I DEMAND IMMEDIATE SERVICE RESTORATION, AND CREDIT FOR THE INCOME LOST DUE TO THE COMPANY'S NEGLIGENCE!!!!

If only you knew how hard I worked and how many years I prepared to gain my place in my career, only to be shot down within the first few months because Suddenlink cannot get their business together.... You didn't just cost me a job, you destroyed a lifelong dream of mine. You are absolute unforgivable THIEVES!!!

Ticket: # 4044054 - No high speed Internet provider

Date: 6/23/2020 8:59:18 AM

City/State/Zip: Paris, Kentucky 40361

Company Complaining About: AT&T

Description

We are being discriminated against and held captive by AT&T. They have the rights to service our property, as well as our neighbors, and have refused to service us for decades. In the grip of the Corona pandemic life has become extremely difficult and having no reliable high speed Internet is crippling. My wife is a realtor and I run a small contracting business, without high speed Internet we are at a tremendous disadvantage especially now. We also Zoom all our religious services. It is extremely depressing to not be able to interact due to the speed of our internet. This seems like such a small thing from a financial giant like AT&T. They come out and do their survey and say it is not economically feasible for them. What about us? They have taken more government funds for the broadband initiative than any other company. At a time when we should be coming together to help one another AT&T is only concerned with their bottom line. Please help us.

Ticket: # 4044058 - Grandfather died and Grandmother is having problems with resolving cable issues.

Date: 6/23/2020 9:01:00 AM

City/State/Zip: Philadelphia, Pennsylvania 19119

Company Complaining About: Optimum

Description

My grandfather ((b) (6)) dies in January 2020. My grandmother, ((b) (6)), is an 84 year old woman and has been trying to resolve billing issues with Optimum since February 2020. She's discussed this issue with multiple representatives via the telephone. Optimum billing will not send her a bill, but sends her documentation that she will have cable services cut off. As of today, after sending over \$400 to resolve an unsent bill, her services were cut off.

Multiple customer service representatives have offered multiple solutions. None of these solutions have worked. The last recommended solution was that she go into an actual Optimum store; however, there is a pandemic and she cannot do that.

It is unclear - and a bit cruel - as to why this is so difficult. As a comparison, my grandmother has had fewer complications getting access to my grandfather's bank accounts, pension, and government benefits. I am long distance and cannot go into the store for her, but will certainly find her new services if necessary.

My grandmother and I are requesting this be resolved in an efficient way that restores her services and resolves bill mailing issues without putting her health at risk.

Ticket: # 4044075 - Service Issues

Date: 6/23/2020 9:19:09 AM

City/State/Zip: Miami, Florida 33126

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T as her carrier
- She has a bundled package
- She states she has been without Internet service since 6/13/2020
- She states there is a network outage
- She has reached out to the carrier
- They advise there was a network outage
- The consumer wants the system to be updated as this happens frequently
- The consumer states she is cut off from the world with the pandemic

CTR405-phone

Ticket: # 4044090 - Interrupting Service

Date: 6/23/2020 9:31:42 AM

City/State/Zip: Jamaica, New York 11412

Company Complaining About: Sprint

Description

The provider Sprint, cell phone service

The phone number, (b) (6)

The consumer mention that her service has been interrupted three times in the month of June 2020.

The consumer said that her service was restore this morning 6/23/2020.

The consumer reach out to the carrier about the issue. She was told it was because of no payment.

The consumer then told them that she paid the amount of \$150.00.

Then the consumer asked the carrier why would they interrupted her service if she was effected by the pandemic (COVID-19)

Resolution

The consumer would like to have more time to pay her monthly payment because she been effected by the pandemic that is happening.

ctr 388-phone

Ticket: # 4044105 - Comcast Billing Complaint Covid-19

Date: 6/23/2020 9:38:08 AM

City/State/Zip: Leechburg, Pennsylvania 15656

Company Complaining About: Comcast

Description

I called to extend my date to July 4th, when I will be paid, a mere 4 days after the Pledge ends, and they informed me that there is nothing to be done, I have to wait til I am shut off and then call to do something. I merely need the date extended to the 4th and they are refusing to do so.

Ticket: # 4044167 - tracking covid patients and HIPPA

Date: 6/23/2020 10:01:24 AM

City/State/Zip: Thattown, Louisiana 70592

Description

It is a violation of American rights for the government to track citizens through their smart phones under the premise of informing them of potential covid risks. Furthermore, it is a HIPPA violation to alert the public of a potential exposure. YOU CANNOT DO THIS!!! If I am visiting with only ONE individual and you alert me of the exact time, duration and location of my potential exposure, it wont take a rocket scientist to put two and two together and figure out who the risk factor was, thereby violating HIPPA regulations. STOP SPYING ON TAX PAYING AMERICANS and start taking a very close look at fixing our corrupt government!!

Ticket: # 4044260 - Intermittent outages for internet services

Date: 6/23/2020 10:30:40 AM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

Over the past 3 months, during the COVID-19 shutdown, with everyone sheltered at home, and relying totally on the internet for our communication, it has become abundantly clear that optimum is selling us all services and guaranteed speeds that they do not have the capacity or infrastructure to support. After many visits by service people to our neighborhood during the most difficult times, (tipping out hats to them for all that they do), they, the optimum workers, have admitted that the system was not built to handle all the traffic.

Firstly, in the year 2020, there is absolutely no reason that this is not available for all of us.

Secondly, how do you charge, and guarantee internet speeds when you do not have the capacity to deliver on it.

This is clearly a case of a single company having a monopoly on this service, and controlling the market.

Please note that there is no FIOS by Verizon in our neighborhood, and our only option is Optimum

Thank you

(b) (6)

Ticket: # 4044321 - Service/ Hacking/ COVID-19

Date: 6/23/2020 10:53:47 AM

City/State/Zip: Non-mailable, District Of Columbia 11103

Company Complaining About: Verizon Wireless

Description

Consumer states that he is having problems with his cellphone service. Consumer states that he uses a prepaid card. Consumer states that his device shows that there were changing of networks in his cellphone, battery runs out fast, Consumer can see changes into his device. Consumer wants to know what this is about. (the consumer does not have a mailable address in the complaint.)

ctr408-phone

Ticket: # 4044456 - Verizon Wireless Overage charges**Date:** 6/23/2020 11:29:16 AM**City/State/Zip:** Rock Hill, South Carolina 29730**Company Complaining About:** Verizon Wireless

Description

Verizon Wireless charged me over \$800 in data overage charges for one month. We have NEVER even come close to this usage in the past. There is no possible way, and they will not budge on the bill. They are taking FULL advantage of the covid-19 disaster. I tried talking with customer service and they won't budge on this bill. Our bills over the past few years have been at most \$250-\$300. It is not possible that our data has increased this much, and it is not possible to pay a \$1000 dollar phone bill when you are unemployed due to a nation wide pandemic. They should absolutely cut this bill by a huge number in order to keep their customer. Almost \$900 for data usage is horrendous. Shame on you Verizon!

Ticket: # 4044505 - Unwanted Calls

Date: 6/23/2020 11:39:21 AM

City/State/Zip: Fairview, New Jersey 07022

Company Complaining About: Wireless Caller

Description

I received a call regarding a \$100 discount on my electric & gas bill due to the coronavirus. It is the same robocall I receive multiple times a day

Ticket: # 4044521 - Amateur Radio interference - Jammer

Date: 6/23/2020 11:42:47 AM

City/State/Zip: San Jose, California 95120

Company Complaining About: W6gfy

Description

Everday for the last 5 weeks a Jammer comes 443.775 in California Bay area on the W6GFY repeater with hate messages. It started with COVID-19 and now it hate messages, for example, He says "Shoot the nigger in head" several times and ends with playing a recording of TAPs. The repeater custodian Geoffery Day and I will try and record the message. San Jose Police Department gave me the FCC to report.

Ticket: # 4044533 - Keep Americans Connected COVID-19

Date: 6/23/2020 11:44:53 AM

City/State/Zip: Youngstown, Ohio 55409

Company Complaining About: Charter

Description

The consumer has Charter Communication through Spectrum.

The consumer has Cell Phone service with Charter.

The consumer states that they were on the Keep American Connected Pledge.

The consumer states that she finally got unemployment but won't receive unemployment until July 10th.

The consumer has tried explaining this to them but they say they will shut her service off on June 30th.

The consumer wants her services to remain on until she can make that payment to them once she receives unemployment on the 10th of July.

This was a difficult time for her, and she hopes Charter can understand and not make it even more difficult.

CTR-415

Ticket: # 4044551 - Jammer on W6GFY repeter

Date: 6/23/2020 11:48:18 AM

City/State/Zip: San Jose, California 95120

Company Complaining About: Other

Description

Everday for the last 5 weeks a Jammer comes 443.775 in California Bay area on the W6GFY repeater with hate messages. It started with COVID-19 and now it hate messages, for example, He says "Shoot the nigger in head" several times and ends with playing a recording of TAPs. Occurs between 2pm-5pm PST. The repeater custodian Geoffery Day and I will try and record the message. The San Jose Police Department told me the FCC to report.

Ticket: # 4044588 - Spectrum Service Issues**Date:** 6/23/2020 11:56:24 AM**City/State/Zip:** El Paso, Texas 79924**Company Complaining About:** Spectrum

Description

On 25 May 2020, I called into customer care, as my May statement advised that some discounts I had been getting were expired (after 1 year) and that I'd continue to be offered a special rate, but not at the same price I previously had been, for an additional year.

I spoke with an associate named Ross. I asked him if he could tell me how much my bill would be increasing. He did some checking and told me that he could offer me a new discount on service. I wanted to drop Cinemax, but he told me that I had to keep it (at 9.99 a month, which I didn't want, as I don't watch Cinemax), in order to get the discount he was giving me. I had Cinemax previously for one year free, as it had been removed from the Silver package that I had, that offer was ending, and as such I wanted it removed – again Ross said I had to keep it in order to get the discount he was offering.

I agreed to the changes, and he had to make changes to my internet (I've had gig internet for over a year now) in doing so he said the system told him it was going to add the install fee again (I never asked to have gig removed to MAKE the changes) but he did advise that I would not be charged (I do see the charge on my July bill, but I also see it was credited, however I believe I was charged taxes on that fee, as my last bill was \$4 and change over what it should have been when I'd already paid the full May bill).

He made the changes, and we hung up. I then came to find minutes later that my TiVo was not receiving any channels. I called back and spoke with Leesha. She did some research and came to find that a simple (honest, and unintentional) "line of code" that was needed to authorize the Tuning Adapter for the TiVo had not been re-added when Ross made his changes (no big deal, it got fixed).

First, I want to obtain confirmation as to if I have to keep Cinemax to receive the discounts Ross provided me. I also need to see how long those discounts apply for, as he made zero mention, and lastly what discounts I am getting. He said I'd get a discount off my cable, but not on my internet (yes I still see a discount on my bill) so I want to verify if both will remain and if so for how long – I don't want to be shocked if next month the discounts are gone, and my bill skyrockets to over 300.00.

Next, I have been having slower than advertised speeds with my gig internet. These issues began in March, when COVID-19 began being factor in more folks working from home.

Back on point – I had reached out regarding my speeds, and was given a 40.00 credit (difference in cost between Ultra and Gigabit) for March, April, and May, per Miguel Ugalde here in El Paso. I have attempted for the past two days to reach out to both him, and Samuel Barragan (who I was advised at one point were supposed to be my "local point of contact" for issues), and have not heard back. I am simply trying to determine if this credit will continue to be applied, at best for this month, as I am still not getting my proper speeds. I can 100% confirm that I do get the speeds, IF I CHECK BETWEEN 1:30/2:00 AM – 5:00 AM or so daily. During the day/evening however, I am still getting 480-550MB (I

think I did hit 600MB twice) speeds. I understand this is caused by saturation on the network and node (again realizing everyone is still at home, but seeing some improvement during the hours when it really isn't being used by anyone else).

In the end, I'd like to see if this credit will continue to be extended, for no reason other than I am not getting the speeds I pay for. I never had issues with speed prior to March (again I know that COVID-19 isn't Spectrum's fault, but the maintenance of their infrastructure and ability to deliver those speeds, when you're charging 125.99 a month for them, is).

I am hopeful to speak with someone regarding this matter.
Thank you for your time.

Ticket: # 4044601 - No response from Purple Communications

Date: 6/23/2020 11:59:14 AM

City/State/Zip: Indianapolis, Indiana 46226

Description

I been calling Purple Communications to speak with Brian Kelley for a good while now. I understand that because of Covid 19 it difficult to send out a technician but it been going on over a month and not able to reach Brian Kelley because i need help fix my service. Purple Communications always responding quickly. I have a direct line to Mr. Brian Kelley in case i have issue with my service but now he does not respond nor does he return calls after I request a call back. I need my service t work

Ticket: # 4044624 - Comcast Internet Billing

Date: 6/23/2020 12:04:50 PM

City/State/Zip: Chicago, Illinois 60615

Company Complaining About: Comcast

Description

The consumer wants to file a complaint against Comcast.

The consumer has Internet services with them.

The consumer states that back when the pandemic started she called to increase the speeds for internet.

The consumer was told that if she wants to go back she would be able to.

The consumer states that when she requested to go back to Comcast Essentials.

The consumer was told that it would be a 3 Month process.

Apparently it is set up this way, even though she was told by 2 representatives that she can go back at any time.

They did explain that she must disconnect for 3 Months in order to get Comcast Essentials.

The consumer has been charged the regular internet price, but she needs to go back to the Comcast Essentials.

The consumer states that she is to be receiving call backs from manager that are to listen to the phone call that she made where they told her that she can go back to Comcast Essentials at any time.

The consumer states that when she upgraded to higher speed she was told it would be \$36 and she is being billed \$69.

The consumer needs to go back to the Comcast Essential and needs her bill adjusted from the initial time she made that call to go back to Comcast Essential.

The consumer needs her bill adjusted.

She was never informed about the 3 month process, if she had known she would have never upgraded.

Please refer back to the recorded conversation where the consumer asked your Comcast representative about going back to Comcast Essential and was told that she could at any time, and no 3 month process was mentioned.

CTR-415

Ticket: # 4044638 - Service/COVID-19/ Service interruption

Date: 6/23/2020 12:09:10 PM

City/State/Zip: Rockville Centre, New York 11571

Company Complaining About: AT&T

Description

Consumer states that she is getting charger for something that she return. Consumer states that she got a cell phone from AT&T and that the cellphone will get too hot from the battery part to the point that will burn her hand. This concern her and she had to take the phone back to the sales store. Consumer then receive a refurbished device after she took the damage brand new phone back. Consumer discuss this with the sales person and they advice her to send the phone back. Consumer send the phone back and now she is getting charge \$500.00 for the device and since AT&T wants the payment they shut down her service for non-payment. Consumer has been a loyal consumer from AT&T for the past 20 years. Consumer find this unacceptable. Consumer wants her account to be straight up. And any balance to be gone.

ctr408-phone

Ticket: # 4044650 - Rincon Broadband

Date: 6/23/2020 12:12:13 PM

City/State/Zip: Solvang, California 93463

Company Complaining About: Rincon Broadband

Description

We have been a customer of Rincon Broadband, based in Carpinteria California, for approximately four years. during that time the internet service has been very poor, intermittent, or completely unavailable for extended periods of time.

Rincon Broadband seldom, if ever, respond to requests for assistance and simply ignore all the attempts to contact them including phone, email and fax. Particularly during covid-19, we work from home and rely heavily on internet service. our connection continues to be unstable and the company has made zero effort to rectify or to even communicate with us.

In my last communication with them, on the 17th June 2020, I requested repairs take place within five days, or I would continue with a complaint in the hope that they would simply do what is required. I have received no response, however tracking software indicates the email has been opened twice.

Unfortunately, we have few alternative options available to us at our location. Rincon broadband continues to draw the monthly fee the services that they are not providing.

Ticket: # 4044676 - Internet availability

Date: 6/23/2020 12:19:32 PM

City/State/Zip: Guayama, Puerto Rico 00785

Company Complaining About: Claro

Description

Horizon Military Academy is a non-profit residential therapeutic boarding school and residential treatment located in RD 706 KM 7.1 Ranchos Guayama Salinas Puerto Rico 00751 (<https://goo.gl/maps/2YXz61uYWdwvdJKe6>). The institution provide health services, academic services and shelter services to young boys from 13 years old to 21 years old. We are located in the rural zone of Salinas Puerto Rico. We are part of the community of Ranchos Guayama. Before Hurricane Maria we had phone services from Claro PRTC, but after Hurricane Maria in our area the damages impacted the phone lines infrastructure. The FCC fund of 950 millions to improve broad band in Puerto Rico and US Virgin Island, was approved to improve internet and phone connectivity changing copper cable for fiber cable in Puerto Rico and US Virgin island. On December, 2019, Claro PRTC company, remove the coper cable in our infrastructure facility, and the company told us that they are going to change for fiber. On January, 2020 we established counication with an engineering of Claro PRTC, company who get the contract for our area and he told us that the project of our area was on road. On May 2020, we get information that the project of 1.3 kilometers of fiber from the nearest hub, was canceled. That decision from Claro PRTc is unacceptable.

Problem: Claro PRTC remove copper cable facilities to change for fiber cable facilities but canceled the project of 1.3 to 1.6 kilometers of fiber for Ranchos Guayama community.

Solution: Complete the fiber installation facility in our area already approved.

After COVID -19, we need those services immediately.

Ticket: # 4044832 - Data Overage Charge

Date: 6/23/2020 12:59:40 PM

City/State/Zip: Victoria, Texas 77904

Company Complaining About: Sudden Link

Description

There is a data overage charge on my bill but Suddenlink cannot explain why the charges cross months when my bill does not, what my data overage was, and why I am just now receiving charges for March/April date of service on a June bill. I would like to know the answers above so that I can make an informed decision on whether or not to upgrade my service. I am a school teacher and have been working from home since March due to covid. I believe this is the reason we went over but need to see the usage.

Ticket: # 4044986 - ATT Hotspot wifi charges --misrepresentation of 'unlimited' resulting in 8,900 bill

Date: 6/23/2020 1:32:08 PM

City/State/Zip: Austin, Texas 78723

Company Complaining About: AT&T

Description

During the initial Covid quarantine in March-my husband purchased a hotspot to run our business from Maine. The product was metered and shut down after 2 weeks. We called again and were told that we had Ultimate Elite service and that we had unlimited data. ATT turned the hotspot back on. We then received a 8,900 bill which is now in dispute. WE have called over 12 times and have filed a request for arbitration as well as a covid waiver and there has been zero response from ATT.

Ticket: # 4045014 - Racketeering and Monopoly of Cable Service**Date:** 6/23/2020 1:38:35 PM**City/State/Zip:** Meridian, Idaho 83646**Company Complaining About:** Cable One

Description

I believe there exist an issue with the State of Idaho allowing the uncontrolled billing practices of Sparklight, formerly Cable One, to unjustly bill and increase their prices on TV, Internet, and Phone services. I just experience a \$54.00 month increase in my services without prior notice. Someone is getting paid off to look the other way. I was never told I was signed up under a promotional contract. With covid 19 and no work since March how can Sparklight justify such an increase.

Ticket: # 4045026 - AT&T Fiber Internet

Date: 6/23/2020 1:41:55 PM

City/State/Zip: Temple, South Carolina 30179

Company Complaining About: AT&T

Description

We are currently only offered 5MGPS of internet speeds. We live in a neighborhood with about 35-50 single family homes. Our entire neighborhood is offered similar speeds. We would like to have upgraded options for better speeds and managing the modern home. During a pandemic it has been impossible to work from home due to such low speeds.

Ticket: # 4045039 - double billed for internet service

Date: 6/23/2020 1:45:36 PM

City/State/Zip: Truckee, California 96160

Company Complaining About: Sudden Link

Description

Suddenlink in Truckee CA

we moved houses and due to Covid-19 and school/work commitments (we were not able to go to a library or cafe to complete work/school work at the time of the move), I opted to open a new service at the new house while still keeping the service at the old house for a few extra days to have a fail-safe option (rather than declaring it as a move with a disconnect at the old house on the day of the move). Once I was sure internet services were successfully installed at the new house, I wanted to discontinue services at the old house. I also need to mention that our new house was a brand new property which never had internet services before.

However Suddenlink refused to do so and charged me for another 22 days of service.

When I initially explained my 'approach/plan' I was never told that I would get double charged. My repeated calls to SuddenLink were unsuccessful. I had even escalated the my call to a supervisor but never got a call back.

Ticket: # 4045072 - Harassing calls

Date: 6/23/2020 1:52:47 PM

City/State/Zip: Warren, Michigan 48091

Company Complaining About: Apple Icloud

Description

Starting at 9:11 est I began receiving calls every 10 minutes from a recording saying "This is Olivia from Apple we are alerting you that your apple icloud has been compromised. Please press 1 to speak to an agent. I pressed 1 since I have no apple icloud. I asked to speak to a manager and was told they were not there because they are dying of covid-19.

Ticket: # 4045126 - Home Phone Outage

Date: 6/23/2020 2:04:20 PM

City/State/Zip: West Valley City, Utah 84119

Company Complaining About: Comcast

Description

When you call Comcast for lack of dial tone, no service, the IVR won't even connect to a customer service person. Then it tells you the reason is due to Covid! Please give me a break.

My phone is my only communication device I have everyday for a week this has happened.

Ticket: # 4045185 - Charging late fees during pandemic

Date: 6/23/2020 2:18:07 PM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Sudden Link

Description

I called Suddenlink yesterday to try to work on my billing, I have been on unemployment since the quarantine, I asked for the late fees to be waived from February until now, they refused. On their own website it says to call them and any late fees accrued during unemployment caused by coronavirus would be waived. I'm also tired of their surprise billing, since January of 2020 they have increased my entire bill by \$20.. when I signed up I chose a plan that was supposed to be "priced for life" I would like them to hold up their end of what they said. I want a credit for all those late fees and my bill priced back at \$79 a month like it's supposed to be.

Ticket: # 4045207 - Bundle

Date: 6/23/2020 2:22:28 PM

City/State/Zip: Nanuet, New York 10954

Company Complaining About: Optimum

Description

she states that Optimum is her provider

she states that have the money to pay her bill due to the pandemic

she states tat she was told that her services will be terminated by July 1, 2020

I advise that she file a complaint at www.consumercomplaints.fcc.gov

Ticket: # 4045242 - No Cell Service in area

Date: 6/23/2020 2:31:33 PM

City/State/Zip: Franklin, North Carolina 28734

Company Complaining About: Verizon Wireless

Description

In the middle of a pandemic, we have no Cell Service in area. There was a tower installed 8 years ago but no provider ever put equipment on it. if someone gets hurt, has a heart attach or something similar, we have no way to get help. We need Verizon to install equipment and start servicing the area.

Ticket: # 4045276 - Comcast/Xfinity

Date: 6/23/2020 2:38:31 PM

City/State/Zip: Eden Prairie, Minnesota 55347

Company Complaining About: Comcast

Description

Multiple appointments no call/no showed. Internet service was supposed to be installed on 6/12, it is now 6/23 and no work has been done. Comcast has no remorse, no one to answer to, and treats customers like they don't matter but they can get away with everything. Solve for the problem would be for them to do the work they say they are going to and actually get us internet to our home which we are dependent upon to do our jobs, while we work remote due to COVID-19.

Ticket: # 4045288 - Billing/ service/COVID-19

Date: 6/23/2020 2:42:44 PM

City/State/Zip: Minot, Maine 04258

Company Complaining About: Consolidated Communications

Description

Consumer states that since day one consumer notices that he was getting over charge. Consumer states that consolidated communications had him on the call for an hour and then the agent disconnected the phone. Consumer states that he used to have long distance calling included in his package and now they took it away and they are charging him separate it. Consumer is tired of calling and not get help. Consumer wants her bill to be back into the \$38.00 and to stay like that. Consumer also wants an statement of all the payments that he has made to the provider all the check that he has send. Consumer wants this promotion to be respected for a whole year. Consumer wants a month free of charge for this inconvenience. Consumer has been on the phone for three hours trying to get help for this situation. Consumer is 81 years old.

ctr408-phone

Ticket: # 4045294 - Cable

Date: 6/23/2020 2:44:09 PM

City/State/Zip: Grand Ledge, Michigan 48837

Company Complaining About: Comcast

Description

I have made several attempts to get my cable service cancelled. My job was impacted by COVID19 and I need to cancel cable services. I also need to downgrade my internet package. The phones service is great and need no changes there. Today I was transferred up to six times and had to call several times to reconnect. I waited over an hour for someone and they hung up on me.

Ticket: # 4045337 - NON WORKING SERVICE (Internet/Cable)

Date: 6/23/2020 2:51:14 PM

City/State/Zip: College Park, Maryland 20740

Company Complaining About: Comcast

Description

I have had ongoing issues with poor service for several months. I lose internet service EVERY day and my cable service works so poorly and constantly goes out and shows a dialogue box that reads in part "we're having trouble connecting to the internet..." I pay over \$250.00 a month for cable and internet service and have to use the Xfinity App daily to restart my modem, refresh my cable boxes and more. Once before some months ago a supervisor called me after reading information I said on a survey and told me my area doesn't have good signal. In the last two weeks the service goes out several times a day and I'm working from home during the pandemic. I take phone calls for a government agency whereas I'm an operator in a queue and this unreliable service works in contrast to that, yet they still want my money. Verizon was at my neighbors house two weeks ago and since then my problems have increased. My neighbor and I both use to call and threaten leaving Comcast, I guess she did, but think Verizon may have done something to affect my service as my issues are worse than before. Comcast VRU is set up to frustrate the customer, whereas, you can't reach a live person, instead you're subjected to the automated system sending a refresh or what have you. Requesting the FTC or Cable Commission intercede on my behalf to assist me with Comcast as they have been non responsive on Twitter where I private message them several times and submitted pictures etc. I'm tired of paying for services not rendered.

Ticket: # 4045362 - Internet service cancellation

Date: 6/23/2020 2:57:18 PM

City/State/Zip: Aguada, Puerto Rico 00602-3152

Company Complaining About: Claro

Description

Since February 29 2020 I required a cancellation to Claro for my internet and phone service. They required from me to go to a Customer Service Center and give them back the router. For this they gave me 15 days. I had health issues and 1 week passed; I couldn't go. After that the 1st case of COVID-19 appeared on PR and I tried to call and I couldn't reach them. On March 17 2020 I reached someone by the phone and he said to me that I need to wait so they can see how the COVID-19 situation develops. I stayed unworried after I noticed that they started to charge my account. At the moment I have been with another provider since February and they continue to charge my account and don't solve anything. They called me liar and I'm tired to call and chat and nobody solve the situation. I already paid the first 2 months that they charged with the promise that they will solve the issue. They didn't solve it and charged 2 months again. I'm in a very difficult situation because my health is very compromised and now we have the dust cloud so I need to stay at home. I hope that you can help me

Ticket: # 4045417 - KMJI: Community Awareness during COVID- 19 Pandemic

Date: 6/23/2020 3:10:14 PM

City/State/Zip: Texarkana, Arkansas 71854

Company Complaining About: Kmji

Description

I am writing to request your assistance to ensure that listeners of KMJI Majic 93.3 FM Radio be informed of valuable, life-saving information during the COVID-19 Pandemic. The majority of the station's listening audience is African American- the ethnic group which has the highest number of deaths due to the coronavirus. Many Texas and Arkansas residents listen to 93.3 on a daily basis. I live in a twin city (Texas and Arkansas). The number of COVID- 19 cases have increased drastically in Texas and slightly less in Arkansas. The state's seven-day average in Texas has increased more than 86%. Texas Gov. Greg Abbott said Monday that tougher steps will have to be taken if daily coronavirus cases and hospitalizations continue to climb at current rates into July. KMJI is doing a very good job of entertaining our community, but it is not fulfilling its responsibility to inform its listeners on air about the pandemic. I have heard one Public Service Announcement on a few occasions. I have listened to Keeta King, local announcer, since March. Unless I failed to be listening at that moment- Ms. King has not mentioned the coronavirus. Her listeners need to be encouraged by her to wear a mask and wash their hands frequently. All of the members of this community benefit from or suffer the affects of what our media representatives do. Michael Baisden, syndicated host, talks about the coronavirus Monday-Friday. As a listener and tax payer I would like for Townsquare Media to demonstrate its commitment to the Texarkana area by ensuring that listeners hear information about the coronavirus on a daily basis. KMJI's radio announcers should be knowledgeable about information on the CDC website in order to educate our community on a daily basis. The African American community is not suffering from a lack of entertainment- they suffer from a lack of information. Thank you for your cooperation regarding this critical matter.

Ticket: # 4045437 - Cell tower site , Rainbow Springs NC

Date: 6/23/2020 3:16:42 PM

City/State/Zip: Franklin, North Carolina 28734

Company Complaining About: AT&T

Description

In the middle of a pandemic, we have no cell service here in Rainbow Springs NC . We had a cell tower built about 8 or 9 years ago and still it has not been activated , as Chief of Police here it is huge safety issue that we have no service here , the land lines are not reliable and are out a lot of the time , When this tower was proposed this was the selling point to get the community on board so now 8 years later we have a pole but no service . We need your help , for our department and the community please ask Verizon or AT&T to activate the tower . For our safety and our community .

Ticket: # 4045626 - False Bill of Sale

Date: 6/23/2020 4:02:10 PM

City/State/Zip: Guysville, Ohio 45735

Company Complaining About: Hughes Net

Description

Upon moving to a rural area in Southeast Ohio, the COVID pandemic hit and my partner and I were stuck working from home with only one option for internet, a satellite based internet company called Hughesnet. Upon signing up, there was a "verbal" contract completed over the phone in which we were to receive 20Mbps internet speeds. Since the installation date, Hughes Net has sent service people out twice and we have spent countless hours on the phone, as internet speed tests showed speeds no faster than 2Mbps at the most. Additionally, we were quoted a monthly price of \$55 and have been billed over \$70 in subsequent months with the company. They issued us a credit for this, but have up to this point refused to let us out of the contract despite not offering services that were promised to be rendered.

Ticket: # 4045650 - Billing/ service/COVID-19

Date: 6/23/2020 4:08:46 PM

City/State/Zip: Budd Lake, New Jersey 07828

Company Complaining About: Optimum

Description

Consumer states that she is having problems with her cable provider. Consumer states that she is paying a high amount of cable \$255.00 for only cable. Consumer called to downgrade her service and the previews agent told her that will not work for nothing, she hang up the phone and she called in the next day. The new agent told her a prize, but she kept it on hold for about and house she had to drive to work and hang up the phone. Then she called in again and the agent told her that she should've stayed on the phone and get the prize. Consumer find this treatment disrespectful.

Consumer cannot believe that she is almost paying 300 dollars per cable services. Consumer does not have another provider in the area. Consumer cannot afford to pay this much consumer wants a better deal. Consumer wants a month free of services for the bad treatment.

ctr408-phone

Ticket: # 4045698 - Phone Rebate Program Denial

Date: 6/23/2020 4:21:07 PM

City/State/Zip: Venice, California 90291-3108

Company Complaining About: T Mobile

Description

T-Mobile refuses to honor issuing a \$450 Mastercard rebate after I followed all their directions for the T-Mobile 2019 Last Chance Save on iPhones Promotion. After contacting T-Mobile & being re-routed to the Philippines, I was led to believe the issue would be resolved, then told they couldn't honor the rebate then hung up on me. I have the documents, my receipt of purchase and after waiting for receipt of the \$450 card and not receiving it, I attributed the delay to Covid-19. However, that was not the case and after losing my teaching job, I need to have this issue resolved. I hope you can help me. Thank you.

Ticket: # 4045709 - Cramming charge

Date: 6/23/2020 4:24:01 PM

City/State/Zip: New York, New York 11370

Company Complaining About: Sprint

Description

I had Sprint for a 2 year contract and during the Covid 19 i missed some payment but i still paid in full and finished the contract. My issues is that Sprint want me to pay 250 to keep the phone. I don't understand how I been paying for equipment fee for two years and finish it and yet they want me to pay more. The phone is mine and there is no balance owed.

Ticket: # 4045762 - AT&T unauthorized charges

Date: 6/23/2020 4:36:58 PM

City/State/Zip: Olathe, Kansas 66062

Company Complaining About: AT&T

Description

I called ATT back on 5/22 and spoke to a representative about lowering my monthly Internet & Cable bill. The representative informed me the bill would now be \$69 before taxes. \$20 for Internet service and \$49 for the cable. Today, I received my statement and it's \$97.61 (taxes included). I contacted ATT and Debra Employee ID #TM4979 stated that the internet promotion that I had expired in June, and they were no longer able to honor the prices I was given less than a month ago. I requested to hear the original sales call, and she said I needed to physically go to an ATT store to hear it. Unfortunately, due to the ongoing pandemic, I currently do not feel safe going to an actual store to hear it and would like to have the recording played. I think it's appalling that they would willing try to deceive me and tell me that now they cannot honor the prices given to me. I was willing to cancel my service back on the 22nd, but they transferred me to the 'retention' department and the rep promised me a better deal. I am NOT receiving a better deal. I am actually being billed for a higher amount. I would truly appreciate it if someone could please look into this as these charges were NOT authorized. I'm sure I'm not the only customer of theirs that is dealing with this type of deception.

Ticket: # 4045817 - Internet Interference - Forced Usage of Internal Router

Date: 6/23/2020 4:54:05 PM

City/State/Zip: Brooklyn, New York 11212

Company Complaining About: Optimum

Description

On June 22nd I called to upgrade my service from 400 MB to the 1 G service. I was promised a technician would come to my home on June 22nd and deliver a modem and that the technician would not enter my home due to the pandemic.

- no one showed up. On June 23rd after calling again, I was told a technician would arrive with a modem, and he did. The technician told me he had to enter my home to install the service. If I get infected with Covid-19, considering I do not leave my home, Optimum will be at fault. The technician installed a non-functional modem and told me it would work in 2 hrs. It didn't. I've been on hold, transferred and hung up on several times through out the day. My cell phone records and call recordings will attest to my complaints.

I currently work for a mayoral agency with the City of New York and currently, I can not work nor can I get appropriate support. Please help to resolve this issue.

I can be reached at (b) (6) for discussion.

(b) (6)

Ticket: # 4045853 - Sevice/COVID-19

Date: 6/23/2020 5:08:16 PM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Cable Vision

Description

(b) (6) has been having problems with his internet service for the past three months. Consumer states that he is paying for a high speed internet and all he is receiving is 38 Mbps when he should be receiving 400 Mbps. Consumer states that he has been trying to call consumer service to send someone to fix the equipment that is outside and they keep sending the same people who diagnostic the problem. A manager went out to check the area and they told him that the service was going to be fix withing 48hrs and the service never improved. Consumer try to call him back and by this the number was already block. Consumer has been paying the full amount for services that he is not receiving. Consumer wants a refund for the past three months that he had slow internet. Consumer wants internet to be free until they fix his internet, consumer wants the service to be upgraded. Consumer wants a higher technician to fix his problem. Consumer wants a free month of services for compensation.

ctr408-phone

Ticket: # 4045947 - Unwanted Calls

Date: 6/23/2020 5:37:14 PM

City/State/Zip: Fairview, New Jersey 07022

Company Complaining About: Don't Remember

Description

Call regarding \$100 off Electric bill to help with coronavirus

Ticket: # 4045955 - Unwanted Calls

Date: 6/23/2020 5:40:38 PM

City/State/Zip: Fairview, New Jersey 07022

Company Complaining About: Don't Remember

Description

Same call 5x a day, offering \$100 off on my gas & electric bill because of coronavirus

Ticket: # 4046068 - SUDDENLINK INTERNET SERVICE

Date: 6/23/2020 6:40:14 PM

City/State/Zip: Grape Creek, Texas 76901

Company Complaining About: Sudden Link

Description

SUDDENLINK SHUT OFF SERVICE 6-23-2020 BILL WAS ONLY AT ONE MONTH. SECOND TIME SERVICE HAS BEEN SHUT OFF DURING COVID-19 PANDEMIC THAT THEY STATED WILL NOT SHUT SERVICE ON DURING THIS TIME. PAID BILL AT 7AM CENTRAL AS OF 530PM CENTRAL SERVICE IS STILL NOT TURNED ON. HAVE TRIED CALLING BUT UNABLE TO GET THROUGH TO REPRESENTATIVE TO HAVE ISSUE RESOLVED. SECOND TIME THIS ISSUE HAS HAPPENED AND SERVICE HAS NOT BEEN RESTORED WITHIN TIMELY MANNER. STILL KEEP GETTING FLYERS IN FROM SUDDENLINK ON NEW LOWER PRICE BUT THEY SAY THEY ARE UNABLE TO GIVE ME THE LOWER PRICE, WHERE AS OTHER PEOPLE HAVE THE LOWER PRICE

Ticket: # 4046077 - Comcast/Xfinity Cable TV Issues**Date:** 6/23/2020 6:44:15 PM**City/State/Zip:** Huntsville, Alabama 35810**Company Complaining About:** Comcast

Description

I have been contacting Comcast/Xfinity since March 2020 with an issue of my cable TV going in and out on a daily basis, several times per day and sometimes for hours at a time. Each time the recording tells me I am being transferred to a representative, but no one ever answers. My daughter contacted them on my behalf through a "chat" they had available and "Curtis" told her they couldn't assist me due to COVID-19. He stated they are only servicing people with complete outages, not a situation where the cable goes in and out (copy of chat conversation attached). I feel this is a farce on Comcast/Xfinity's part - especially when they are scheduling new installations in our area daily. Considering that COVID-19 will probably be an issue until a vaccine is available, are they going to tell customers they cannot provide service calls until then? I feel if they can visit a home to install new service, then they should be able to visit a home to perform maintenance for service issues. Thank you.

Ticket: # 4046313 - optimum

Date: 6/23/2020 8:41:18 PM

City/State/Zip: Jamaica, New York 11431-1746

Company Complaining About: Optimum

Description

cable company never honored promotion of \$64.99 for life. instead i received an accelerated bill almost 20 times the amount i originally agreed to. All my social media accounts including cable have been compromised. Someone contacted your agency with me personal information yesterday for account

complaint# 3976447 2 6:34 pm. I never reached out to your company yesterday, i was busy at dr. appointments. During COVID i have been not well. I've requested covid help from the cable company, but i recieved suspended service notification & service disruption notices.

Ticket: # 4046342 - unwanted calls

Date: 6/23/2020 9:08:02 PM

City/State/Zip: Tucson, Arizona 85715

Company Complaining About: Nrcc

Description

my phone number is (b) (6) The republican campaign committee calls every night during dinner to say it's a survey but it's not it is a big bunch of their crap no survey . Martha McSally calls on recording and says she doesn't really vote against pre existing health problems. Both say how great Trump is doing with Corona virus. I live in AZ where 500 people got the virus YESTERDAY These are blood sucking careless unethical people. Keep them away from me!!!!

Ticket: # 4046358 - Billing

Date: 6/23/2020 9:25:22 PM

City/State/Zip: Anthony, New Mexico 88021

Company Complaining About: Verizon Wireless

Description

I was billed over 500 dollars for data charges, which I have been using for work from home and tv. I contacted Verizon to resolve this issue because I was told I had free data but they would only offer a settlement of \$100. I can not afford my bill which is over \$700. I need data because I am working from home because of Covid 19.

Ticket: # 4046367 - Poor Internet Service

Date: 6/23/2020 9:34:31 PM

City/State/Zip: Prescott, Arizona 86301

Company Complaining About: Centurylink

Description

Under-delivery of capacity and internet speeds, withholding bandwidth surge capacity, dishonest business practices, breach of contract, lack of broadband service. I think they should be held to live up to their COVID service pledge for ever, provide a definite date for broadband, provide better contact options, pay compensatory damages, and completely stop throttling. Otherwise FCC should take them over or shut them down and sell their assets to a reputable provider.

Ticket: # 4046383 - Liberty Puerto Rico service fails constantly

Date: 6/23/2020 9:49:52 PM

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

Company Complaining About: Liberty Puerto Rico

Description

Liberty Puerto Rico is my Internet provider and their service is unreliable with apparently a vety poor, dated and failing infrastructure. They charge a very high fee for a service that fails constantly, specially, during this Covid-19 pandemic

Ticket: # 4046458 - Cox internet

Date: 6/23/2020 10:51:32 PM

City/State/Zip: Phx, Arizona 85019

Company Complaining About: Cox

Description

I filed a complaint almost a month ago about cox internet having a covid 19 internet deal after 2 weeks I got a email saying it was canceled and they no longer honor the special 19.99 internet deal that I would have to pay full price 39.99 this is a scam using a pandemic to praying on unfortunate people a manager did call me and say she wanted to resolve the issue but I could not connect to their internet connection so now they are trying to charge me for the connection fee 75.00 they scheduled a serviceman to come to my home today 6-23-20 between 5-7 pm and no one showed up no calls emails etc. They are clearly beating around the Bush to pro long me paying the original 19.95 fees they said I'm on the phone with the supervisors leticia and she said the serviceman came and reported no problems with the internet connection. I have no internet connection as we speak the customer service agent said I would have to be home to help me with my problems cox is a lying cheating corporation that clearly does what it wants

Ticket: # 4046540 - TMOBILE CELLULAR OUTAGE

Date: 6/24/2020 1:10:59 AM

City/State/Zip: Grantsville, Utah 84029

Company Complaining About: T Mobile

Description

Services on my cellular device as well as 4 family members, including 3 teens and my wife who's hospitalized with covid 19 and I was terribly scared I wouldn't get a final phone call should something have happened. Oxygen to my home missed its delivery due to the outage and all we hear is a very private apology from the c.e.o stating he's taking ownership

I had to purchase 4 prepaid phones just in case .

Ticket: # 4046559 - Comcast not honoring Keep Americans Connected initiative,

Date: 6/24/2020 2:47:02 AM

City/State/Zip: Austin, Texas 78665

Company Complaining About: Comcast

Description

In April I applied for Unemployment and had to leave where I was living because the individual had lung cancer and did not want extra exposure to COVID-19. Comcast said they would provide the individual a discount or free connection. Instead, they keep charging me (who didn't live at the address anymore). I found out when they attempted to charge my card again. I called and said 1. they were supposed to switch the account to the homeowner. 2. I can't pay the regular rate and 3. they wanted to charge extra to talk to someone about payments instead of using a computer to pay. Then they cut off service instead of honoring the Keep American Connected initiative. Even though the individual was using the internet to contact their doctor.

To resolve the problem.

1. Give the homeowner the Basic account they promised.
2. Stop charging and claiming fee for a service I did not use and if I did they said would not be charged.
3. Don't disconnect service without warning medically compromised individuals.

Ticket: # 4046583 - Xfinity Billing for Cable/Internet

Date: 6/24/2020 5:56:45 AM

City/State/Zip: Houston, Texas 77065

Company Complaining About: Comcast

Description

Xfinity is claiming I owe charges of \$849.89 from 2019? I have made several attempts to dispute these charges with them before the Covid-19 Pandemic but since then I can't speak to anyone at all. They switched me to the Xfinity Assistance Plan until June 30, 2020, but wants \$816.81 by this date or they will disconnect services, therefore they waited a year to add charges to my bill and I cannot resolve or discuss why?

Ticket: # 4046611 - No internet service

Date: 6/24/2020 7:35:13 AM

City/State/Zip: Haymarket, Virginia 20169

Company Complaining About: Comcast

Description

Hello,

I just recently purchased a new construction townhouse in a three year old community in Haymarket, VA. For some reason, only Comcast services this area. This is my first issue. My second, biggest issue is the fact Comcast never survey the newest block of townhomes, so there are 8 of us, who all closed last week, without internet service in a world where all of us are required to remote work due to COVID restrictions. We have all filed numerous complaints, and so far are being told there is nothing we can do to make Comcast speed up surveying the addresses so that we can buy service. Most of us would also prefer having an option besides Comcast. Verizon FiOS services a nearby townhouse community but not mine. Spectrum doesn't serve us either. We're having to rely on only Comcast, who will not send someone out even though they already service the rest of the community.

Ticket: # 4046658 - WOW Internet - Says no late fees or disconnect

Date: 6/24/2020 8:49:32 AM

City/State/Zip: St Petersburg, Florida 33702

Company Complaining About: Wow

Description

WOW! has committed that during COVID-19, no services will be disconnected and no late fees would be charged until June 30, 2020.

On May 18th, while working from home, my home internet services were cut off. I called WOW who stated they disconnected due to a late bill. I paid the service so that I could have services continue so I could work. They cut my services and I asked if I would have any reconnect fees or late fees and mentioned the promise WOW made to the FCC. They said no late fees or reconnect fees would be applied.

I received my current statement dated June 18, 2020 and on the bill I have a reconnect fee of \$22.00 and a late fee of \$10.00.

So much for their commitment to you and their customers.

Ticket: # 4046686 - unwanted call, possible victim of spam

Date: 6/24/2020 9:11:38 AM

City/State/Zip: Columbiaville, Michigan 48421

Company Complaining About: Covid 19

Description

on 6-23-2020 between 1 and 3, a call came in to our residence at (b) (6) identifying himself as a representative of Frontier, offering discounted packages. I told him my wife handles all this, he said your wife?, my husband said YES, he said "excuse me?" your wife handles it, I said YES, he said ok and hung up. I answered the phone without looking at caller ID, when I hung up, I looked and it said "COVID 19". Upon making a call to Frontier Communications, They said they did not make such a call. I am baffled I don't know what to expect coming from this call.

Ticket: # 4046777 - Availability/COVID-19

Date: 6/24/2020 9:55:39 AM

City/State/Zip: Stout, Ohio 45684

Company Complaining About: Frontier Communications

Description

Consumer states that for the past 30 days consumer internet service has been the worst. Consumer states that his internet has been very slow to the point that is almost unworkable. Consumer has call F.C many times and they do not seem to care. Consumer needs his internet to be working do that his parents needs the internet and consumer as well to work. Consumer states that this is a problems with the hardware of F.C. Consumer was promised that his service was going to be improved but this never happen. Also consumer does not have any other type of communication, they need the internet to make wifi calling. Consumer is a mile down the road to be able to make a call to the FCC to report this. Consumer has been with no internet for the past 48hrs. Consumer wants his internet to be back working immediately. Consumer cannot wait two weeks for the person to come out to fix it. Consumer wants a month free of service because of the month that he had to struggle with poor service.

ctr408-phone

Ticket: # 4046794 - No high speed internet

Date: 6/24/2020 10:03:46 AM

City/State/Zip: El Cajon, California 92019

Company Complaining About: Cox

Description

I called cox cable and was told it was going to cost me \$25,000 to have cable run from a box that is less then 0.1 or 0.2 miles away from my house. I'm a retired military and because of the corona virus I have been made to work from home because of my high risk of getting it. What is being offered to me at this time is 25mbps download and 5mbps upload with from AT&T.

Ticket: # 4046921 - Billing Issues/internet availability(Covid-19)

Date: 6/24/2020 10:41:37 AM

City/State/Zip: Newport News, Virginia 23605

Company Complaining About: Cox

Description

Consumer has a business Granite Countertop Experts LLC.

Consumer has a business account with Cox Communications

Consumer made normal payments until February 21, 2020 in the amount of \$116.05

Consumer called Cox and deferred a payment for service

Consumer made a payment on May 27 of \$235.24, consumer split the payment for \$117.62 for the month of March and April

Consumer received a statement of \$206.54

Consumer said they disconnected her internet service on June 15

Consumer was told she had a past due balance of \$55.86

Consumer made the payment of \$55.86 on June 22

Consumer said she made another one \$115.68 on June 24, 2020

Consumer said that payment does not include the reconnect fee of \$35

Consumer wants to know why there is a dollar here dollar there discrepancies

Consumer just wants the \$35 disconnect fee removed and reinstate her internet service immediately and send her a corrected statement without all the forwarding charges and explain to her where the dollar here and there that's being charges extra are contributed to

CTR402

Ticket: # 4046974 - over charges

Date: 6/24/2020 10:57:27 AM

City/State/Zip: Tyler, Texas 75701

Company Complaining About: Sudden Link

Description

our suddenlink bill has been going up the past few months. for years it was the same amount every month until recently. we have used suddenlink for about 7 years and never noticed a discrepancy in billing and an "overage" until around april when covid started. my husband called about the april bill which was double the normal price and no one offered a solution or could even tell us how we had an over use. no one offered to raise the package to unlimited, which we thought we had. I called end of may about the new bill which was even higher and was finally offered an unlimited package for \$78 plus tax (this is what we were paying anyways so you would think we would have unlimited). we have been homeschooling just like everyone else and having to use the internet to stay in touch with my kids teachers. we feel like this is taking advantage of people being home and having to rely on being online. honestly I don't feel like we have used drastically more internet than normal since I don't normally use anything other than my phone for my business. our bill in the beginning was around \$40 and has slowly been going up. for example January bill was \$50.83, February was \$61.69, March \$110.74 (called), April dropped back to \$78.04, May \$78.04, June \$159.81 (my complaint that I filed with the FCC, July was supposed to be \$78 and was \$154.89. I was offered a \$45 credit from the june bill and they added a \$30 speed fee and a \$16.77 fee for changing account so I didnt even get a credit basically. we definitely have a discrepancy in billing and dont understand why nothing can be done about this company.

this is a copy of the message that I sent to the attorney general. most is from my last complaint with the FCC with additional complaints about my new bill.

Ticket: # 4047061 - Verizon FIOS - changed my account to contract without my information

Date: 6/24/2020 11:16:09 AM

City/State/Zip: Parsippany, New Jersey 07054

Company Complaining About: Verizon

Description

Dear Sir/Madam:

I was Verizon FIOS customer from Dec 24 2018. I was paying 39.99 USD for 100 MB speed and I could cancel my service any time I wanted. Verizon increased my monthly bill amount to 54.99 USD starting Dec 24, 2019.

So I called in January 2020 and asked them to reduce my monthly bill back to original amount of 39.99 USD, but I was refused by customer service. Since July/June 2019, Verizon started offering 200 MB speed for new customers.

On Feb 4, 2020, I called Verizon FIOS Customer Service to terminate my FIOS service. But representative offered to reduce my bill amount back to 39.99 USD. When representative updated my account, she changed my account terms without informing that she changed my account to 2 years contract with early termination fees. I was never informed by representative that I will have to pay early termination fees if I cancel my service before Feb 3, 2022.

Today, on 06/24 when I called to cancel the service, I was told that I had to pay early termination fees if I cancelled my FIOS services. Current FIOS speed of 200 MBPS is not good enough with COVID-19 lockdown.

Why FCC is not taking any action and fine these kind of bullying corporate against customers?

I want FCC to take action so that Verizon allow me to terminate my account without early termination fees.

Ticket: # 4047129 - Cable Issues**Date:** 6/24/2020 11:28:43 AM**City/State/Zip:** Chicago, Illinois 60617**Company Complaining About:** Comcast

Description

Since, May 2020 I have been out of cable service. I have contacted xfinity several times to try to resolve this issue. I tried multiple attempts of troubleshooting with technical support over the phone. But after these several attempts were made and failed, I inquired if they would be able to send a tech to my home to fix these technical issues. They informed me that they are not coming out due to COVID-19. However, they continue to charge me my full bill amount of 200+ dollars and they will not adjust my bill.

Ticket: # 4047278 - Verizon FIOS - changed my account to contract without my information

Date: 6/24/2020 12:02:36 PM

City/State/Zip: Parsippany, New Jersey 07054

Company Complaining About: Verizon

Description

Dear Sir/Madam:

I was Verizon FIOS customer from Dec 24 2018. I was paying 39.99 USD for 100 MB speed and I could cancel my service any time I wanted. Verizon increased my monthly bill amount to 54.99 USD starting Dec 24, 2019.

So I called in January 2020 and asked them to reduce my monthly bill back to original amount of 39.99 USD, but I was refused by customer service. Since July/June 2019, Verizon started offering 200 MB speed for new customers.

On Feb 4, 2020, I called Verizon FIOS Customer Service to terminate my FIOS service. But representative offered to reduce my bill amount back to 39.99 USD. When representative updated my account, she changed my account terms without informing that she changed my account to 2 years contract with early termination fees. I was never informed by representative that I will have to pay early termination fees if I cancel my service before Feb 3, 2022.

Today, on 06/24 when I called to cancel the service, I was told that I had to pay early termination fees if I cancelled my FIOS services. Current FIOS speed of 200 MBPS is not good enough with COVID-19 lockdown.

Why FCC is not taking any action and fine these kind of bullying corporate against customers?

I want FCC to take action so that Verizon allow me to terminate my account without early termination fees.

Verizon FIOS service stopped working for more than 10 hours. Also unable to login to my FIOS account. I have no internet and so unable to work and lost 1 day of pay.

Ticket: # 4047361 - phone scam

Date: 6/24/2020 12:24:32 PM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Medicaid

Description

A male person with an accent called from a local number and said my mother could receive Medicaid benefits due to Covid 19. He asked me to spell her name and give her zip code. Also asked what her secondary insurance was to her Medicare A or B. Told him it was BCBS. He said some one else will call me back in about 45 minutes to verify her information.

Ticket: # 4047398 - Illiness Merger

Date: 6/24/2020 12:32:09 PM

City/State/Zip: Anderson, Indiana 46011

Company Complaining About: T Mobile

Description

Two weeks ago, there was an issue with our phones. We were not able to make calls, receive texts nothing. I have never had such an issue with my service and attempted to call and was not able to get through to TMobile, they were not answering phones and then a message would come up that they were having technical issues. Today, I am looking through my settings and I see this covid 19 tracker in my phone, and this happened after this massive phone outage across the nation from TMobile. It doesn't matter if it is android or iPhone, it is on our phones. We should have been notified and given a choice. IF they can put it there they can activate it whether I want it or not, and I want it off my phone now! I have a minor child and what about others who do, I have family with children with phones, whose peeking at them and monitoring them! our rights are infringed upon enough and our phones should not be invaded with health concerns and issues, that is not for them to be involved in! how can a phone track an illness! get it off!!!!!!!!!!

Ticket: # 4047419 - Keep Americans Connected

Date: 6/24/2020 12:37:33 PM

City/State/Zip: Mount Sinai, New York 11766

Company Complaining About: Optimum

Description

The consumer is calling in regards to Keep America Connected Pledge regarding Optimum/Altice Internet Service.

The consumer is calling on behalf of account holder (b) (6), account (b) (6).

Initially as part of the pledge through May they would keep everyone connected, then it was extended to June 30.

Between March and now he has had 23 interruptions/disconnections.

The consumer states that he has made over 20 calls to them.

The consumer called today and said that they have to make a payment in order to not get their service back on.

The consumer told them what is happening to the pledge they signed.

They told the consumer that they pretty much do what they want and won't turn anything back up until a payment is made.

The consumer has a disabled wife that is connected to an online device.

The consumer has 3 children that have missed a month because of interruptions.

They tell the consumer that there are a lot of system errors.

The consumer has lost wages over the pandemic so he will need his internet back on like told during the pledge, and once the payments are made they should adjust it accordingly since he received around 23 interruptions/disconnections between the month of March and now.

CTR-415

Ticket: # 4047504 - Internet service

Date: 6/24/2020 12:58:00 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

Despite that I am subscribed to an upgraded internet service/speed, for several months Optimum's internet service has regularly been very weak and with frequent outages, to the point where the internet is often unusable and functionally useless. Optimum blames this on high area usage (perhaps COVID-related) but could easily remedy this by generally improving my area's service – e.g. by opening a new “node” – suggested by Optimum's own field technician and which they can readily do if they desire, or perhaps in other ways. Nevertheless, Optimum is not doing anything to address this matter, nor are they responding in any way – despite our numerous attempts to resolve this directly with Optimum.

Ticket: # 4047555 - Internet

Date: 6/24/2020 1:11:56 PM

City/State/Zip: Winnsboro, Texas 75494

Company Complaining About: Sudden Link

Description

A tree took down my internet line on Monday. I have called 4 times trying to get this fixed. I have spoken to 4 customer service agents and so far 3 have lied to me. I work from home during covid19 and need my internet to work (I'm an essential worker). I am being denied access to a manager (one person said they'd have someone call but they did not. I cannot get this resolved and will not be able to work because of this.

Ticket: # 4047636 - Scam Warranty Robo Calls

Date: 6/24/2020 1:29:10 PM

City/State/Zip: Athens, Georgia 30606

Company Complaining About: No Name Just Number

Description

This one group calls me every other day from hijacked local telephone numbers. When I call the number back, the person is an individual who says they never called me. The last number they hijacked was 706.296.5877. It is impossible to block them because they hijack a new number each time. I am working remotely during Covid and because my cell phone is my office phone, I have no choice but to answer. I have told them at least 20 times to stop calling but they keep calling. Can you help? Thank you!

Ticket: # 4047650 - [Optimum.net](#)

Date: 6/24/2020 1:33:11 PM

City/State/Zip: Stamford, Connecticut 06905

Company Complaining About: Optimum

Description

During the COVID pandemic, Optimum support has cut us off after 45mins on hold or kept us on hold for more than 2 hrs. We are unable to get info about changes to our phone/internet account. Yet we have to pay monthly invoices.

Ticket: # 4047686 - Frontier billing/disconnection

Date: 6/24/2020 1:41:54 PM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Frontier Communications

Description

Consumer has a landline phone.

His service has been disconnected.

Consumer doesn't believe they should have done that due to COVID-19.

Consumer was disconnected twice.

He has been billed re connection fees twice.

Consumer did not receive any credits.

Consumer claims their customer service is terrible.

They should not have disconnected his service during COVID-19 and they should not have charged late fees/re connection fees.

CTR404-phone

Ticket: # 4047929 - Not enough bandwidth in Rainier WA

Date: 6/24/2020 2:36:16 PM

City/State/Zip: Rainier, Washington 98576

Company Complaining About: Consolidated Communications

Description

With the pandemic-Home School and working from home. WE NEED MORE BANDWIDTH!

Consolidated Communications has informed me to contact you. We are unable to work from home do education and keep security cameras going. We are losing income and this is dramatically causing a NEGATIVE impact on my children's education. We were told to discontinue the use of our cameras. However, I'm a mother home alone and there have been 2 home invasions in the past week only miles from our home! Please help!

Ticket: # 4047978 - Impossible to get a hold of company to work through issues

Date: 6/24/2020 2:47:05 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Optimum

Description

Since the beginning of covid-19 (March through late May), we were getting consistent outages and speeds at under 10mbps (we pay for 300mbps). Everytime I called, they would tell me that I should just restart my equipment and if they needed to send a tech it would be \$75 if it wasn't an issue on their end. After I replaced all the equipment with my own, I had them send a tech over who verified for me that it was an optimum issue. When I got a hold of accounting one time (several multi hour attempts), they said they would know if we had outtages and would auto-credit us. However I don't find the auto credit we received to be fair or proportional to services we pay for. On top of that, I let them know recently (early June) that I had filed a name change for the account on 5/17. The rep told me that they'd call me back.

Problems:

- Call backs do not work and autoloop you back to menu option screen where no one answers.
- Slow speeds and constant outtages making work and entertainment impossible. (March-June)
- Name change hasn't been processed and the previous account owner no longer resides here.

What I want,

1. An adequate credit for the issues we've suffered through for 3 months.
2. The name change to process and I want the introductory rate.

Ticket: # 4048060 - ILLEGAL AND DECEPTIVE BILL PRACTICING**Date:** 6/24/2020 3:07:39 PM**City/State/Zip:** Los Angeles, California 90043**Company Complaining About:** Sprint

Description

On December 15, 2018 my family and I visited the Sprint location in Culver City. We wanted to upgrade our previous plan. Upon our transaction I made sure he went through our bill thoroughly . He stated with the upgrade we were going to save and he because we chose to upgrade he would throw in free accessories. We spent approximately 3 hours at Sprint. Only to receive a bill the following month of 2x the amount that was agreed on during the signing of the contract. I proceeded to contact Sprint to rectify the matter. They stated that was not only paying for additional line that was suppose to be disconnected BUT sales associate charged me for the accessories that were suppose to be FREE!! THIS IS TOTAL BILL DECEPTION!! He stated that it was only 100 and I should just pay it!! I called Sprint CS and the said they would refund me the additional line charge BUT they NEVER DID!!! I stuck paying the bill..... Festival to this year. Like millions of families, we too were affected by the COVID-19. Sprint sent out a generic statement about the crisis. But in the Month of May, Instead of prolonging the bill. I PAID almost \$1000. They refused to send me a bill. Every time I went online to access my bill. It would never open. On June 5th I went to the Sprint store in Inglewood, Ca to repair my phone. The associate told me that my phone was beyond repair and should trade it in for upgrade. I told him I was not happy with the service and he said that he would make sure that I would not go through my previous experience again. Upon my upgrade we went through my bill AGAIN. Hours were spent making sure I understood my bill CORRECTLY. He brought over the Store Manager "EDDIE" they stated that I was ripped off and my bill was paid off. He gave me a bill breakdown, so would be clear and there would not be any confusion on the bill should be generated on July 12th, 2020. On June 11th Sprint continuously attempted to deduct \$185 out of my bank account which was paid on JUNE 5th!!! I contacted them and they said I still had to pay that amount and my payment made on the 5th of June did not cancel my arrangement and I owed and additional 495 on the acct. THIS IS FRAUD!!!!!!!! They were EXCEPTIONALLY RUDE. They said someone would call me back. I NEVER received a call back. And they continued to attempt to deduct \$185 out of my acct. They charged my bank acct \$49.00. They are viscous. I contacted Sprint CS once again. The gentleman who handled my call was beyond rude and disrespectful. He said that the addional \$494 was for a bill and \$300 phone charge since my phone was damaged. He told me I had the money!! I spent in bills and upgrade over 1200 dollar in ONE month. THIS A CRIME. He the transferred me to a supervisor. He said that the associates and the store made a serious mistake, would look further into my bill, unlock my acct so I can review my bill, waive the fees that were placed on my bill and contact me with the updates. That was well over two weeks ago. I STILL HAVE YET TO RECEIVE A CALL. Today, June 24th, Sprint sent me a bill for \$481.00. NOT ONLY IS THE DECEPTIVE, BUT THIS IS ILLEGAL BILL PRACTICES!! PLEASE HELP.

Ticket: # 4048092 - Spectrum Covid-19 Billing

Date: 6/24/2020 3:15:40 PM

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

Company Complaining About: Spectrum

Description

Spectrum Internet and TV. He attempted to disconnect in March. He was told by doctors to leave the area due to Covid-19. He called Spectrum to disconnect his service in his NY apartment in March; he was going to try to just suspend it but they bill him for full service.

But they kept billing him in spite of the fact that he has been attempting to cancel his service since March; they promised they would refund his money he paid in March. He has told them over 4 times that his service was to be cancelled. His bill is now for over 3 months.

The tell him that he has to pay the entire bill to get a refund. Spectrum refuses to disconnect or let him out of this. Resolution the caller seeks is because of Covid-19 he had to move out of his NY apartment; there were a lot of sick people in it and Spectrum refuses to cancel service that was requested for the first time in March and they continue to bill him; cancel service. He wants Spectrum to cancel service and not bill him because he was not there from March and refund his March payment. ***CTR386-phone***

Ticket: # 4048163 - Xfinity Comcast Overbilling

Date: 6/24/2020 3:34:37 PM

City/State/Zip: Stockton, California 95207

Company Complaining About: Comcast

Description

Xfinity/Comcast terminated TV amidst COVID19 crisis. Xfinity is charging late fees for services billed in advance. They are also charging usurious access fees to access channels supposedly available in promotional TV packages. Xfinity is charging monthly fee to access live sporting events. Since COVID19- there arent any sporting events. I removed Cable television service on 06.10.2020, Xfinity continues to bill me for these services, and instead of my bill going down it continues to increase. I've spend countless hours on the phone with Xfinity representatives & in local office & so far, no one has been able to resolve this issue.

Bigger concern: I am only one household. Xfinity charges me \$47 to access subscribed channels and for Xfinity's access to live events- Again, there arent any live events due to COVID19. Furthermore, my subscription to cable TV package should grant me access to product in which im paying for. We have a MAJOR overbilling problem that needs to be addressed immediately

Ticket: # 4048198 - Fw: Request updated: Fiber optics not available

Date: 6/24/2020 3:43:41 PM

City/State/Zip: Oak Grove, Missouri 64075

Company Complaining About: Centurylink

Description

This is a follow-up to your previous request # (b) (6) "Fiber optics not available"

I still have not received a reply to my last email. Will you please help me get a response from them?

From: (b) (6)
Sent: Wednesday, June 3, 2020 7:59 AM
To: FCC <consumercomplaints@fcc.gov>
Subject: Re: Request updated: Fiber optics not available

I have not had a response from my last email. I understand with the COVID 19 shutdown, but now it is lifted. Please respond to the email below.

Again my question has not been answered.

CenturyLink responded that internet via fiber is not available to my home. My question remains WHY? If the fiber cable is ran in front of my home, why can't I get internet via fiber. Why is it not available? ? ? ? Does CenturyLink need more equipment? ? Modern technology? More nodes? ? ? CenturyLink spent a lot of money running the fiber cable past my house, why can't I access internet via fiber? ? ?

The ADSL technology that is available at 10 Mbps download is an antiquated technology in this day and age of high speed internet.

My question is why is internet via fiber not available to my home? ? I am not asking what is available, I am asking why I can't get internet via fiber that is ran in front of my home. It is there, Why can't I access the internet via fiber? ?

From: FCC <consumercomplaints@fcc.gov>
Sent: Friday, February 7, 2020 8:21 AM
To: (b) (6)
Subject: Request updated: Fiber optics not available

Ticket: # 4048273 - T Mobile Outage**Date:** 6/24/2020 4:02:14 PM**City/State/Zip:** San Francisco, California 94103**Company Complaining About:** T Mobile

Description

6-24-20

Ajit Pai,

Let me tell you how bad the T Mobile outage affected California.

On Monday 6-15-2-0 at about 1pm as a T Mobile Customer my Phone service stopped. I was not notified by T Mobile in any way. I was (and am) working from home for the Ca Employment Development Department assisting 4.7 Million Unemployment Insurance Customers file claims and get paid benefit. The E.D.D. has been inundated with calls because our UI Dept has been unable to keep up with demand. The servers have crashed and we are just now hiring over 4,000 reps to assist in the back log. I hear that some claimants have been without benefits for 2 months and they can not reach UI on our phone lines or via email.

I work for the Work Force Service Division and because of Covid19 I have been working from home calling back UI customers. On that day I was able to reach only 13 UI customers. Sadly many are dealing with very serious challenges-no benefits means no food, possible eviction, no medications. The suicide rate has gone up in California as a result of covid19 and unfortunately the EDD needs all the tools at its disposal to help California residents get back on their feet. The T mobile outage made serious challenges much worse for the many EDD workers working from home who contract with T Mobile Service to serve California UI claimants. UI claimants are on the edge and very upset with the EDD. T Mobile made it impossible for EDD reps to reach out to UI claimants to help them put put on their table and keep a roof over their head. Many with families with children. Many Seniors and many many on the edge.

Respectfully,

(b) (6)

[Redacted signature block]

Ticket: # 4048370 - Availability of service, children's education and Pandemic/Covid19

Date: 6/24/2020 4:33:28 PM

City/State/Zip: Wise, Virginia 24293

Company Complaining About: Comcast

Description

So my only provider in my area is Comcast/Xfinity. I have suffered through with no service for 10 years even though it is 652 from my home. Comcast will run it if I pay \$4050.93. I find this crazy and wonder how I can provide my kids is an education during this pandemic without internet and knowing the kids will at least have a hybrid schooling starting in August. I need help and have no idea who to speak with.

It is as if Comcast has monopolized my area. There are no other providers for cable internet other than them to service me. I have called Verizon, At&t, and many others.

My service address is (b) (6)

Ticket: # 4048809 - Suddenlink complaint

Date: 6/24/2020 7:13:47 PM

City/State/Zip: Willis, Texas 77378

Company Complaining About: AT&T

Description

I have tried to get service with Suddenlink since August of 2019. The first person I spoke to messed up the order and set up a test account, which I was told because he was a new employee. I call again in September of 2019 and paid \$123.14 and was told someone would come out and do the install. Since then I have called monthly to no avail. I have gotten nothing but the run a round, transferred from one department to another. With this covid19 I need service so I can work from home. I was given the account number (b) (6)

Ticket: # 4048915 - I just need some help and real talk

Date: 6/24/2020 8:21:53 PM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

I have been speaking to a comcast person working from their executive escalations department. I am trying to get current and I can on July 8th. I told them this. They don't know if they can or can not. Covid has destroyed my career. I just need this extra help, but they seem unsure. They have let me get by this long, I just need a little more time. I can not get a definitive answer.

Ticket: # 4049150 - Do not contact list

Date: 6/25/2020 1:25:38 AM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: Comcast

Description

I have asked Comcast/Xfinity at least 5-6 times over the last few years to remove my my email from their contact list. (b) (6) I do not want any emails sent to that address . Do not contact, do not solicit, do not send me pandering emails about what Comcast is doing about COVID, etc. Every time I ask customer care to do this, they say they will remove it and/or add it to their do not contact list, then some time later, another email arrives. The latest was on 06/18/20.

Ticket: # 4049155 - No Internet

Date: 6/25/2020 1:37:00 AM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: Spectrum

Description

In the past 6 months Spectrum technicians have been to my home multiple times. During the pandemic, they have been to my home twice. Against my protestations, I have complied with requests. The field technician supervisor, Andrew, asked that I contact him directly with any concerns. I have done so multiple times, providing video of my ongoing problems.

Currently they have requested to come again. Each technician has failed to fix my intermittent internet. Their visits interrupt my work day and cause great concerns for my safety.

Andrew demanded I pay my bill in full, citing my delay for the ongoing intermittent internet problems. I acquiesced to ensure my service would not be interrupted.

I take legal issue with paying for a service I am not receiving. It is upsetting that each technician assures me the problem has been solved yet every day I experience delays or no internet.

I have short videos of no internet or delayed connection. Is there a fine this company can incur for failing to provide the stated service promised to customers?

At the very least, I want my payment refunded. There is very little hope the technicians scheduled will fix the problem. I find them to be poorly trained. I am extremely disappointed in Spectrum.

Ticket: # 4049190 - Service Interruption-Att

Date: 6/25/2020 4:25:00 AM

City/State/Zip: Henrico, Virginia 23294

Company Complaining About: AT&T

Description

About a week ago, during this pandemic, ATT Wireless disconnected my service. Of course this was surprising considering they advised they aren't disconnecting service until June 30 due to this situation. As a result of this pandemic, our household, as many others, experienced reduced hours for work. To get my service back on, I had to pay \$250 on June 18 to restore, and set an arrangement for \$415 for June 27. We are all going through this situation. It's bad business to advertise helping customers, then suspend their service and force them to pay money needed for rent to keep the service on. This is ridiculous. Now there is an upcoming payment that we don't have. We didn't bring about this pandemic and consideration of the customers should be this company's priority.

Ticket: # 4049256 - ACCESS

Date: 6/25/2020 8:44:44 AM

City/State/Zip: Topeka, Kansas 66610

Company Complaining About: AT&T

Description

PARTNER AND I LIVE IN MIDSIZE CITY AND ARE FEDERAL WORKERS AND CAN'T GET FAST ENOUGH INTERNET TO TELEWORK (AND FOR REASONABLE ACCOMODATION). ONLY ONE PROVIDER AND THEY CAN'T EVEN HOOK UP MINIMUM PKG TO OUR SIDE OF HOUSE. MAIN PART OF HOUSE HAS MINIMUM PKG THAT NEVER REACHES TOP SPEED OF IT (UVERSE 25) DUE TO COVID, THE 6 KIDS IN THE HOUSE WHOSE SCHOOL MAY NOT REOPEN WILL HAVE NO WAY TO ONLINE LEARN. HELP. FIBER PLEASE.

Ticket: # 4049303 - HELLO

Date: 6/25/2020 9:14:29 AM

City/State/Zip: Baton Rouge, Louisiana 70812

Company Complaining About: Sprint

Description

6/25/2020

GOOD MORNING

PLEASE HELP I M HANDICAP DISABLED I HAVE A LOUISIANA STATE HANDICAP PLACARD . MY FULL NAME IS DARRYL HOOD. I M HAVING PROBLEMS WITH MY PHINE CARRIER ARE PROVIDER SPRINT. I REQUESTED FROM SPRINT 4 TIMES THIS MONTH NOT TO ADD 20 GB OFF HOTSPOT ON MY IPHONE SIX PLUS PHONE.

BECAUSE I DON T NEED HOTSPOT. BUT LAST NIGHT

IT WAS ADDED TO MY PHONE. A JURISDICTION BATON ROUGE CITY POLICE IS SITTING BY MY APT COMPLEX MEVERY NITE. THEY USES HOTSPOT ANYWHERE IN THE CITY. ANOTHER ISSUE IS WHEN I DO A UIP DATE TO REFRESH MY PHONE. SPRINT LEAVES MY PHONE TURN

OFF FOR A LONG TOME. MY PHONE INTERNET WORKS SOMETIMES. BECAUSE OFF SPRINT IT S NOT THE PHONE . I M USING MY SPRINT IPHONE SIX PLUS NOW TO SUMMIT THIS COMPLAINT TO YOU ALL. PLEASE HELP I NEED TO KEEP MY COVID-19 STIMULUS CHECK SECURE FROM SPRINT AND THE BATO ROUGE CITY POLICE .THE CITY POLICE HAVE FREE HOTSPOT CONNECTION ANY-WHERE IN THE CITY. They BE BY APT COMPLEX EVERY NIGHT. PLEASE HELP

THANK YOU

(b) (6)

Ticket: # 4049338 - No broadband available

Date: 6/25/2020 9:35:30 AM

City/State/Zip: Cookeville, Tennessee 38506

Company Complaining About: Tennessee

Description

In the age of covid19 and video class rooms, it is imperative that consumers have the tools they need. The normal family has become to rely more and more on high speed broadband. We have outgrown the only services available at our location (b) (6). The only available services fall short of the FCC standard of 12 mbps down and 3 mbps up. Give us access to any true fast broadband utility

Ticket: # 4049344 - Service/COVID-19

Date: 6/25/2020 9:38:17 AM

City/State/Zip: Fayetteville, North Carolina 28312

Company Complaining About: Centurylink

Description

Consumer has been having a lot of problems with her phone service. Consumer states that she does have a landline that never works. Consume states that for the passed two months she has been having problems when it comes to dial out. Consumer states that she is unable to hear the dial tone for about 20 min after she picks up the phone. Consumer and the whole town has been calling constantly to get this problem fix but Century link does not care. Consumer states that the lines are so old that every week someone from century link has to come out to fix this. Now consumer says that she has been with not service at all for a whole week during a pandemic. Consumer lives in a rural area and her cell service is not consist. Consumer wants her service to be fix immediately, Consumer wants a month of free service for all the problems they have cause her. Consumer refuses to have this type of service. Consumer wants the underground lines to be improve immediately the whole town is having constantly problems.

ctr408-phone

Ticket: # 4049457 - Service/Billing Issues

Date: 6/25/2020 10:19:58 AM

City/State/Zip: Hobe Sound, Florida 33455

Company Complaining About: Optimum

Description

Consumer lives in NY, but are in Florida

Consumer said they are both susceptible to getting Corona virus, due to Health Issues

Consumer said at the house in NY they do not have any electricity

Consumer asked Optimum to stop the fee's until they can get back to NY to their home

Consumer said they probably will not be able to come back to her house until April 2021

Consumer said she has no way to return the equipment if she cancels the service

Consumer said they can contact the electric company to see that there is no electricity in the house

Consumer would like Optimum to cancel the service without giving the equipment back and not get charged for the equipment at least until they can get back to NY safely

CTR402

Ticket: # 4049571 - No Internet during pandemic

Date: 6/25/2020 10:54:19 AM

City/State/Zip: Miami, Florida 33126

Company Complaining About: AT&T

Description

Hello,

We have two DSL account with (b) (6) which both have no internet, but more than that it's a both a business account and we have no way of doing business.. and we are paying the bill so they are not taking the pledge of keeping people online.

We as a business are hurting as a result of AT&t negligence of restoring our service. When we call they have no information as to the cause of the problem, it's very strange and weird that they themselves don't have information as to the problem or they are hiding and or withholding information from paying customer.

We would like a month Worth of credit

Ticket: # 4049655 - INTERNET FOR SON TO ATTEND PUBLIC SCHOOL

Date: 6/25/2020 11:17:24 AM

City/State/Zip: Wise, Virginia 24293

Company Complaining About: Comcast

Description

Comcast high speed internet is 20 feet from our house. With a new drop just put in last month. But they want \$5000.00 to hook us up. Our neighbors did not have to pay that fee. Son needs this high speed to do class work from home. Because of COVID 19.

Ticket: # 4049693 - Suddenlink dishonest service**Date:** 6/25/2020 11:30:19 AM**City/State/Zip:** Troup, Texas 75789**Company Complaining About:** Sudden Link

Description

I moved to my residence on Feb.28. 2020. For a variety of reasons, Suddenlink people was unable to install my internet until March 25, 2020. Mid- march internet speed starts decreasing to 750kbs, I called many times and their excuses were the increase of activity because the COVID-19, a service interruption in my area, etc.... April bill comes, and they charged me regular charges, I also noticed that they are charging me an extra \$30 charge. They said this charge is the cost of renting their internet, this charge is on top of the cost of my plan. I signed up for a \$54.99 plan, and my bill comes of \$84.99 every month. April 28, my internet goes down completely, technicians start coming again, I am losing work hours, multiple calls going on. Until this day, June 26, 2020, my internet is running around the 70kbs, during the night it might go up. Multiple calls to Suddenlink, and no credit. They claimed that they do not have notes on my account. But they do record the conversations??? June 10, 2020, they suspended my service because I denied payment until receiving a credit, they promised me that if I paid my account, a supervisor was going to call me back and fix my situation. I paid the full bill plus late charges!!! I have not been called back, I have not received a credit and I still do not have the speed that I am paying for. Suddenlink is stealing from the clients. Taking advantage that in areas like mines, they are the only providers. Suddenlink owes me a credit for the last three months of service, plus an explanation of why they are charging me a rental fee that was not mentioned at all during our agreement. I cannot wait to see a class-action lawsuit against this company!!!

Ticket: # 4049709 - No internet access for more than a month

Date: 6/25/2020 11:34:19 AM

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

Due to provider's failure to repair and/or upgrade outside cable in service area, internet access has not worked properly or at all for more than one month at my location. Provider states that problem will be corrected and service restored today June 25 with the installation and connection of a new cable, yet provider has done nothing in the last month to provide an effective alternative solution. We continue to pay for internet service even though there is NONE. In order to be able to work remotely from home, which is necessary during this pandemic, we have had to use cellular backup solutions at additional cost. This cost should be reimbursed by Comcast/Xfinity as the need for this is solely the result of their failure to repair/replace the outdated cable in a timely manner.

Ticket: # 4050000 - Broadband DSL services in my area

Date: 6/25/2020 12:51:18 PM

City/State/Zip: Wautoma, Wisconsin 54982

Company Complaining About: Centurylink

Description

Please bring faster DSL to our Road. With Covid-19 and the demand for internet services to be able to continue my 3 childrens education and work from home options. I feel that this is a necessity with the current situation and modern lifestyle. I have been paying 400\$ a month just to use hotspot data through cell phone companies and we are struggling financially. We are currently only offered 1.5mb through CenturyLink while neighbors are getting 3mb for same price and faster, this is not something i find fair.

Ticket: # 4050056 - Frequent Outages of Spectrum Internet

Date: 6/25/2020 1:06:32 PM

City/State/Zip: Monterey Park, California 91755

Company Complaining About: Spectrum

Description

6/25/2020 I pay \$69.99/month for Spectrum residential internet only service. Since at least 2019 it seems Spectrum internet outages have been occurring weekly. This affects my household and the other 79 homes within my gated community. Due to COVID-19 many of us are working from home and these frequent disruptions are preventing us from getting our work done. My neighbors are ANGRY with Spectrum as evidenced by the comments on our HOA Facebook page. Some of us use this spreadsheet to document the outages:

[https://docs.google.com/spreadsheets/d/1QIFpean25DRK-0lzSG-X1R360_wFJJS8G3F7WjHpK-8/edit?fbclid=IwAR1kZDIsh0zkxe9PciglHDA0PZm8FXS_Q-](https://docs.google.com/spreadsheets/d/1QIFpean25DRK-0lzSG-X1R360_wFJJS8G3F7WjHpK-8/edit?fbclid=IwAR1kZDIsh0zkxe9PciglHDA0PZm8FXS_Q-XJgT_1c3J6ZFgW5HHyCk7d5zo#gid=1464028803)

[XJgT_1c3J6ZFgW5HHyCk7d5zo#gid=1464028803](https://docs.google.com/spreadsheets/d/1QIFpean25DRK-0lzSG-X1R360_wFJJS8G3F7WjHpK-8/edit?fbclid=IwAR1kZDIsh0zkxe9PciglHDA0PZm8FXS_Q-XJgT_1c3J6ZFgW5HHyCk7d5zo#gid=1464028803)

The latest outage began last night and it's now 14+ hours and my home is still without internet service!!! Everyone complains to Spectrum and they say they've made corrections but the frequent outages continue. The last manager I spoke with earlier this month was Megan Johnston at (314) 755-1662.

1) Please order Spectrum to get their act together.

2) Please allow more competition so we have more choices for high speed internet.

Thank you for your assistance.

Ticket: # 4050148 - Verizon Services

Date: 6/25/2020 1:30:09 PM

City/State/Zip: Redwood, New York 11717

Company Complaining About: Verizon

Description

- consumer stating that switch from Verizon to Optimum/Altice
- consumer stating that Verizon has shut off her internet/cell phone service because consumer has been unable to return Verizon equipment due to the COVID-19
- consumer switch provider due to Verizon was not able to fix the issue of another person coming up on the consumer phone and caller ID.
- consumer would like this issue resolved by having Verizon turn her service back on

CTR395—phone

Ticket: # 4050324 - AT&T Internet

Date: 6/25/2020 2:18:46 PM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: AT&T

Description

I have had internet service with AT&T since may of 2018 which was supposed to be for speed 10mbps. The service has always been painfully slow. I had called in a couple times during my services in 2018 and 2019 but due to COVID I am forced to stay in the house which caused me to see this issue more clearly.

I reported this issue back in March, where I spoke to a dispatcher that told me there was a wiring issue. AT&T had 2 technicians come out to fix the issue as I was only getting upload and download speeds of mbps and 2mbps . The technician advised that AT&T was not letting enough bandwith of internet through to my home. He called AT&T and asked them to open the connection further for me to receive more internet bandwith. After this was completed, my speeds were up to 10 mbps as they should be.

The technician advised that I call billing to be compensated for the time that I have had service that was inadequate.

I contacted ATT several times since May constantly to speak to a supervisor. I have been put on hold for hours, sent back to automated systems during this time and never was able to speak with anyone regarding my billing. My service was interrupted for nonpayment for the months starting in march when I had this issue.

Ticket: # 4050391 - Service/COVID- 19 / Emergency

Date: 6/25/2020 2:35:21 PM

City/State/Zip: Calumet City, Illinois 60409

Company Complaining About: Metropcs

Description

Consumer has been having problems since the 06.16.2020. Consumer has call multiple times Metro PCS and they seem not to care. Consumer states that sometimes her cellular goes disable out of nothing. Consumer lives alone at home and she is connected to an oxygen tank consumer needs her services to be reliable in case of emergency. Consumer cannot be having problems like this she needs her cell phone for her doctors. Consumer wants her service to be improve and reliable. Consumer wants a month free of service since they been giving her a rude treatment and bad service.

ctr408-phone

Ticket: # 4050583 - Service/ Fraud/ COVID-19/Lifeline

Date: 6/25/2020 3:27:29 PM

City/State/Zip: Booneville, Arkansas 72927

Company Complaining About: Qlink Wireless

Description

Consumer states that she was interested on applying for the lifeline program. Consumer states that Qlink was one of the providers that were available. She call them and they send her a sim card the one that it was not compatible with her cell phone, then they told her that she needed to buy a phone and that they had one very cheap for \$25.00. Consumer does not have any income coming right now and she wanted a cellphone that she can afford. Qlink lie to her to make her buy the phone. Qlink told her that they were providing lifeline in her area when they do not. Consumer wants her money back and she wants to send the phone back. Consumer wants Qlink to send her a label for shipment and they want her to print it. Consumer does not own a computer she lives alone and the library is close. She wants her money and a compensation for the fraud that they committed telling her that she qualify for a government phone when they do not serve the area.

ctr408-phone

Ticket: # 4050612 - Privacy issues

Date: 6/25/2020 3:34:05 PM

City/State/Zip: Anderson, Indiana 46011

Company Complaining About: Google

Description

Two weeks ago, there was an issue with our phones. We were not able to make calls, receive texts nothing. I have never had such an issue with my service and attempted to call and was not able to get through to TMobile, they were not answering phones and then a message would come up that they were having technical issues. Today, I am looking through my settings and I see this covid 19 tracker in my phone, and this happened after this massive phone outage across the nation from TMobile. It doesn't matter if it is android or iPhone, it is on our phones. We should have been notified and given a choice. IF they can put it there they can activate it whether I want it or not, and I want it off my phone now! I have a minor child and what about others who do, I have family with children with phones, whose peeking at them and monitoring them! our rights are infringed upon enough and our phones should not be invaded with health concerns and issues, that is not for them to be involved in! how can a phone track an illness! get it off!!!!!!!!!! In speaking with TMobile, the rep Maggie stated that it was placed there by google and apple and it was an app! Apps are a choice and are looked for by the user in the play store, not sneaked there without knowledge! This is not an app, this is forced, we were not made aware and it is HIPPA violation! Remove it!

Ticket: # 4050649 - Keep Americans Connected COVID-19

Date: 6/25/2020 3:43:08 PM

City/State/Zip: Valdosta, Georgia 31605

Company Complaining About: AT&T

Description

The consumer states he has cell phone and internet service with AT&T.

The consumer states that they disconnected his service even though they had signed the Keep America Connected Pledge.

The consumer states that he called them and they said that they only honored it until the month of May.

The consumer provided them with the information on the FCC site saying AT&T signed for the extension until June.

The consumer would like his cell phone services turned back on immediately.

The consumer states that the Internet didn't get shut off because its a separate from his cell phone.

The consumer would like him bill adjusted since you guys pledged to keeping the services on and now he is going to have to pay a full service bill for a interruption caused by a representative that doesn't know what his company pledged to.

CTR-415

Ticket: # 4050687 - Poor internet service and poor streaming

Date: 6/25/2020 3:52:01 PM

City/State/Zip: Queens Village, New York 11428

Company Complaining About: Spectrum

Description

I have had poor internet service with Spectrum since I got the account. However in the last few months the service has been beyond SUBPAR! We are working from home and the internet is not reliable. I have called, had routers and modems switched. I have done everything in my ability to correct. I have called EVERY DAY in the month of June. In the time of covid, I have had to put myself and my family at risk by allowing technicians to come to my home 5 times! Nothing is fixed. Each time they come the service gets worse. I cannot help to think that Spectrum is intentionally providing slow/blocked service to ensure customers purchase faster more expensive plans. I do not have alot of devices and even my 2019 4K television that is connected by ethernet loses connection. No one has been able to fix it, yet they want to collect payment. My job is on the line because I have no service to do my work. I cannot go outside to work any where else because of my health issues. My service is still not working as I type this complaint. I need help getting it fixed and my bill needs to be reduced or cleared. I have not had service so I should not have to pay

Ticket: # 4050695 - +1 (b) (6)

Date: 6/25/2020 3:54:23 PM

City/State/Zip: San Antonio, Texas 78231

Company Complaining About: +1 210-493-4169

Description

Well, I don't know about the FCC, but I personally think 371 spoofs of my 210-493 phone number prefix are excessive. These calls, by the way, are interfering with our public health authority attempts to contact positive COVID-19 cases.

Ticket: # 4050745 - AT&T bill increase

Date: 6/25/2020 4:05:19 PM

City/State/Zip: Torrence, California 90504

Company Complaining About: AT&T

Description

He has a bundle with AT&T

His bill started at \$120+ a month

Now his bill is \$180+

When he call he was told their was nothing they could do..go to another company. He would like it to stay at the cost it was. He should not have to pay this sneaky Corona Virus Fee.

[Ticket: # 4050975 - High Speed internet availability](#)

Date: 6/25/2020 5:03:26 PM

City/State/Zip: Calhoun, Louisiana 71225

Company Complaining About: AT&T

Description

We are unable to get high speed internet at our address. This is needed to home school our kids in the fall due to Covid-19 concerns. There are fiber optic lines laid on both sides of our house. Our current download speed is 1.2 Mbps based on the AT&T speed test.

Ticket: # 4051057 - Optimum / Altice internet issues

Date: 6/25/2020 5:42:40 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: Optimum

Description

Since April 1st 2020 our entire town of Howell NJ has terrible internet. It is all related to Covid-19 and work from home etc.. the ISP "Altice" won't resolve the issue and we have had several technicians tell us that the company is having problems. We have no other provider of internet in our area.

Ticket: # 4051070 - Suddenlink Issues**Date:** 6/25/2020 5:47:04 PM**City/State/Zip:** Lubbock, Texas 79424**Company Complaining About:** Sudden Link

Description

On Sunday, June 21, 2020, we experienced an electrical storm in Lubbock, TX. My internet went down around midnight. On Monday, June 22, 2020, I restarted my router, but there were no lights on it. I took the router to Suddenlink to get a replacement. Side note; the staff there are unprofessional and extremely rude, even to change out a piece of equipment. I brought the router home and hooked it up, which didn't work. The following is what happened next:

6-22-20 @1:24 pm I called to place a service call to Suddenlink. When I called, you could only be sent to the FAQs on the internet and the call would disconnect. I called their "new customer" order line and spoke to ESL person. This person could barely speak English. I explained to the CS representative I was unable to get a human on the phone. I am 65 years old and have a pre-existing health condition. With the pandemic, I should not be without internet as it's my only source of connecting with the outside. The gentleman said he understood and said he was going to test the lines. Fifteen minutes later, he told me the lines needed to be repaired and he would schedule a tech. He also wanted a payment of \$25 over the phone, which I refused. I told him I would give a check when the tech showed up.

6-22-20 - Received email from Suddenlink about upcoming appt, and that I had chosen to upgrade my internet to 1 gig, doubling my monthly service charges. I called Suddenlink but couldn't get anyone on the phone.

6-23-20 - 10:00 am - called Suddenlink to ask about the additional charges. They told me this was not a repair appt, but to upgrade my services. I explained to them I had not requested that. They then told me they needed to cancel the appt and reschedule for the following day.

6-24-20 - I called a different ISP and requested service. They scheduled the appt for the following morning, 6-25-20.

On 6-25-20, new internet was installed from new ISP. I called Suddenlink and canceled the appt. I then received a call asking me if I was canceling the appt and I said yes.

6-25-20 - I went to Suddenlink to return the router (which did not work) and to get a receipt. I waited approximately one hour. They refused to give me a receipt for the router and also told me they would be billing me through July 17, 2020, even though I have no contract with them. This was never discussed before. Numerous people were in line to discontinue service and experiencing the same problems I was.

I DO NOT WANT TO PAY FOR SERVICE THAT IS NOT WORKING AND IS PENDING DISCONNECT. I DO NOT WANT TO BE CHARGED FOR EQUIPMENT I HAVE ALREADY RETURNED AND DOES NOT WORK.

I asked to speak to the manager, and was told they were not there. I asked to speak to a supervisor and was told there was none.

As a previous healthcare compliance officer, EVERY business is REQUIRED to have a code of ethics, code of conduct, compliance policies and procedures, service policies, etc. What this company is doing is criminal and there is no oversight or accountability. I have called the compliance department at the City of Lubbock to voice my concerns. Please advocate for individuals such as myself who have been wrongly mistreated for extremely poor service and compliance. Additionally, I

have NEVER received a bill from them, even though I called repeatedly. Thank you. The issues involve no availability, billing, service and interference.

6-25-20 1:30 pm

Ticket: # 4051089 - Internet availability

Date: 6/25/2020 5:54:50 PM

City/State/Zip: Maud, Texas 75567

Company Complaining About: Windstream Communications

Description

Kinetic/Windstream has told me multiple times that I have servicability in my area but when I go to call in and order the service they say sorry but we don't service your area. Is there anyway you guys could kick them in there arses and tell em to bring there internet here? I'm so tired of having internet companies put me down, I mean for fucks sake, I need internet for work since this Corona virus, and there holding me back. I can't even get a house cause I'm living with my parents, and don't have any credit... It's bullcrap...

[Ticket: # 4051162 - Cricket changed rates on me after I was told it was grandfathered in.](#)

Date: 6/25/2020 6:33:29 PM

City/State/Zip: Bartlett, Illinois 60103

Company Complaining About: Cricket

Description

I had a grandfathered plan with cricket and changed it to a new grandfathered plan that they were advertising for COVID. I was told it would be 15 dollars a month and that the rate would not change. Then I get a text that my rate was changing from \$15.00 to \$30.00 a month. Cricket used COVID to scam people to change their plans. This should be illegal as I was told numerous times that it was grandfathered plan.

Ticket: # 4051332 - AT&T failure of service and requiring customer to be possibly exposed to COVID-19

Date: 6/25/2020 7:51:14 PM

City/State/Zip: Hesperia, Michigan 49421

Company Complaining About: AT&T

Description

AT&T sent wrong equipment to replace defective equipment. Had to call to activate. Told that because the upgraded the equipment I am required to have a technician come into my home. I refuse to be exposed to COVID-19 by a roaming technician, so they will not activate the box remotely, and I am stuck with my defective equipment.

Resolve - remotely active the equipment they sent

Ticket: # 4051505 - Strait Talk again!

Date: 6/25/2020 10:01:12 PM

City/State/Zip: Tucson, Arizona 85716

Company Complaining About: Straight Talk

Description

Previous complaint: Strait talk has charged my credit card 4 times for 2 months of service. When I called to get one of the double charges removed they charged me again and then issued one refund. I am back to when I first contacted them about the double billing since they charged me and issued a refund the same day. Walmart has a good scam going if they double bill all their clients I think they can help their bottom line with fraud. I contacted them again today for the 3rd time and they said they would call back. They called back with a spam Spanish only lady that just kept talking and did not help. They need to quit double charging for each month and refund my credit card.

Current complaint: So for this month they charged the credit card twice again for prepaid services. I contact their chat they said they could not help and I needed to call. First time they hung up on me and the second time they kept me on hold for over 20 minutes. The Strait talk employee kept saying no one was available yet. When I asked if anyone else was there she said they had all quit. Then she said it was going to be longer. Then she came back and said the call was dropped. Asked to speak to her supervisor and she made like she was going to transfer me she instead made like she was transferring and then hung up. Besides their incompetence, they have still double billed me for this month. I removed the unit from my account and told the chat service to cancel my account. Again they are billing customers twice so they can provide other customers more service during COVID19. I suspect they are the source of skimming credit cards also. They need to refund the full 30 dollars since they keep charging for services I do not get and I have cancelled my account with them.

Ticket: # 4051515 - Fraudulent billing practices by Century Link

Date: 6/25/2020 10:07:15 PM

City/State/Zip: Redding, California 96001

Company Complaining About: Centurylink

Description

I closed my account in April. All equipment was returned by mail. I spoke with several customer representatives to ascertain my last bill of 103.51 would be the last. This was paid by June 01, 2020. I then received another bill for 108.36 due June 30. There is no reason for this bill, which included a 99.99 charge for unreturned HSI equipment and Nevada taxes. All the equipment was returned. It is CenturyLink's processes that are not operating and were certainly not functioning in April, at the beginning of the Covid-19 virus shut downs. We will not be extorted. Please refer to account number (b) (6) See all of the telephone calls with customer representatives. This bill is not an accurate reflection of the status of this account.

Ticket: # 4051538 - MediaCom Internet and Tv

Date: 6/25/2020 10:27:43 PM

City/State/Zip: Valley Center, California 92082

Company Complaining About: Mediacom

Description

Mediacom has failed to deliver internet and TV services that they promised.

I have been with them for 3 years, it has been a very rocky road. Because Mediacom has jurisdiction in our Area in North San Diego County they have a monopoly and no other competition can challenge them. Therefore customer care is non existent, they pretty much can do whatever they want to you and get away with it.

For example our internet has on a regular basis gone down 20 times a day, not good for my wife who relies on access for her work at Quest Diagnostics on the COVID-19 team and OSHA. The repair crew from Mediacom has been out to our Ranch at least 12 times, mostly blaming our inside wiring, well 2 years ago I had all coax cable terminals go from the pole straight to their equipment, eliminating any connection error, but still down 20 times a day.

At this point my wife was forced to drive 1-1/2 hour one way to work, because Mediacom failed to fix the problem, but yet still getting paid 200+ a month for their service.

Recently I built a ADU granny pad for my Mom, had TV service added to our bill, but to this day, Mediacom still has not provided TV service that my 89 year old mother can enjoy, what finally broke the camels back here is us calling for a technician again, for TV, scheduled appointment, waiting for technician to show up, and finding out that they tried calling us, with some phone number that doesn't exist !!!!

They have been here numerous times and they don't have my correct phone number on file ?????? That's a complete lie !!!!!

Not to mention, all of their tech support is overseas, another absolute disconnect with their clients. They need to be stopped from stealing money from our community and bring in competition!!!

Ticket: # 4051673 - Lies and Manipulations, false edits of news stories.

Date: 6/26/2020 3:56:42 AM

City/State/Zip: Clarendon Hills, Illinois 60514

Company Complaining About: Wfld Tv And Wgn Tv

Description

I watch WFLD TV news and WGN News, and the Article by Commissioner Michael O'Reilly is a joke (more local news during pandemic is good). For Four straight years these two news outlets misinform, twist news using edits that falsify news stories. The News producers politics are clearly evident in each news story. These two stations put out old news clips and create new stories, just like "Mad Libs." The politics oozes out of these stories, if your Democrat we will shove lies down your throat on a 24/7 format. If you are Republican, "You have created every crisis in this US of A! On Fox 32 I have seen anchors roll their eyes on topics they don't agree with. The Legacy of FCC Chairman, Ajit Pai will be Television news "went down the toilet" for good. It is a shame one must read many versions of a story on the internet to find out the real truths!

Ticket: # 4051738 - No internet

Date: 6/26/2020 8:54:34 AM

City/State/Zip: Carrollton, Ohio 44615

Company Complaining About: Frontier Communications

Description

Frontier is doing a poor job maintaining their infrastructure. A large group of us neighbors are without phone and internet for weeks now and their saying they won't even look at it again for a month. During the pandemic many of us work from home and work for essential business. Me, PURELL instant Hand Santitizer. . .

Ticket: # 4051744 - False/Misleading Advertising

Date: 6/26/2020 8:58:01 AM

City/State/Zip: Stevensville, Michigan 49127

Company Complaining About: Midwest Family Broadcasting

Description

There is a local car dealer advertising that Covid and Corona is over and things are all back to normal now--not even close to being true.

Ticket: # 4052004 - AT&T billing

Date: 6/26/2020 11:04:53 AM

City/State/Zip: Nortorss, Georgia 30093

Company Complaining About: AT&T

Description

AT&T mailed him a unit for his cable TV.

Due to COVID they aren't installing.

Consumer wasn't sent the correct equipment so he had to purchase his own.

Consumer would like to be credited for that cable he had to purchase.

CTR404-phone

Ticket: # 4052046 - harrassing phone calls from collection dept.

Date: 6/26/2020 11:20:43 AM

City/State/Zip: Altadena, California 91001

Company Complaining About: AT&T

Description

AT&T placed 2 automated calls to my home stating " urgent " messages regarding your phone, please call our offices." I called today, spoke with " John Beard" He tells me that my acct was past due \$100. I told him I set up a payment plan June 6th where I plan to pay my bill in 2 payments, with the last payment of \$100 due 6/29. today was only 6/26. He then says the payment plan fell off your account. I ask him what would of happen if I had not called them today? was my service going to be interrupted? He did not answer. I told him as a consumer, to receive harassing back to back calls, well after I know I made a good faith payment initially and deferred the balance, was disturbing and unacceptable . I then told him I went on line prior to calling them today and verified my pending arrangement for 6/29/20. he had NO answer , kept insisting they did not see that on their end. this is a terrible billing system in that it does not capture consumer payment arrangements. He did say he would update my account with the 6/29 installment, that was only after I had to tell him i had already set up a payment plan. Initially when he got on the phone, the first thing he said was " your account is past due, would you like to pay the \$100"? I was shocked! because I knew I had already set up an arrangement. He offered no apology. since he took no accountability on behalf of AT&T, I then ask to speak to a manager, he then tells me I would have to call back by 10 am as there was no one available due to COVID 19. while I understand the limits due to COVID 19 I ask if he could at least take my information and have the manager call ME back after-all, I am the customer, its apparent your system screwed up and I want to speak to a manager. He said NO, I would need to call back . what kind of company is this? they pride themselves on good customer service yet when they cause a error , they cant even assist a simple request by having a manager call the consumer back. here again, the consumer is let down, no real explanation other than their system did not show the arrangement (yet I was given a confirmation when I set up the installments June 6) I also ask for a copy of our recorded phone call. He states he could not do that, again I would have to request from the manager. He did nothing to help me, only saying that the system dropped off the payment plan. He only made the situation worse by not willing to at least assure me he would have a manager return my call . I routinely make arrangements on my AT&T bill and need to be reassured this will not happen again. what AT&T needs to do is take accountability and look at the customers overall history before sending out urgent phone calls. What AT&T needs to do is if a consumer request a call back from a manager, the rep needs to pass that onto a manager! not have the consumer call back! they need to do a better job by training their reps good customer service.when a consumer such as myself (who has had continuous service for 10 years) was left to feel as though I caused the problem by not paying my bill is a real issue and needs to be addressed!

Ticket: # 4052103 - wireless charging more during covid

Date: 6/26/2020 11:35:22 AM

City/State/Zip: Roslyn, New York 11576

Company Complaining About: Verizon Wireless

Description

they are charging me more during covid for less - breached our agreement wherein \$20 credit per month was applied. won't give unlimited data to me but gave to everyone else

Ticket: # 4052204 - increasing prices during covid and overcharging

Date: 6/26/2020 11:58:40 AM

City/State/Zip: Roslyn, New York 11576

Company Complaining About: Verizon

Description

rep says I should pay \$208 total for my services as existing customer under plan with gigabit mix and match with most fios and home phone with one add'l line and 4 boxes with one free. rep says they are overcharging me by \$70 per month. please help.

Ticket: # 4052207 - COVID 19 medical scam

Date: 6/26/2020 11:59:24 AM

City/State/Zip: Oviedo, Florida 32765

Company Complaining About: Florida

Description

Wants personel info

Ticket: # 4052379 - ATT Billing - Trying to Gouge Me

Date: 6/26/2020 12:47:04 PM

City/State/Zip: Simpsonville, South Carolina 29681

Company Complaining About: AT&T

Description

I have not been credited for my trade ins. We have elevated it many times and no response. They are trying to bill me extra for phones that should have been free through the promo. My salary has been cut due to the COVID situation. They won't resolve this. I am Type 1 diabetic and this is my only way to communicate in case of emergency. I can't not have a phone if they turn it off. They want \$1200 next week.

Ticket: # 4052398 - Equipment/ Service / COVID-19

Date: 6/26/2020 12:50:57 PM

City/State/Zip: Jacksonville, Florida 32219

Company Complaining About: Boost Mobile

Description

Consumer wanted report that his data keep going off and on. Consumer called boost mobile to report this problem and boost is not doing anything to help him.

ctr408-phone

Ticket: # 4052462 - Electronic Wiretapping Violation**Date:** 6/26/2020 1:06:41 PM**City/State/Zip:** San Diego, California 92109**Company Complaining About:** Spectrum (from Today) And At&t (from The Past)

Description

This morning, June 26, 2020, I was speaking to my sister in Ireland at 8a.m. California time at (b) (6) and I was calling her from 8(b) (6) through my Spectrum landline account. She told me about her physical therapist Christine and how she finally got back to her after abandoning her for several months due to COVID-19 but that she now had a new physical therapist and didn't need her anymore etc. She went on and on and I was mostly listening. At 8:09a.m. the call dropped. Normally, I hang up the line, wait 15 seconds, and then call her back. But I did not hang up the line and all of a sudden the phone just started called her back but when she answered, it was a the conversation we had just had. She started talking about Christine and how she got back to her too late. It the exact conversation we just had.

I live in San Diego Co. and I have been the victim of illegal wiretap before since October 1, 2014 through what I believe is the HIDTA AT&T funded and led Hemisphere Project. I believe that rogue law enforcement have been and are wiretapping me illegally to gain insight into my legal strategies. Today, my lawyer is filing a second amended complaint in federal court which details the conspiracy of law enforcement agents and members of the District Attorney's Office. I am very afraid they are going to do something to me because I am suing based on constitutional violations not only from the illegal wiretaps for the past several years, but from crimes committed against me dating back to August 22, 2014. I need your assistance please. I am terrified that I am going to be harmed. This has been like torture. I need you to investigate the HIDTA administrative subpoena process in San Diego Co. It is being exploited to cover up criminal activity IN law enforcement and IN the DA's office. These people could go to prison for their crimes so they want to stop me and that is why I am being wiretapped. I need you to intervene please. I have been in contact with Emily Allen, Chief of Major Frauds and Public Corruption, at the US Attorney's Office Southern District here in San Diego. She wrote me a letter on April 15, 2020 documenting that she has sent my declarations to the FBI and that they may be contacting me but they have not contacted me as of the date of this complaint. Please communicate with them if you can. I will be reaching out to Emily Allen again in a letter today to document this. Thank you. (b) (6) cell phone). I have had several carriers since August 22, 2014 including, AT&T, Sprint, Spectrum, PCS Mobile and T-Mobile. I believe the Hemisphere Project has wiretapped me on all phones past and present.

I have attached server phone records from AT&T from Oct. 25, 2014 in which I believe the phone number 619-709-0000 was wiretapping me while I spoke to my ex-husband (b) (6) from (b) (6) I am also including a record from Oct. 10, 2014 when I believe the numbers with 9999999999 show evidence of initial infiltration. I need to know what the originating account of 789 means. I have these records available even though it happened a long time ago. I Thanks.

Illegal Wiretap--Current Spectrum landline (b) (6) and possibly cell phone T-Mobile (b) (6). Past numbers include AT&T landline from Oct 1, 2014-Sept. 9, 2015 at (b) (6) and Sprint cell phone Feb. 1, 2015-July 7, 2015 at (b) (6)

Ticket: # 4052463 - Spectrum internet service affect my livelihood

Date: 6/26/2020 1:06:44 PM

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

Company Complaining About: Spectrum

Description

I live in Upper east side, and I hold meetings virtually since the COVID-19 affecting everyone. my internet service provider has been very unstable, and would cut off the service for hours, day after day. The issue has affecting my livelihood tremendously.

Ticket: # 4052561 - Rebuttal to #3927623

Date: 6/26/2020 1:28:42 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: AT&T

Description

- I'm in receipt of AT&T responds. However I wanted to clarify that when Ms. Tammie called to said that the disconnection happened in error and that is not what she put on the response. I was scheduled for reconnection I was not supposed to reach out to anyone to schedule it or not that I was told so when I spend my entire Saturday trying to make sure I have internet before start of a work week. Again nobody showed up for the reconnection on March 18 as I had been told.
- Finally, Ms. Tammie offered to give me a credit of \$300.00 towards my wireless account. I rejected the offer because I lost income for a week I didn't work because I had no internet and I had bills to pay outside of the AT&T wireless bill. I understand AT&T want the money back to their pocket but I'm sorry I because the loss of income meant missed bills, and missed mortgage payment, overdrawn account in the middle of a pandemic.
- I expressed the willing to settle the case with a payment that is equal to my week of pay check plus the expenses incurred to install new service. At the time Ms. Tammie was determined to push down what she needed and i felt pushed and have to risk my health to go to the office in order to provide the paystub with the information she needed.

CTR405-phone

Ticket: # 4052634 - Equipment/ Replacement/ COVID-19

Date: 6/26/2020 1:46:04 PM

City/State/Zip: Lakewood, Washington 98439

Company Complaining About: T Mobile

Description

Consumer states that on May.22.2020 consumer receive a sim card for an activation of a cellphone. Consumer states that the sim card only lasted one day of service and then it stopped working consumer called T-mobile and they try to activate the line from their end and again it only lasted for a day. Then consumer was told that he will have to buy another sim card and create another email address because the previews one was already saved in the system with the broken sim card and that they will not be able to do anything about it. Consumer find this unacceptable. Consumer also lost his access in his account online and he does not want to have to make other email to recover his information. Consumer wants to have access into his account, Consumer does not want to pay another activation fee. Consumer was his line to be active. Consumer needs his service to be active in the middle of the COVID-19. Spanish speaker needed.

ctr408-phone

[Ticket: # 4052742 - Shutting my services off twice just to attach more fees to my account](#)

Date: 6/26/2020 2:03:54 PM

City/State/Zip: Bronx, New York 10456-6630

Company Complaining About: AT&T

Description

I had 2 payment arrangements set up during the month of june, they have shut my services off twice after receiving funds from me in the process of a payment arrangement. Now there are over \$80 in fees attached to my account, for no absolute reason!!! I want these fees taken off my bill!!!! it is a pandemic going on and my income is limited due to being on unemployment!

Ticket: # 4052850 - Price Gouging by Verizon

Date: 6/26/2020 2:29:06 PM

City/State/Zip: Collingswood, New Jersey 08080

Company Complaining About: Verizon

Description

During the coronavirus pandemic, my business was shut down by executive order of Governor Phil Murphy of New Jersey. I reopened my business to find that Verizon automatically renewed my service without my consent at a higher price. When I disconnected, they attempted to charge me a \$1,000 cancellation fee. I seek my service disconnected with no penalty.

Ticket: # 4052894 - Fox "News"

Date: 6/26/2020 2:39:03 PM

City/State/Zip: North Babylon, New York 11703

Description

Fox News should not be allowed to have the moniker of news in its title. This network labeled Coronavirus as a hoax and encouraged its viewers to continue their lives as usual. Now it is mocking citizens that responsibly choose to follow the advice of medical experts by wearing masks. This network does not deliver the news in an unbiased manner.

Fox News is an entire network that is disseminating false information which will potentially cause deaths to others. This virus is not about "me", it is about "we". Please do not allow this to go on any longer. There are a series of clips in which this network promoted the virus as a hoax or as a scare strategy for Democrats, which potentially spread the virus. The FCC frequently fines networks or shows for the use of language, but this is far more severe, this network is spreading false information that will kill.

Please let me know if there is anything else that I can do or any other agency that I can contact to stop the spread of misinformation.

Ticket: # 4052953 - Suddenlink overcharging

Date: 6/26/2020 2:52:45 PM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

I have had suddenlink since January 2020 since ordering online i was told a different price then what i have been billed. I opted for paper billing and have only received 2 bills in this almost 7 month time. Now they are saying i have a almost \$1000 bill and its due to being over charged for services and me being without a job due to corona virus pandemic. I just started working from home about 2-3 weeks ago and they are not wanting to work with me about my bill and setting up a payment plan. I need my internet to work from home to pay my bills including suddenlink. I just want my bill to be sent and to be accurate and also get assistance with paying the bill on a agreed payment plan.

Ticket: # 4052967 - Purchased phone that doesnt work and they won't make me whole.

Date: 6/26/2020 3:00:07 PM

City/State/Zip: Claremore, Oklahoma 74017

Company Complaining About: Boost Mobile

Description

I got a phone from boost mobile on the 19th. Im 75 yts old, I need my phone as I have no land line and covid is rising. They wont fix apparently, have contacted them every day. Took back to store today and door is locked. Help please

Ticket: # 4053060 - Comcast Business Internet

Date: 6/26/2020 3:21:26 PM

City/State/Zip: South San Francisco, California 94080

Company Complaining About: Comcast

Description

We were pretty satisfied customer until we need to cancel service. Comcast tagged us with extra 60 days of payment after our cancellation. The Comcast customer rep. just informed to sign the document and return equipment. It did not inform us about the extra 60 days of payment. This is not a right practice; why a customer needs to pay additional 60 days where the service is cancelled. The Comcast customer service representative should inform and warn the customer that one needs to provide 60 days notification prior cancellation. This way the customer could stay and use 60 days more of service. That was not done in our case.

We are reaching out to you if you could help us to resolve and WAIVE the extra 60 days payment especially under the current pandemic COVID-19 conditions. We are all economically under the same boat.

Ticket: # 4053373 - service issues fees multiple times

Date: 6/26/2020 4:45:39 PM

City/State/Zip: Victoria, Texas 77904

Company Complaining About: Sudden Link

Description

I had internet installed by suddenlink in February2020, the service was intermittent at best from the very beginning. I made multiple calls for support, they tried to tell me it was my modem. I replaced the modem, same issue, they finally sent a service tech out, same problem, called numerous more times and they sent another tech out (Suddenlink told me I would not be charged) and he did nothing. Called back and got another tech out and he finally fixed the problem. Suddenlink billed me for two service visits even though the service was never good from the initial install. On 6/8/2020 a Suddenlink rep said that both service fees for a total of \$120 would be removed because of the trouble I had with my service and issues I had with the techs. On 6/23/2020, I was told again that the fees would be removed within 24hrs and they were not. On 6/26/2020 I was told that they would not remove the charges so I asked to speak to a supervisor. The supervisor was busy, so was promised they would call when they got off the phone and they did not call back (which has happened many times in this experience). I paid the bill worried that I would lose service and I can't afford for that to happen as I work at home due to the Covid19 Pandemic. I just want the service fees credited back to my account since the service did not work from the very beginning.

Ticket: # 4053442 - Speed/COVID-19/Service

Date: 6/26/2020 5:00:15 PM

City/State/Zip: League City,, Texas 77573

Company Complaining About: Comcast

Description

consumer wants to place a complaint against Xfinity because consumer states that their service is been very poor. Consumer relays on his internet to work from home and when he calls consumer service they do not want to do anything to help him. Consumer is paying about 400 dollars per month. Consumer wants his service to be improve.

ctr408-phone

Ticket: # 4053486 - Spectrum Internet issues**Date:** 6/26/2020 5:15:37 PM**City/State/Zip:** Pasadena, California 91107**Company Complaining About:** Spectrum

Description

I have had repeated reliability issues with Spectrum aka Charter over the last 4 years. Once it appeared to be a problem with a loose connection at the pole exacerbated by winds. Two other times it appeared to be due to faulty cable modem hardware (new generation apparently had high rate of failure according to Spectrum technicians). But for the last three weeks, we've experienced an entirely new class of issue. We don't have an issue with the modem. We don't have an issue with infrastructure/wiring outside the home. We have an issue with our upstream/outbound packets just being dropped. During these outages, downstream packets continue to flow. When I called Spectrum on 6/18/2020 about the problem, they claimed there were no known issues in the neighborhood, however, when the tech arrived 7 days later, he immediately volunteered that indeed the maintenance crew was working on a problem that's existed for three weeks "an overloaded node, adding two more nodes and splitting the traffic between them because pretty much everywhere they are over-provisioned and don't have enough bandwidth to service customers". He then complained that the techs are pulling their hair out because Spectrum is signing up loads of new 'free' customers during the pandemic which is the reason they don't have enough bandwidth any more. This information was quite shocking to me. I remember being puzzled by Spectrum's marketing campaign over the last year or so trying to get customers to upgrade from 60Mbps to 100 or 200Mbps service thinking what a bad idea that would be if they didn't have the bandwidth headroom to support it. It's nonsensical because few customers actually care about speed of huge downloads (the only benefit of high speeds) and really only care that streaming works (which requires very little bandwidth) and that the service is reliable. So it seems that Spectrum may have grown themselves into a huge problem for their customers and may be slow to add bandwidth and restructure their network or to adjust their asymmetric up/down ratio to prevent the poor upstream service issues customers are experiencing right now. This is "network operations 101" type of stuff. Since NetNeutrality no longer exists, the problem could also be due to Spectrum utilizing QoS tagging to set a lower class of service/priority for packets from customers at lower tiers of service. It could simply be that their customers on the 200Mbps plan are crowding out the QoS queue for 'free' and lower tier customers. Every time I speak with them they ask me if I'd like to move up to the higher speed service which is a bit infuriating -- I just want my service to be up at least 99.9% of the time. My external IP uptime monitor that only checks every 5min is even showing 99.6% uptime, a dismal number -- given that the frequent outages last for only a few minutes a lot of the time, the actual uptime must be far lower than 99.6%. Please enforce some sanity on Spectrum and the industry as a whole. They must not be allowed to operate in this manner. They must be transparent about their network problems and credit customers for the issues. They have monitoring data to know what customers are having what types of issues and yet they do nothing and wait for customers to call then pretend they don't know what the problem is and dispatch technicians who can only verify that indeed the problem is in the network.

Ticket: # 4053663 - Suspension of Service without cause

Date: 6/26/2020 6:36:10 PM

City/State/Zip: Rolling Hills Estates, California 90274

Company Complaining About: Frontier Communications

Description

Due to Covid 19, I have been a stay home person doing most if not all of my business from my home office, on a few occasions I've had to go into my office to handle business, looking up files. Today I had no access to internet or a fax line, apparently Verizon had decided to suspend my account, without any proper notification of a billing issue.

Ticket: # 4053780 - payment arrangement

Date: 6/26/2020 7:48:12 PM

City/State/Zip: Oak Lawn, Illinois 60453

Company Complaining About: Comcast

Description

I have contacted several times about a payment arrangement each time was told something different. I have been with Comcast for over 10 years now and have never had a problem making a payment arrangement in the past until a few months ago when Comcast started non disconnection of internet service due to the covid virus. This has caused nothing but problems in making payment arrangement. I use to always be able to schedule a payment arrangement on the 3rd of every month but now I can no longer do this am being told if I dont make my payment by the 29th of the month my service will be disconnected except for my internet. Can not make a payment arrangement any longer for the 3rd of the month. Instead of helping people out during this pandemic comcast is making everything worse by not allowing any more payment arrangement. I have never had this problem up until a few month ago. So because I can't make a payment until the 3rd my services will be disconnected on the 29th. Instead of helping people out during the pandemic comcast is making everything worse with payments. Now I will have to cancel my service with comcast which I have bedn with for over 10 years and go with another provider as because I can't make my payment by the 28th and need to make a few days later on the 3rd

Ticket: # 4053828 - 2 Weeks Without Reliable Internet Service

Date: 6/26/2020 8:29:01 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: Optimum

Description

Cannot get Optimum to send out a site construction team to run new coax lines. It has been two weeks back and forth with 2+ hour wait times for technical support and twice they have sent technicians unprepared to run new lines from the street to the house. They are the only cable internet provider in the area and I have no alternative but do put up with their lack of customer support and attention to solve my issue. This is impacting my ability to work from home effectively during the current pandemic.

Ticket: # 4053892 - Data Cap Bandwidths

Date: 6/26/2020 9:30:32 PM

City/State/Zip: Foster City, California 94404

Company Complaining About: Comcast

Description

I am writing to you about the upcoming data cap limitations that are being put back in place at the end of this month. I am outraged in general at the greed companies like Comcast (and all other ISP's) put in place by limiting data usage; the last three months of SiP proves that their network can easily manage the increased traffic, but their story makes it seem like their infrastructure is a house of cards on the brink. Both my wife and I work in the technology sector where we are fortunate enough to be able to work full-time remotely. However we have had both children doing online schooling as well as spending hours online, unfortunately, watching shows on any number of streaming services, which is well outside the amount we would have allowed them internet access before SiP began just so we can do our full time jobs. Comcast sees the writing on the wall, and has decided to end the unlimited bandwidth on June 30th. But conveniently have added a new service that allows you to pay an additional \$50 dollars a month for unlimited data. I admit i might be wrong about the timing, but I am in IT and am constantly watching our cap limitations, and most likely would have been aware of that service, if anything just to be annoyed by it. With the numbers of new infections rising each day, it's only a matter of time before SiP is put back in place. Where does that leave people who can barely afford to pay thier bills due to a myriad of problems due to Covid-19? How can they provide a way to, well to be honest distract themselves and their children of the nightmares happening outside by being nickeled and dimed at every turn?! I am asking you to please take action on stopping this from happening. We have to be able to provide unlimited data across the board, just as some ray of light people can cling to in these nightmare times. If you like, I would be happy to talk with you about it. Thank you so much for all the work you're doing for us, I know it's not easy, but it's worth the work to help improve the lives of others.

Kind Regards,

(b) (6)

Ticket: # 4053912 - Complaint On Suddenlink

Date: 6/26/2020 9:51:14 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

Hi,

I have had multiple issues with my service, and have been hung up numerous times by their outsourced representatives. I am currently working from home due to the pandemic, and therefore I am reliant on internet to perform my job. Suddenlink will not cooperate in sending me a notice confirming that I have had issues. I have called over 15 times.

Ticket: # 4053935 - Fraud /Deceptive Practices/Billing

Date: 6/26/2020 10:05:26 PM

City/State/Zip: Arlington Heights, Illinois 60004

Company Complaining About: Wow

Description

I've had numerous problems with WOW cable. I was having issues with my service and was not able to log into my work portal due to extremely low upload speeds of 1 MP. They sent a tech out to fix the issue but the upload speed was still too low, still the same issues. The tech tried to extort me to agree to a new 2-year contract by removing most all of my 200 + cable channels and gave me the bare minimum channels for the same monthly fee of \$220.00, and also wanted me to pay more for increased speed for their service to work. I refused to agree to a new 2yr agreement as this was completely deceptive unethical. During this visit the tech also dropped a cable line right down the middle of my back yard and said he wouldn't hang it but would let someone know. I explicitly told him the line will need to be hung and not buried as they are excavating/regrading with new construction next door. A couple days later they sent someone to bury the line with shovels and went to dig right on top of gas and electric lines. I was able to stop them. I then had a conference call and while I was on the call the completely removed my cable line from the house to the pole and left, I now had no cable or internet service at all. I then called WOW to cancel my service in its entirety on April 15th and ordered new service with a new provider the same day. I was also told I could return the equipment when the offices reopened as they are all closed due to covid-19. I have the email confirmation from my new provider to prove I ordered new service with them on April 15th.

On June 25th I received a bill from WOW billing me for this entire period from April to July. I immediately called WOW to have this corrected. I called twice (I was conveniently hung up on) and finally spoke with David who said he was from Asia and he couldn't help me, but took my number and said he would have someone call me back. They never called. I called again four times on June 26th and spoke with four different people (Esa, John, Yenti, and Jacob) in their Nicaragua location in Central America.

In speaking with Jacob who stated his title was "Supervisor" stated he is still showing my account active and the best he can do was to backdate 30 days and I would need to pay the remainder of the bill. That's all that anyone can authorize. He said he had no record of me cancelling my service on April 15th, no record of the unethical behavior, or my call from yesterday June 25th. I stated to him it's illegal to bill someone for service you did not provide, he agreed it's illegal but said that's their company policy. He stated there is no one in the USA I can speak with, that all calls are directed to his call center office location. He then said I could send an email that would go to a higher department but didn't have the name of the department and all emails would be routed to his office call center location anyway. He refused to cancel my account because I wouldn't agree to the 30 days.

I have had some extensive overbilling issues with them prior to this that went on for a long period of time that they weren't sending me statement and couldn't even produce a bill at all. Let me know if you would like detail on that too.

This is only a summary of what occurred. I have spent countless hours on the phone trying to resolve this with no resolution. Could you please assist me with getting this corrected?

Ticket: # 4053949 - Theft of cable

Date: 6/26/2020 10:23:32 PM

City/State/Zip: Corona, New York 11368

Company Complaining About: Spectrum

Description

Spectrum inside and outside technicians are constantly providing other Hispanic residence free cable through illegal connections at night after the day Staff and Government Offices had closed since the Spectrum Service is high technology very difficult to split the signal illegally they have to shut off your CABLE TV SERVICE TO HACK INTO THE SERVICE IN YOUR HOME and the Spectrum technicians with the bucket trucks are out side in the area every night this is very difficult especially with Covid 19 for the cost of Soectrum Service to do this unethical act of criminality and not let the consumer know of any work and have every channel stating Upgrade to add a Channel

Ticket: # 4053951 - No Internet Service

Date: 6/26/2020 10:24:56 PM

City/State/Zip: Highland, New York 12528

Company Complaining About: Optimum

Description

My internet service with was randomly turned off. I have called several times and they have stated there was an error on their part but they refuse to send someone back out in a timely manner. They keep telling me a supervisor will call me back but no one calls me. My household is working from home due to COVID and we are unable to work without internet service.

Ticket: # 4053963 - Phone services

Date: 6/26/2020 10:54:51 PM

City/State/Zip: Channelview, Texas 77530

Company Complaining About: Metropcs

Description

The company is not willing to help me with phone services during pandemic. The company put a note on my account to not help me. Which this is prejudice on their behalf. This is not something any customer should be enduring at this time.

Ticket: # 4054021 - COMMUNICATION CENSORSHIP covid games aka Google Voice

Date: 6/27/2020 1:46:42 AM

City/State/Zip: Beverly Hills, California 90210

Company Complaining About: Google

Description

Goggle has restricted my ability to send text to my mother repeatedly thru 2020 via their Google Voice service. They seems have changed their policies as in the past, I was unaware of these limitations. What google says" If you send many text messages in a short period, or recipients mark your messages as spam, Voice may temporarily restrict you from sending more messages. & Your Google Voice account may be temporarily blocked from calling or sending messages. If this happens, please wait 24 hours and try again." When trying to communicate with my mother this is unacceptable. Anti-trust worthy! (b) (6)

Ticket: # 4054034 - Verizon blocked 2 hotspots without permission

Date: 6/27/2020 2:25:29 AM

City/State/Zip: Davie, Florida 33314-3726

Company Complaining About: Verizon Wireless

Description

Back in March when Covid19 raged through the US, my lovely cellphone company contacted my son through his cell phone that his phone was going to be charged for over usage on his hotspot. When we were bought, mind you, 2 additional phones, we were told that we had unlimited every thing. Come to find out 2 years later, we did not. My husband lost his work discount because they said that our plan was unlimited. They obviously blatantly lied to us.

We are in a Pandemic and my son needed to do his school work via his hotspot. Why via our hotspot??? Because AT&T lied about our internet. WE were paying for years internet that we didn't have. They gave us NOTHING. Can you imagine paying for something for years that you don't have. Sound like Verizon is doing the same thing. This needs to be rectified. My daughter is in a summer reading program and because we do not have internet because every company lies to get business that they do NOT provide!!! We went to use her hotspot and it was blocked.

Ticket: # 4054083 - Optimum

Date: 6/27/2020 8:30:48 AM

City/State/Zip: New Canaan, Connecticut 06840

Company Complaining About: Optimum

Description

Hello!

I'm an Optimum cable TV subscriber. I ordered a service - the South Asian package - several weeks ago and it was promptly added to my account. I've tried for the last few weeks to cancel the service, no representative is available to help me cancel. I have been told on more than one occasion that wait times are longer than usual due to COVID and that a representative will call me back in more than 45 minutes. Of the dozen or so times I've called and gotten this response, only once did I receive a call back. Unfortunately, this was when I was busy, so I asked the rep to call me back later - I never heard back. I believe Optimum is using this tactic to prevent its customers from removing services, so it can continue to bill them for unwanted services. Before you ask, I've searched online for a self-serve option to do this transaction, but it doesn't exist

Ticket: # 4054096 - Not allowed internet where I live?

Date: 6/27/2020 9:18:31 AM

City/State/Zip: Fort Johnson, New York 12070

Company Complaining About: Spectrum

Description

Trailer Park owner (Peter Godspeed) will not allow spectrum to install the lines needed for the internet in this trailer park of 10 or more trailers. I have tried encouraging him during this pandemic especially without resolve. I cannot afford hugesnet or others based on the extreme cost or very minimal data caps. I pay rent lot every month so I rent the property my trailer is upon. Is this fair?

Ticket: # 4054137 - Suddenlink

Date: 6/27/2020 10:38:01 AM

City/State/Zip: Paris, Texas 75460

Company Complaining About: Sudden Link

Description

I've had service with Suddenlink for over a year and they constantly go up on their prices which I've always had an issue . After the COVID-19 around April they truly jacked up their prices I went from paying \$167.00 to a \$335.00 bill. That company is taking advantage of the situation.

Ticket: # 4054138 - Internet outage

Date: 6/27/2020 10:39:20 AM

City/State/Zip: Rego Park, New York 11374

Company Complaining About: Spectrum

Description

Greetings,

I hope you are all well. In the past 30 days or so my area have been having random weekly internet outages where we would completely lose service for an extended period of time during the day, sometimes up to several times a day. Due to COVID, a lot of us have to work from home and it makes it really difficult to do so especially that Spectrum Tech support wait time takes really long and they provide satisfying answers to why these outages occur. Please let me know what can be done regarding this.

Ticket: # 4054146 - CNN/using Biden signage in segment

Date: 6/27/2020 10:46:16 AM

City/State/Zip: Prairieville, Louisiana 70769-4580

Description

This morning CNN showed Arne Duncan as an "expert" in education regarding the covid back-to-school plans. Over his right shoulder, propped up on his desk over another picture, was "Ready for Joe." Pretty sure that's a violation, isn't it?

Ticket: # 4054209 - Canceled service appt

Date: 6/27/2020 11:49:05 AM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

I called on Thursday 6/25, confirmed I had a service appt, I pressed three to cancel the service appt and hung up. I called back on Friday 6/26, was placed on hold and then told by a recording that I had a service appt that day bet. 2-5, I pressed three and canceled again! Called on Saturday 5/27/20 and was told that by a Mr Mike, I never called to cancel the appt (infact he said it never happened) so that they can get me a service charge! I have a fixed income, and my bill was 58.00 a mth and now its almost 70.00 a mth! We have all been affected by COVID19 but to be price gauged by Optimum is a total shake down. I need help yet again. I did not want to allow the service man into my apt due to COVID and that fact I don't want to be infected. Meanwhile, I cannot be local channels for three weeks now the box is broken and I was supposed to get one via mail and have not.

Ticket: # 4054260 - Late payment

Date: 6/27/2020 12:25:41 PM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: Sudden Link

Description

My husband took the bill to the Suddenlink office to pay it. However, upon arrival he found that due to the pandemic their office was closed. By the time it reached their office somewhere in Pa. it was late. Now here we sit, with no cable and no internet. This is ridiculous!! I've been a customer for years and NEVER late. This was their fault, not ours.

Ticket: # 4054389 - Verizon Wireless

Date: 6/27/2020 2:50:28 PM

City/State/Zip: Hillsborough, North Carolina 27278

Company Complaining About: Verizon Wireless

Description

Trying to get a Port PIN to switch my phone number to a different provider and cancel service. Do not have. 4-digit account PiN (never did), and can't setup online account because transfer process has started. Have been told I need to go to a physical store in the next county in the middle of a pandemic to get a 4-digit PIN to get the Port PIN to transfer my number and close my account. Account holder is 73, health compromised and in a wheelchair, so this response is unacceptable when all that needs to be done is for Verizon to provide the tools to transfer the number and cancel service.

[Ticket: # 4054561 - Husband died, could not reduce/convert Verizon phone plan during pandemic, phone service now interrupted.](#)

Date: 6/27/2020 5:45:45 PM

City/State/Zip: Sparta, New Jersey 07871

Company Complaining About: Verizon Wireless

Description

My husband died and I could not change/reduce my Verizon phone plan during pandemic. I was directed to corporate stores, which have been closed for months in NJ. Phone calls to Verizon were unsuccessful. Local Verizon store could not alter the plan for me. Still being billed for unused phone lines at the cost of \$277 per month! I cannot get a live person online, only redirected to pay more money towards the bill.

Ticket: # 4054562 - Fw: [FCC Complaints] Re: Marketing and Advertising

Date: 6/27/2020 5:46:10 PM

City/State/Zip: Dallas, Texas 75222

Company Complaining About: Directv

Description

This is a follow-up to your previous request (b) (6) "Marketing and Advertising"

Dear Sir/Madam,

This is a continuation of issues with AT&T/DirecTV billing. As you can see, the initial complaint was related to incorrect information provided by an area sales representative. It actually took several months for the matter to be handled by a secretary to a vice president located somewhere in the northwestern United States.

Since late 2018, my DirecTV bill has been fluctuating anywhere from around \$100. to over \$170. every month. Even though I call customer service at AT&T every month to complain that according to the information I received from the vice president's office, my monthly bill was to be stable because I have been a customer since 1985. As a matter of fact, adjustments have been made by a Retention/Loyalty staff to keep me as a satisfied customer. The initial complaint stated I am on a fixed income and can not afford more than \$120. from my budget. My situation has changed since COVID-19. I am even more limited with my funds and am unable to pay these fluctuating bills. The Retention/Loyalty staff are not returning my calls and refuse to acknowledge my complaint. Therefore, I am once again requesting to initiate/file a complaint to at least get resolution to this issue. Although AT&T acquired DirecTV in the fall of 2016, I am told that DirecTV still operates as a separate entity and has its own Retention/Loyalty staff. In any case, there is definitely a disconnect in policy/procedure with regard to billing matters.

My personal information is the same, the original ticket (b) (6). Please let me know what else I need to do. Your assistance with this matter is appreciated.

Sincerely,

----- Forwarded Message ----- From: FCC <consumercomplaints@fcc.gov> To: Skylow75204 <skylow75204@yahoo.com> Sent: Monday, May 8, 2017, 10:57:09 AM CDT Subject: [FCC Complaints] Re: Marketing and Advertising

#yiv0025781332 table td {border-collapse:collapse;}#yiv0025781332 body .filtered99999 .yiv0025781332directional_text_wrapper {direction:rtl;unicode-bidi:embed;} ##- Please type your reply above this line -##

This ticket (#1590871) has been updated.

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FCC Consumer Help Center (FCC Complaints)

May 8, 11:57 AM EDT

(b) (6)

Your Ticket No. (b) (6) was served on your carrier for its review and response.

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

We appreciate your submission and help in furthering the FCC's mission on behalf of consumers.

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Skylow75204

Apr 27, 8:41 AM EDT

Please forward this email to the appropriate department for handling/resolution. I have contacted numerous customer service reps and thus far, no one has been able to provide a satisfactory resolution.

My name is (b) (6) and I have recently incurred serious issues with the DirectTV billing. My account number is (b) (6). Please review the following information.

I have been an AT&T customer since 1985. I have had the UVerse product since 2011. On January 9, 2017, I was approached by a field sales rep at my home. She indicated that AT&T UVerse was being phased out and DirectTV was being offered to customers at a discounted rate; which would make my bill lower; less than \$120. She also said that if I signed up, there was a 30-day trial period to use DirectTV and I could cancel without any consequences within that period. I tried the product and was not at all pleased with the service. The installation took place on 01/13/17 and I had serious concerns about what it entailed and the processing of the initial payment. I called customer service at 1-800-288-2020 to try to address the issues. I spoke to Mike and Josh, his manager. the manager confirmed that there was a 30-day trial period. Since then, I have made a number of phone calls to that customer service number and every time I call, I get conflicting information. On 01/24/17, I was told there was no 30-day trial period and if I wanted to opt out of DirectTV, there would be a \$480. early termination fee. I have made numerous attempts to resolve this matter over the phone and in person at the Park Ln store in Dallas, TX on 04/18/17. On that day, I spoke with Andrea and Lupe. Lupe identified herself as the Assistant Manager for the store, but ultimately said her hands were tied and there was nothing she could do.

My account is billed with DirectTV, a home phone, and internet service. At this point, I am so frustrated with AT&T and the lack of resolution to this problem that I no longer want to continue this business relationship. Please assist with this matter in whatever way possible. So far, it appears to me that AT&T is only interested in making money by scamming its customers with exorbitant charges/fees, telling them lies, and making a profit for expanding its business ventures. I am a senior

citizen on a fixed income and cannot afford the expensive charges from AT&T. My mailing address is:

(b) (6) and I can be reached at (b) (6)

Sincerely,

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Ticket: # 4054581 - Internet cut by technician working on my neighbors service

Date: 6/27/2020 6:04:39 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

After my neighbor had an xfinity technician come out , who we observed going in and out of our neighbors yard, our internet dropped.

Upon contacting xfinity, they would not acknowledge the connection between their technician and our problem, and would do no better than schedule a technician for 4 days from now!

Unfortunately, this is unacceptable and the condescending way they xfinity cs rep dealt with my problem did not help either. I run a business from home because of covid, I did not cause this issue, their technician did, and xfinity should be turning that guy around to fix what he messed up, or get someone out here stat to get my problem fixed.

I've now been on the phone with this disrespectful lady for over an hour and despite trying to talk to a supervisor and promises thereof, I wait...

This type of service is unacceptable unwarranted and their unwillingness to accept, correct and close this issue has resulted in my having to file this complaint, on a Saturday.

Please assist me in correcting this wrong. Thanks very much

(b) (6)




Ticket: # 4054599 - Internet Provider

Date: 6/27/2020 6:15:38 PM

City/State/Zip: Evansville, Indiana 47725

Company Complaining About: Spectrum

Description

I cancelled all services except Internet with Spectrum on 4-30-20. Spectrum advised new modem was required to maintain my internet. Do COVID I could not get at their store. Spectrum mailed modem and it was received May 4, 2020. Now I am past due notices for the amount of cable & phone for May. I cancelled April. Spectrum says May is due event though, I had cancelled, Spectrum decided to mail it.

Ticket: # 4054779 - Billing & Access to Service

Date: 6/27/2020 11:09:54 PM

City/State/Zip: Los Banos, California 93635

Company Complaining About: T Mobile

Description

T-Mobile put my account on hold when Covid hit and promised me they would work with me when all payments were due. I called last Friday and paid 363 and in total 513 in a 2 week period. They are now telling me they cannot do anything without me paying another 350 in 3 days. I pleaded to at least allow me 2 weeks from the time I made the huge payment to pay more and the supervisor stated the FCC makes the rules and no longer allows for holds. My family was devastated by covid and I just started a new job. I will now lose all contact to my family and I am already separated from all of them. This is completely unjust. I paid double what a normal payment would be and asked for 2 weeks. How is it acceptable to grant holds and take it away without any warning despite telling me just 2 weeks ago that I would be granted another 2 weeks when making my payment. I want tmobile to be reasonable when assisting consumers get back on their feet especially those like me proving that I am working to get caught up on my bill. Please file this complaint. My last call with tmobile was on Friday 06/26. They accepted a payment of 365 and are now turning my phone off on 06/30 just 4 days later because I cannot pay another 350. I would like for Tmobile to quit blaming FCC for how they are now treating people and honor their promises. I was told I would receive another 2 weeks on the 26th after I made another payment and I did.

Ticket: # 4054785 - No affordable cable service

Date: 6/27/2020 11:39:45 PM

City/State/Zip: Del Rio, Texas 78840

Company Complaining About: Comcast

Description

For many years, over 20 comcast and past cable services have abused their existence in our town..charging \$100 for cable service to the elderly and disabled on social security or disability..The cable service doesnt see any difference and have the same flat fees for everyone..Now with the covid19 , you would think they would have a ♡ , and allow us to be informed abiut tbe spread of this virus ans our Nations Emergency..that we so desperately need to stay informed from our local government through the televisions government briefings.Our nearest big city is san antonio, TX almost 300 miles away..please help us against this cables company monopoly system

Ticket: # 4054796 - Text Scam

Date: 6/27/2020 11:51:44 PM

City/State/Zip: Snohomish, Washington 98296

Company Complaining About: World Life Spring Water

Description

"We are now hiring new people to join our team to be able to work for us and make money during this pandemic period, you can make some extra cash driving your car around, all you have to do is wrap our company's branding name WorldLife Premium spring Water sticker around your car, truck, boat, bus or bike for people to see and make \$400 weekly, if you are interested kindly click the link below to apply: <https://tinyurl.com/yx6r4ul5>"

Ticket: # 4054799 - Have to pay \$100 for cable access

Date: 6/27/2020 11:54:46 PM

City/State/Zip: Del Rio, Texas 78840

Description

Comcast cable has been monopolizing our area for years, we arent able to stay informed by our local government tv briefings in regards to covid 19..we have to sign a contract for 2 years at. \$100 per month., if we want news access through cable..our town does not offer digital free tv service, therefore we don't have means to stay informed of the emergency our nation is undergoing

Ticket: # 4054836 - robocall

Date: 6/28/2020 2:46:58 AM

City/State/Zip: Scarborough, Alabama 20850

Company Complaining About: Whistleout.ca

Description

the caller was trying to sell me a cell phone plan and the say they from whistleout.ca since covid 19 have been getting like 5 to 10 call a day from robocall fron india from duct cleaning , tv phone internet .cell phone plan all from different number 4162088144,4162084173,4133627084,6477860368

Ticket: # 4054879 - Optimum doesn't keep service appts

Date: 6/28/2020 9:02:13 AM

City/State/Zip: Amagansett, New York 11930

Company Complaining About: Optimum

Description

I have not had internet since 6/22. Optimum says it is outside my home. They set a service appt for 6/22, 6/24 and 6/27. Now they say they are coming on 6/30. I am working from home due to Covid and can't tolerate this much longer. Any help that the FCC can provide is appreciated

Thanks

Ticket: # 4055034 - Billing Issue**Date:** 6/28/2020 1:09:51 PM**City/State/Zip:** Manassas, Virginia 20110**Company Complaining About:** AT&T

Description

I have been dealing with this issue since April and I still am having no luck on getting it resolved. In April I tried to place an order to upgrade my phone, and it was supposed to ship within I think 3/5 days and it never came. So, In the beginning of May I called AT&T's customer service and was told the phone was out of stock, no issue okay. On May 20th I call AT&T since it was past the 7 days I was quoted and was told by a customer service rep they were no longer going to make that phone, and she helped me cancels the order so I could upgrade to a different phone, however, the phone already had installments on it, and she told me she had to open a case and put in a req but a back office to do it, fine okay, and was told 2/7 days. May 30th comes and the installments for the order I canceled was still on my account. And was told they opened another case! June 3 comes and I received my bill for June and AT&T has put a \$30 activation fee and \$28 installment fee for that phone / ordered that was canceled and I never received! So I call and someone waived the \$58 dollars and told me they were open yet another case, and gave me the same 10 day tome frame. Well, I had enough and wanted to cancel the line all together and call in today o n 06/28/2020 to cancel the line for (b) (6) - and was told I could not, because of the pending installments and this is getting ridiculous. I asked to speak to a supervisor and I'm still waiting on a call back, they would not transfer me, and when I asked for a address/ email something to file a complaint she said there was not any due to COVID and the manager could take me complaint when he called me back so. I am at my wits end, I really do not know how to get this resolved. And when July 3rd comes, the installments will be on my bill again. And I hate calling every days to get an answer.

Ticket: # 4055039 - Comcast/Xfinity Non-Operational Home Security Cameras

Date: 6/28/2020 1:12:21 PM

City/State/Zip: Houston, Texas 77093

Company Complaining About: Comcast

Description

Problem: home security cameras have not properly operated/worked for at least two months. FCC eventually got Comcast/Xfinity's attention and executive office took two weeks to return my calls. Scheduled tech to repair/install new camera(s) on Sat., June 20, 2020 but no one showed. Text message arrived around 1:40 p.m. that appointment scheduled Sat., June 27, 2020 between 2:00 p.m. and 4:00 p.m. Tech arrived at 2:00 p.m. but said he would only show me how to install camera due to strict orders surrounding prevention of COVID-19. I do not have COVID-19 and kept my distance. I told tech that I have been waiting months for the same old excuse? I was not climbing up on ladder to install or repair camera(s)! I would be cancelling my account at Comcast/Xfinity immediately. He left.

Ticket: # 4055050 - Sprint stay connected NON COMPLIANCE

Date: 6/28/2020 1:22:03 PM

City/State/Zip: Walpole, Massachusetts 02081

Company Complaining About: Sprint

Description

Cell phone service has been disconnected 4 times since Sprint has signed the pact to keep people connected during this pandemic . I have had to pay min. Of 50 to 60 percent of my bill each time or have my service restored. Single disabled parent of 2. Been shut off during

Ticket: # 4055187 - Charges of bill while during covid-19

Date: 6/28/2020 5:16:44 PM

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: AT&T

Description

I'm March of 2020 Chicago il went on lockdown due to the covid-19 and myself and including my mother both lost our job however we were unable to pay our phone bill and was told by AT&at we had no worries and they were not cutting anyone services off. Now fast forward we're in June I was Told that two of my phone services deductibles had to be paid on June 24th I paid Them \$500.27 towards that even though our phone service was not being turned off during the covid-19 we were still being charged now once I finally Was able to get my bill paid up on time at least what I thought I'm being told something totally different even though I lost My job permitted. AT&T is literally trying to get over on me and my mom knowing the situation at hand and NO ONE not even the manager Vincent was willing to help or try and come up with solution

Ticket: # 4055191 - RoboTexts

Date: 6/28/2020 5:18:23 PM

City/State/Zip: Star, Idaho 83669

Description

My number has been listed on the "Do not call list" for years. I re-registered it again just this last year, and am still receiving Spam calls from solicitors, seems less frequently since Covid lockdowns. But now, I am getting 3-4 robotexts on a daily basis. I continue to block these annoying intrusions and even subscribed to the useless Nomorobo app to no avail ! Please stop this if at all possible. If you need any phone numbers from my huge blocked list to help to track them down, I would be happy to assist you.

Thank you,

(b) (6)

Ticket: # 4055394 - Pushing covid tracking software to a Healthcare provider and army Officers phone

Date: 6/28/2020 10:56:27 PM

City/State/Zip: Leavenworth, Kansas 66048

Company Complaining About: Verizon Wireless

Description

Verizon has installed a covid tracker to my phone. I am a health care provider who has to watch people for this. My friends and colleagues test for this all the time. I am also an officer in the military, this app if on everyone's phone places military strength and readiness in jeopardy. It needs to be gone. They won't let me delete it.

Ticket: # 4055459 - T-Mobile Billing

Date: 6/29/2020 3:14:26 AM

City/State/Zip: Manchester, Tennessee 37355

Company Complaining About: T Mobile

Description

I spoken with an T-Mobile representative a few days ago. I advise him that I sent in a payment by mail, he stated my service will still be restored. Well he had told me false information because my service has been disconnected. Plus I'm being charged for lines I don't have. I also advise him that I need my phone due to the fact I've been affective by COVID-19

Ticket: # 4055561 - Incorrect information given

Date: 6/29/2020 9:26:38 AM

City/State/Zip: Roanoke, Virginia 24019

Company Complaining About: Us Cellular

Description

I went on the US Cellular website and logged into my account. I saw that I could pay \$30 to upgrade the phone early for (b) (6) and \$23.30 to upgrade the phone early for (b) (6). I called and was advised that was correct but I needed to go to the store in person. One of our phones is damaged so we decided to go in on 6/24/2020. When we arrived, we were forced to wear masks and then taken around the store to look at the phones we wanted to purchase. After this, we went back to a desk and were told that we had to pay hundreds of dollars to upgrade the phones. She told us the amounts online were incorrect. This is a bait and switch to get people in the stores to sell them a product during a pandemic just to get incorrect information. She then told us we should wait a few more months and maybe they would have a promotion. I am not sure why the website and phone center say one thing, and in person something else. They lost a sale of two phones for over \$1,000.

I would like the amount shown online on my account to be honored and the phones upgraded for these two lines at no additional monthly charge. I went in knowing I would pay monthly for the phones but at this point, the phones we wanted to purchase should be free. I have been a customer for over 10 years and should not have been forced to go in a store and then turned away stating the website was incorrect.

Ticket: # 4055706 - 150 Myrtle Ave Brooklyn, NY 11201. Life safety issues **Elevator Phone lines Verizon Ticket # NY11557262461**

Date: 6/29/2020 10:28:26 AM

City/State/Zip: Brookln, New York 11201

Company Complaining About: Verizon

Description

Hello (Good Morning),

With reference to subject matter. Please be informed that our phone lines are not working since 04/13/2020. Verizon was informed (Ticket # (b) (6) 1) and we were told that they cannot come inside the building due to COVID-19.

As mentioned to Verizon (Smith, Adam G <adam.g.smith@verizon.com>) Please be informed that this is a life safety issues what need to be resolved ASAP. Also NYC has entered into phase-2 of reopening Verizon should be able to send the tech to our condominium.

You are requested to address this issues ASAP and fix our elevator lines.

Thanks & Regards,

(b) (6)

[Redacted signature block]

Ticket: # 4055711 - lack of service, customer service and early termination fees

Date: 6/29/2020 10:30:03 AM

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

We have been loyal customers of Comcast for 5 years, since the pandemic started we have experienced internet outages on and off to the point where it became unbearable especially having the kids doing home school and the adults trying to work remotely. I complained about the poor internet service and all I was told is that a note would be made on my account to "prevent" this from happening, does that mean it is selective interruption of services? Seems to be that way since we got our internet connection back 5 minutes after I made that phone call. I then inquired about loyalty fee reduction programs as compared to other provider offers, I thought we were paying way too much for the services and I was bounced around from department to department. 2 days later we were having the same internet issues and I decided to cancel service and go with a different provider. Comcast refuses to cancel my services until I pay what is owed on the account, which I stated I would but I wanted a credit on my account for all the times we did not have internet connection, I received a \$5 credit on my account and now they are threatening with "early termination fees". I would like my account to reflect the proper credit for lack of internet services, an adjustment to my bill for the month, since I cancelled in the middle of the service month and the early termination fees waived, I was forced to cancel services because of the lack of service. I gave them the opportunity to make it right both at the service level and customer loyalty and they are the ones who failed on both ends, I should not have to be penalized for it.

Ticket: # 4055721 - T-Mobile payment/COVID-19

Date: 6/29/2020 10:33:18 AM

City/State/Zip: Spartanburg, South Carolina 29301

Company Complaining About: T Mobile

Description

Consumer's daughter had heart surgery 6 months ago.

She was involved in a payment agreement with T-Mobile.

Then COVID-19 hit to cause even more issues.

Consumer has been calling every week to update them about her current situation.

Consumer will be going back tomorrow because her insurance agreed to send in a nurse to take care of her daughter.

T-Mobile claimed the FCC is regulating it that on June 30th they cannot continue to allow them to continue extending payments.

T-Mobile is saying she will be cut off after tomorrow.

Consumer's sister also passed away 4 days ago.

She was told she must pay \$700 by tomorrow or her service will be disconnected.

Consumer can pay something, but not \$700 today to keep her services.

Consumer was never told during this process that the 30th would be a 'can't help you anymore' time frame.

Consumer needs her phone service due to her daughter's health care issue.

Consumer is trying to pay her bill and stay their customer.

Consumer is was told by T-Mobile they are 'enabling her to not pay her bill.'

Consumer is a single parent with a special needs daughter is a perilous situation.

Consumer feels like she is being punished.

She has been transparent throughout the process and her last payment was made 3/20.

Consumer needs T-Mobile to assist her urgently and agree to her payment methods as she is finally able to go back to work.

Consumer has documentation of all the issues she has been through including medical documentation about her daughter.

Consumer desperately needs T-Mobile to work with her so that she can pay as much as possible to catch up since she goes back to work tomorrow.

Consumer would appreciate a call from corporate as soon as possible and she is more than willing to supply documentation.

CTR404-phone

Ticket: # 4055734 - Internet Latency and no internet

Date: 6/29/2020 10:38:04 AM

City/State/Zip: Ruckersville, Virginia 22968

Company Complaining About: Centurylink

Description

Internet drops constantly

Cannot stay connected for more than 5-10 minutes at a time.

Latency 1400-2400.

8mg max we are getting at most 2 down and .07 up when it is working half way.

I have contacted an attorney, Rob Bell, Governor Northram, Jim Friddle at the County of Greene. Mark Christie. Lloyd Snook.

Please, we need some resolution, so we can keep our jobs during this pandemic.

I am attaching 1 email from our neighbors which has many of their email addresses for reference.

Ticket: # 4055763 - Availability/COVID-19

Date: 6/29/2020 10:47:57 AM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Consumer states that for the passed two weeks consumer has been experiencing poor service. Consumer states that he has been trying to contact Comcast constantly and that he has not have any luck to get a hold of them. Consumer then submitted a complaint in their website and still has not get a response. Consumer states that his service was completely out for three days and that on the four day the internet came back. Since that day consumer is having drop calls, not dial tone, no internet, very slow internet. Consumer has been constantly trying to speak with consumer service for the passed two weeks and he has been unsuccessful. Consumer is looking to have his service restore immediately and consumer also wants a credit for poor service and half of the money back into the account for the next month since they were only able to provider with god service half of the month. Consumer is a senior.

ctr408-phone

Ticket: # 4055828 - Unwanted advertising

Date: 6/29/2020 11:08:16 AM

City/State/Zip: Springfield, Illinois 62702

Company Complaining About: AT&T

Description

I am receiving unwanted advertising every time I open my phone, and several times per day. It interferes with paying bills by phone---the audio for the ads overrides the audio on the legitimate phone calls I make, and it was really hard to hear the prompts for my billing over the ad jingles. AT&T is my service provider. They are damn near impossible to reach right now due to COVID. I want an ad-free wireless service.

Ticket: # 4055852 - T-Mobil Blocked Texting

Date: 6/29/2020 11:15:11 AM

City/State/Zip: Glendora, California 91741

Company Complaining About: T Mobile

Description

On Friday, June 26, 2020 I sent a few of my family and friends a text message about an ice cream truck coming to my house on July 11th. In that message I added the link because everyone had to pre-order due to Covid-19 and not wanting people to congregate. Without my knowledge, my phone carrier flagged my text as spam and blocked me from sending out any messages while pending review. In finding out the situation, I talked to many people at T-Mobil, all the way up to the presidents office and was told they would not unlock my texting ability for at least 10 days and could possibly ban me permanently. I have explained that this is dangerous, especially with the current Covid situation and that I need the ability to message people, both family and friends who do not, and can not always receive calls.

Because the company had me do a hard reset on my phone, I am also without vital apps that require a text to confirm my identity.

I need to be able to unlock this right away and want to know how I can get this fixed.

Ticket: # 4055966 - Comcast makes me take their modem to get unlimited internet.

Date: 6/29/2020 11:47:40 AM

City/State/Zip: Atlanta, Georgia 30331

Company Complaining About: Comcast

Description

I have been a Comcast Sucker for the last 8-9 years. They have the best internet in my area, so i'm screwed. But because of worldwide pandemic, my wife and I are working from home. And of course, our kids are home. I wanted to add unlimited to my Xfinity plan. but THE CROOKS AT COMCAST SAY I HAVE TO TAKE THEIR MODEM TO GET UNLIMITED INTERNET. I have my own modem. And I know they will use their modem, in my house, as a hot-spot. THAT PUTS MY FAMILY AT RISK. Because people who access that hot-spot can gain name, address and password of the hot-spot they are using. I just want to add unlimited, and use my own modem. Have a great day!

Ticket: # 4055981 - Re: [FCC Complaints] Re: False Advertising / Price Gouging

Date: 6/29/2020 11:53:01 AM

City/State/Zip: New Carlisle, Ohio 45344

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request (b) (6) False Advertising / Price G..."

Please let me know the status of my complaint. I have not received a response to my below email sent on April 25.

Thank you,

(b) (6)
[REDACTED]

The response from Spectrum / Charter Communications did not address the complaint of charging \$3430.50 for installation. The letter only indicated that I declined to move forward with the project. The reason I declined to move forward was that Spectrum / Charter Communications was charging me \$3530.50. No price adjustments were made to the price after filing the FCC complaint. This was my reason for filing the complaint. Again, this prices is unacceptable and demonstrates Spectrum / Charter Communications desire to price gouge during a pandemic. The advertisement was for free installation. Directly from Spectrum / Charter Communications website "Coronavirus Internet Offer For Students - We'll waive any installation or pre-payment fees to help get you started." However, after I spoke with the salesperson and scheduled an installation, they called two days before installation to tell me the price was \$3530.50. I was expecting for them to waive the installation fee as it was advertised on their website. The response submitted is not acceptable.

Ticket: # 4056039 - Damage

Date: 6/29/2020 12:03:56 PM

City/State/Zip: Atlanta, Georgia 30349

Company Complaining About: AT&T

Description

I order an Ipad on April 20. We are just coming back to the country due to the recent pandemic. Upon opening my package, I noticed my Ipad box is damaged and the device is damaged. Went to the ATT store NOTHING. I called att severaval times and was told buy tech support I need to call Apple. I then called FedEx and Was told I need to call the sender which is ATT. I called Apple and was told I need to call ATT. This is very frustrating and I should not keep getting the run around with these 3 parties. It seems one is blaming the other. No one wants to take responsibility.

Ticket: # 4056150 - Zero Internet Access

Date: 6/29/2020 12:29:37 PM

City/State/Zip: Tomball, Texas 77377

Company Complaining About: AT&T

Description

1. NW Houston Covid quashed area of under 50 homes, businesses, residences with students confined and barred from viable internet.
2. Discrimination. Fraud. Intentionally cut off from competing in markets, for jobs, unfettered access to internet so we can make a living, educate kids.

Ticket: # 4056203 - Optimum/Cablevision/Altice Nonexistent and Inadequate Customer Service

Date: 6/29/2020 12:44:39 PM

City/State/Zip: Englishtown, New Jersey 07726

Company Complaining About: Optimum

Description

I have and continue to pay for 3 cable TV boxes from Optimum. I began having trouble with one of them. I called customer service and was unable to get in touch with a live person; I was instead on an endless loop with an automated prompt that did nothing to resolve my issues. I then took the box to the Optimum Store in Freehold on 6/10 to swap it for new equipment. Upon arrival, despite there being 4 employees in the store I was told that they are not accepting equipment exchanges and that I should call customer service despite the previously mentioned failure in that regard. I then went home and called customer service; the only way I was able to get through was to go to the new customer prompt where they pick up right away. I spoke to Steve who told me that the box would ship in 2-3 days and they would not treat it like a new box (as in I would still have 3 boxes on my account and not 4). I then receive an email that a box was added to my account @ \$11 per month. I call back and Nicole assured me that the charge isn't real and that my account still shows 3 boxes. A week passes and no new box so I call and speak to Jazmine on 6/17. She said the information I had on the timing was wrong and that it would take longer due to the pandemic (I'm not sure how swapping a cable box out is affected by the pandemic). I finally received the box on 6/23 but notice that A) they did indeed add a 4th box to my account despite the repeated assurances otherwise during multiple phone calls and B) they did not send a return box for the old box despite assurances I would receive that. I call and speak to Arthur on 6/23 who makes notes on my account and passes me to Elizabeth in billing who confirms I won't see any impact on my bill and that the 4th cable box will be removed from my account. She added notes on my account. I then call and speak to Jessica about the lack of a return label. She says the only way to send back the box is to go back to the store that refused my swap in the first place and that they are required to take it back. She said to call while I'm in the store if they don't accept. I go to store on 6/24 and they again refuse to take back my equipment. I call in and speak to Mike who seemed shocked; then I hear static and he hangs up on my and does not call back despite having my number. I go back into store who offers me a printed return label. I send the box back finally At Walgreens and confirmed that the box was received via FedEx on Friday 6/26 and signed by "LGerman". I called back in on 6/29 to ensure the 4th cable box is removed from my account (my online profile still has it there) and Francisco said only customer service can help me despite my objections on the incredibly long hold times. I have been on hold for over 30 minutes as I'm writing this with no end in site hence this complaint in hopes of getting the problem resolved.

Ticket: # 4056243 - Frontier Communication

Date: 6/29/2020 12:56:04 PM

City/State/Zip: Berlin, Connecticut 06037

Company Complaining About: Frontier Communications

Description

We are being charged \$6 a month for a "regional Sports fee". Frontier claims it is to offset contractual charges to them. We don't watch sports and have no interest in traditional sports. (We are a karate family, lol) The problem is we are denied a refund or credit for this feature. No new sports are being shown because of the Covid-19, yet this fee is still being charged...to all with Prime TV package. I would like a refund and I am sure others would also. Paying for content not received.

Thank you

Ticket: # 4056331 - Availability/COVID-19/Service/Equipment

Date: 6/29/2020 1:17:24 PM

City/State/Zip: Pompton Lakes, New Jersey 07442

Company Complaining About: Optimum

Description

Consumer states that since 06.04.2020 consumer main cable box stop working. Consumer states that she try to call and report that her main box was not working and that they needed to send someone out to replace the box and they told her that they were unable to do it since she lives in a hot zone for COVID. Consumer states that later on she saw an optimum installment car two miles away from the road installing services to new consumers. Consumer states that she requested the box to mail out to her and then she will mail out the other box after she can confirm the box is working to send it back consumer service still block that option. Consumer then requested the technician to be send with no contact notice to drop the new box in the floor and the person come out to drop the other box and they still refused. Consumer is still getting charge for that box that she has been unable to watch from an entire month. Consumer wants all her service to be working. Consumer has spend about four to six hours on the phone trying to resolve this issue. Consumer never gets calls back and she has always pay her service on time. Consumer has been a current consumer of Optimum for 35 years. Consumer wants the box to be placed immediately consumer already try to go to the sale stores and they are the three closes out of boxes and the other two are two hours away from her location. Consumer wants her box to be replace and mail out immediately. Consumer wants a credit in her account for this inconvenience created by Optimum.

ctr408-phone

Ticket: # 4056335 - TV Provider Lied to me

Date: 6/29/2020 1:18:12 PM

City/State/Zip: Stamford, Connecticut 06906-1501

Company Complaining About: Optimum

Description

During the pandemic I spoke to Retention and they offered me a deal of \$91.91 including tax and discounted my current bill at the time. However after this call, my bills were not changed. I called Optimum back COUNTLESS times, and I was either disconnected or transferred. I have asked for a recording of this call. This is a terrible way to treat a customer who has been loyal to them for over 10 years.

Ticket: # 4056379 - robocalls from spoofed/fake numbers

Date: 6/29/2020 1:28:18 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are marketing calls. All of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day.

Many of the spoofed numbers were identified by my caller as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona and Crystal Springs, MS. For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. Other numbers have been wholly fictitious. Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. The call I am reporting today used a fake number. I tried to return the call, and was told by my carrier (Verizon) that the call 'could not be completed as dialed'. A quick internet search for area code 662 and prefix 914 revealed that there is no such area code-prefix combination.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4056676 - Fraudulent Call

Date: 6/29/2020 2:40:56 PM

City/State/Zip: St. Peters, Missouri 63376

Company Complaining About: Claimed To Be Ameren

Description

In May and June 2020, a man called our office to tell us he was from Ameren and was disconnecting our service due to delinquent payments. I told him we were not delinquent, he proceeded to ask how I pay my bill credit card or check. I told him online so he then gave me his badge number (15-55), first name Eric, my reference number 500-41 and customer service number 1-800-898-3401. All this information is false. We tried to call the number back he called us on but it is disconnected. I called Ameren, they know nothing of this and are not disconnecting due to Covid and we are not late on our payments. I feel he is trying to credit card information or checking account and routing numbers from those vulnerable. I feel it is worth the FCC looking into this.

Ticket: # 4056725 - Frequent Outages

Date: 6/29/2020 2:52:58 PM

City/State/Zip: Elizabethtown, Kentucky 42701-4745

Company Complaining About: Windstream Communications

Description

For about a month now, everyday that the temperature gets around 85 F or higher, we lose Internet connectivity for about 2-4 hours. I was told this was happening at several nodes/DSLAMs. Originally we were told that they were in the middle of replacing the equipment, but have since found out that the outages were due to the equipment overheating and not down due to maintenance. By the time the tech comes out, the service is already working and they tell us to call back if it happens again. Was told that same thing this morning and the Internet just dropped again a few minutes ago. I've also been told they only thing they're currently doing to temporarily fix the issue is to have someone from the Central Office take a fan out to the nodes once they overheat.

This has been especially frustrating since the current work from home order due to COVID-19 and need the internet in order to telework. This is just one of the many issues we have run into with Windstream in the past.

Thanks

Ticket: # 4056756 - Changed the bill pricing and then refusing to port my phone number

Date: 6/29/2020 2:58:58 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Optimum

Description

I was bill hiked in the middle of the pandemic, I tried to explain to the representative back in April for bill reduction, it was denied. Therefore, I am trying to change the providers, currently optimum is doing all they can to stop my phone number porting. They continued to refuse and deny the phone number request for petty reasons such as "incorrect account number" although it was correct. They are doing this to keep me to continue to pay for their services, although I expressed many times with them that I am not keeping their services and request for them to please port my phone number over. This process has been over 1 month. They are still continuing to reject the porting to my new provider T-Mobile.

Ticket: # 4056812 - verizon billing issues

Date: 6/29/2020 3:16:49 PM

City/State/Zip: Ithaca, New York 14852

Company Complaining About: Verizon Wireless

Description

- The consumer has a complaint against Verizon wireless.
- Then consumer said she has a bill that was due June 1st.
- The consumer said there was a Verizon store that she would go to locally to pay it, but they closed it due to Covid-19.
- The consumer said she ended up mailing out the check on May 23rd so it would get to Verizon on time.
- The consumer said there is another store, but it can take her 45 mins to an hour to get to the store.
- The consumer said on June 12th she woke up to a text message telling her that her phone payment was due and had to pay it now.
- The consumer said she paid it the second time on June 12th, and she gave them a paper check
- The consumer said they cleared the first check on June 16th and the second check was cleared on the 15th.
- The consumer called to verify, and they told her in order to speak to a rep, they will charge her \$7.
- The consumer said they are also charging her a late fee a total of \$15
- The consumer said she paid the amount of \$84.07 twice.
- The consumer got a bill on the 20th for a total of \$173.29 with a July due date of 3rd.
- The consumer said she does not know what they did with her money for the checks she sent and would like to know.
- The consumer wants to talk to someone from Verizon to figure out what they did with her 2 payments of \$84.07
- They suggested the consumer to go online and make payments, but the consumer does not go online.

The invoice number for the recent bill, dated the 9th is [REDACTED]

CTR-382

Ticket: # 4056821 - At&t

Date: 6/29/2020 3:20:04 PM

City/State/Zip: Richmond, California 94801

Company Complaining About: AT&T

Description

At&t had an 'In-home specialist' come and offer me a new plan, the gentleman quoted me about \$40 cheaper than what my bill actually is. I called as soon as covid-19 hit to try to get a cheaper phone since i had lost my job, they told me my account was nowhere to be found wait for my first bill. the in-home specialist never returned my phonecall and now I cant return phone and am stuck with a very high monthly payment i cannot afford. I have yet to sign any terms and conditions or contract.

Ticket: # 4056867 - High Speed internet and Arkansas rural connect

Date: 6/29/2020 3:36:54 PM

City/State/Zip: Alma, Arkansas 72921

Company Complaining About: Windstream Communications

Description

I am hoping for your Assistance. I have lived in Dyer now since 2009 and I have had TERRIBLE internet speed which made it hard to ever work from home. With COVID 19 it made things almost impossible. I am sending to you the work that I am trying to get for my neighborhood. I have called my state director of commerce and my mayor. The problem is our coverage map shows incorrect speeds available to our neighborhood.

The Arkansas Rural Connect gives money to Internet Service Providers to give people living in towns over 500 access to 25/3 internet. Where we are is at 8/1.2 this is unacceptable and we need your action. Part of the reason is our coverage map they see shows we have access to Cox and High Speed internet from Windstream.

I was on a call today and no one with the state is going to do anything other than deflect. They told me the FCC has to do something. There is even more monies coming to this program and it is a perfect time to help people in our community get high speed internet as well as be able to sell that this community has a vital utility

Ticket: # 4056902 - Cable to house stops working, phone internet out too

Date: 6/29/2020 3:49:23 PM

City/State/Zip: Florence, Massachusetts 01062

Company Complaining About: Comcast

Description

I have used Comcast for internet/phone/cable for several years, and since the start of service my home has experienced regular outages, but since covid I notice the time out even more. Every day for anywhere from 15 minutes to several hours my home is without any phone, internet and television. I do not get a refund for these times, and despite numerous service calls the problem persists. Customer service is difficult to reach, and outright rude. I would like the problem to be addressed, and a refund for the time without service.

Ticket: # 4056926 - Unavailability of Covid-19 daily briefings of California's Governor Newsom

Date: 6/29/2020 3:54:45 PM

City/State/Zip: McKinleyville, California 95519

Company Complaining About: Directv

Description

In the current state of Covid-19 on the rise in California, it is imperative that our local ABC affiliate broadcast vitally important information & updates by OUR STATE'S GOVERNOR, Governor Newsom, to their viewers. Since the Stellar act was not renewed by Congress, out of area broadcasts have gone dark. KEAF channel 23 serving Shasta Co, Humboldt Co & surrounding areas REFUSE to broadcast this life & death daily informational updates by our Governor and REFUSES to give any plausible reason why they won't. This is an egregious breach of public trust & a breach of their moral & ethical responsibility to the citizens in their viewing area. This ABC affiliate KAEF has a responsibility to their local citizens in this time of enormous health crisis & as part of their FCC broadcasting contact with the federal government should be held to the highest standard of what is in the best interest of the local viewing public that they serve. They are failing, WE THE PEOPLE, WE THE PUBLIC, miserably!

Ticket: # 4056986 - Comcast bringing back 1TB data caps

Date: 6/29/2020 4:11:15 PM

City/State/Zip: Plymouth, Minnesota 55441

Company Complaining About: Comcast

Description

Comcast is bring back 1TB data caps while America is still in the middle of a pandemic.

My wife and I are still working 100% from home and I am very disappointed that Comcast has decided to bring back 1TB data caps starting July 1st. At the very least I would have expected that Comcast would have recognized that people are still working from home in mist of the pandemic. Why hasn't Comcast at the very least increased these data caps?

Ticket: # 4057193 - DirectTV Billing Complaint**Date:** 6/29/2020 5:17:41 PM**City/State/Zip:** Chagrin Falls, Ohio 44023**Company Complaining About:** AT&T

Description

Due the coronavirus we had issues with our mail and didnt get the bill on time. As a result, we were unable to pay our bill on time and had service interruption. As soon as we had the interruption, we paid our bill immediately. We are charged total of \$24.99 for this. We always paid our bills on time, this bill wasn't paid on time since we didn't receive our mail on time. Customer service refused to give us the credit for \$24.99 charge, refused to provide a manager to speak with stating that "they will call us back". Of course nobody called us. Our bill has been increased by about \$7 within past several month without any explanation. We would like out bill to be returned to our regular monthly charge of \$154.79 with all additional fees removed.

Ticket: # 4057254 - Charter-Spectrum Billing Dispute**Date:** 6/29/2020 5:39:19 PM**City/State/Zip:** Belle Rose, Louisiana 70341**Company Complaining About:** Charter

Description

I recently received a letter from Charter Spectrum regarding the details of my account. According to the letter, we have an outstanding balance exceeding \$147.00. The problem is that we've paid the bill, and our account indicates that we have a \$0 balance.

When COVID19 broke, I called asking for an extension by 2 weeks. I paid within the proposed time. However, we were enrolled in some random program that we never agreed to. When looking at the bill itself, it says there's a \$20 pandemic credit being made. But when I called about the \$147, the service rep couldn't explain the charge. At one point, the representative said the charge went all the way back to November of last year. That makes no sense. No reputable business would allow for the customer to carry a balance for that long. I told the agent this and reminded her that our service has never been interrupted. As a matter of fact, we'd decreased our business last year because we cancelled the cable and phone. Our bill should have decreased. Apparently, it did not. Something is amiss. And I hope this agency can assist us in resolving the issue.

Best,

(b) (6)

Ticket: # 4057276 - Inconsistent Internet Connection**Date:** 6/29/2020 5:48:44 PM**City/State/Zip:** Bartow, Florida 33830**Company Complaining About:** Comcast

Description

Since October 2019 our internet service has been disconnecting multiple times a day. Sometimes it is more than 10. We understand due to COVID 19 there has been an influx on residential service but our service problem began before the virus outbreak. We are currently paying over 100.00 a month for a service we are simply not receiving. We have no other choice but to choose xfinity in order to receive a broadband service. Paying a premium for a service that is not premium is not satisfactory. Receiving a reduced rate until the infrastructure can be updated to support the entire neighborhood would suffice. The amount of times the internet goes out creates large obstacles in searching for work. The service we receive in my opinion is about the value of \$40.00 month. Still a higher price than the low speed dsl available in the neighborhood.

Again I would suggest this only until the infrastructure hub split that needs to take place is finished. It is clear the service in the neighborhood has been sold beyond capacity.

Ticket: # 4057304 - Refund of unauthorized charges

Date: 6/29/2020 5:57:10 PM

City/State/Zip: The Colony, Texas 75056

Company Complaining About: AT&T

Description

ATT has still not refunded the charges for service that I did not receive in December and January 2020. Please see below.

I setup a new service with AT&T on November 13, 2019 installed by AT&T service Tech Michael S. I begin contacting them immediately that the service was not working. It took many phone calls, chats and two field service attempts to figure out that AT&T had installed a faulty modem box. This was replaced on January 28th; I was told by the technician that the bill would be adjusted. Today it 03/10/2020 and it remains the same. AT&T is trying to fraudulently collect an amount I do not owe. AT&T is aware that service did not work from November 13, 2019 until January 28, 2020 then the technician finally resolved the issue by replacing the box. I have spent countless hours on the phone with AT&T and the issue still has not been resolved. I called on December 19, 2019 @ 9:38 am; technician came out and could not fix the problem. I was advised they would call me to setup a new appointment. AT&T never called to setup new appointment with field technician. This was right before the Christmas and New Years 2019 holiday. I was out of town, and upon my return the service still was not working. I used AT&T chat service several times through the month of January culminating in a chat representative calling me back on Friday, January 24, 2020 @ 7:37 am and also at January 24th @ 9:50 am on the line two full hours trying to resolve this matter. The AT&T service technician David (972)569-7158 and (469)236-5630 came out on January 28 @ 9:53 am CST and determined that the original tech had installed defective equipment. David replaced the box and along with his supervisor Lorraine at (972)520-3037 assured me the problem had been fixed and a credit adjustment would be made to my account for the amount in full. They promised a full refund of charges. They advised me to call into request the adjustment and On January 28, 2020 @ 6:57 I called to update that

it was working and was told that bill would be adjusted. *****As of June 30, this has not been resolved. I have been IMPACTED by Covid-19 and it took 3 months for ATT to remove Uverse service. ATT never credit the FRAUDULENT charges for service in December and January of 2020 back. Their executive office closed it out with a refund for two days. I have called and used ATT chat window to resolve this multiple times for nine months!

This describes original complaint*****I called again on Jan 31, 2020 at 9:59 am February 2, 2020 @ 8:21 am February 7th, 2020 @ 5:37 am February 23, 2020 @ 1:14 pm February 25, 2020 @ 8:16 pm February 26, 2020 @ 6:56 pm March 4, 2020 @ 8:10 am also initiated chats via chat live on March 7th, 2020. March 10, 2020 @ 12:56 pm Spoke with Rebecca. Still

there has been no resolution. i have asked that the matter be directed to the executive office or office of the president at AT&T for resolution as I am filing complaints with the regulators and FCC.

Ticket: # 4057341 - Verizon Fios

Date: 6/29/2020 6:15:59 PM

City/State/Zip: Philadelphia, Pennsylvania 19135

Company Complaining About: Verizon

Description

Lost income due to Covid 19, Trying to stop eviction against me ., I need a more reasonable payment plan per month only payment i can pay is \$133.00, per month. I asked for a discount say cant do., Xfinity gave customers two months free. i need internet to obtain employment.

Ticket: # 4057427 - PORTING NUMBER LOSS OF SERVICE TO MY BUSINESS - IMPORTANT

Date: 6/29/2020 6:55:53 PM

City/State/Zip: Mandeville, Louisiana 70448

Company Complaining About: AT&T

Description

I received a marketing visit from AT&T. I was given different options as to how AT&T can save me money on my telephone, internet and cable services. As the pandemic has hit hard and caused everyone financial burdens, I listened to the representative. I was given a time and date and went to the officer here in Mandeville to hear more. The deal was better than what I had at Spectrum, so I decided to change services. The technician arrived at my business a couple of hours late on the scheduled installation date. And after a few hours, he notified me that he was unable to proceed with the installation due to a wiring problem. My business address did not have the fiber optic wiring (probably wrong terminology) that AT&T needed and a workorder would have to be requested. However, late Thursday or early Friday, my front office worker came to inform me that my phone WAS NOT working. I called AT&T but did not receive any help at all. I called Spectrum, NO HELP AT ALL on Friday. On Monday (yes my business has been without telephone service and internet service ALL WEEKEND), MY BUSINESS IS STILL WITHOUT WORKING TELEPHONE SERVICE. My customers have been coming by frantic, because we have their vehicles and they are calling saying our phone is disconnected. THIS IS VERY FRUSTRATING AND I HAVE YET TO GET ANY ASSISTANCE or A REASON AS TO WHY MY PHONE SERVICE IS NOT WORKING. I HAVE LOST BUSINESS FOR 3 FULL DAYS and just opening back up after Covid19, this sends the message CUSTOM TINT SOLUTION IS CLOSED. I WOULD LIKE TO KNOW WHY MY PHONE SERVICE IS NOT WORKING, WHY IS IT TAKING 3 DAYS AND WHO IS GOING TO REIMBURSE ME FOR THE LOSS OF BUSINESS????

Ticket: # 4057431 - ATT LYING TO THE PUBLIC AND CHARGING DISCONNECT FEES

Date: 6/29/2020 6:59:41 PM

City/State/Zip: Harker Heights, Texas 76548

Company Complaining About: AT&T

Description

Att is still disconnecting customers service , even though they pledged to help by not disconnecting from March 13 2020 to June 30 2020...

Att has routinely disconnected customers wireless services and added a disconnect/reconnect fee per line for the costumer to help Att profit during the PANDEMIC.

Att has lied to the public by saying that they customers will not be disconnected until June 30th if they were unable to pay their bill. but this is 100% FALSE!!

please look into this fraud by att and please address them publicly.

The Board of the company says to make money even in the worst of times in our great country.

PLEASE HELP

Ticket: # 4057521 - Billing Issue with Suddenlink**Date:** 6/29/2020 7:46:59 PM**City/State/Zip:** Abilene, Texas 79601**Company Complaining About:** Sudden Link

Description

The consumer was never told that his home internet service has a data cap, when he signed up for service. He stated that he received a bill that was \$50.00 higher than the normal bill. He normally pays \$50.00 per month. However, the new bill, that was received was for the amount of \$99.85! There was no notification/warning from Suddenlink. He called Suddenlink and was told that he was sent multiple emails about going over his supposed data cap. He advised the rep that he received no such emails. He stated that even when he receives promotional emails, he opens these and reads these emails.

The rep told him to check his junk/spam folder. He was wondering why, IF Suddenlink is his provider, would they not set their filter to allow billing notifications and overages without sending it to the junk/spam folder(s).

The consumer checked his junk AND spam folders - He never received the notification, that was mentioned. He was on the phone with the supervisor at that time and even checked his trash can.

He stated that the reasoning was not really valid for him . He stated that he believes that this last bill covers June 3, 2020 through July 2, 2020. Even if he does have a data cap, he was thinking that due to the "Keep Americans Connected Pledge", to the FCC, that the data cap restriction would have been part of the Pledge by most broadband providers.

The consumer stated that he would like to know the actual limit/the amount data, that is provided for his internet plan as this was never explained.

He also asked if Suddenlink participated in providing access to hot spots or extended the data limits to assist consumers during the pandemic and times where most people were out of work.? He had understood that the Pledge, for countless carriers had been extended until June 30, 2020 !

Ticket: # 4057537 - Billing Issues with Charter Spectrum

Date: 6/29/2020 7:57:08 PM

City/State/Zip: Desert Hot Springs, California 92240

Company Complaining About: Spectrum

Description

Old/Original Account - Now an Internet only Account [REDACTED] 57

New Service for - internet, TV, and telephone - Account # Unknown

Mailing Address - (b) (6) [REDACTED]
[REDACTED] 40

NEW Home physical Location : (b) (6) [REDACTED]
[REDACTED]

About 2 months ago, (b) (6) [REDACTED] requested a transfer of their service from their old home to a new home that they built, (same city). Ms. Livingston is a first responder and only needed the internet service at the old location so they decided to start a new internet account at the old location and moved all their consumer owned equipment and installed it in the new home.

Due to the pandemic and possible exposure, the (b) (6) [REDACTED] decided, as a temporary resolution, to maintain their old home and their new home. Eventually, they will both live at the new home. However, this was the easiest resolution right now. Especially because they had not listed the old home for sale, yet.

When they started the new account, they asked that the account be billed separately so that they could easily cancel the internet service (the new account), at the old home; [REDACTED]
(b) (6) [REDACTED].

They had to provide the new address for their new home (b) (6) [REDACTED] - (Also Desert Hot Springs). However, they requested that Charter bill both accounts, separately, but to their MAILING address on record, (which has NOT changed):

(b) (6) [REDACTED]

They are receiving bills, at the correct MAILING ADDRESS, for the OLD HOME. However, the bills are for the same amount and include all three services, even though they moved their old equipment to the new home. The last bill that was received, for the OLD HOME, was on April 22, 2020 - the amount charged was \$127.82 - which happens to be the same amount that they have been paying all along. According to the representative, the old address "was supposed" to get the new account, which makes no sense to the consumer, because he has to worry about the rep making sure, that when the old home sells, that they are NOT charged any sort of early termination fee due to the NEW account, at the old home! Especially, because they have already moved their triple bundled service (phone, internet, TV), to the new home, from old location!

The consumer stated that he has NOT received a bill for the services that were supposedly transferred from the old home, when the representative insisted on starting a new account for the internet only service at the old residence. Instead, they are still being billed for all three services, when their old equipment was moved to the new location.. A tech visited the new home and ran the wire through the conduit to the home, only. The consumer hooked up all the equipment on his own.

What it appears has happened is that the original account is still in place at the original/old home on Verbena Drive - which is a good thing! However, the bill has NOT been corrected to show that there is only internet service at this location. Nor, has the billing statement been received since the April billing. Therefore, the real issue may be that both locations are combined on the one billing statement that is being sent to new physical location where there is NO mailbox.

Also, it appears that the bill, for the NEW home, on (b) (6) ., is most likely being delivered to the actual physical address and there is NO mailbox at the new address. use the MAILING address, ONLY, for ALL mail due to having been victims of identity theft a while back.

ALL bills should be sent to the MAILING address on record (b) (6) Springs, CA 92240

They are very concerned about not receiving correct bills. He stated that he continues to receive phone calls about being late on his bill and then is disconnected. He stated that he has been with this company about 30 years and has an excellent payment history.

However, for some reason , he cannot get the two accounts billed to the same correct mailing address and stress that at some point, when the old house sells, they will be disconnecting the INTERNET ONLY service and still maintain their service at the new home.

He requested someone's assistance to make certain that he receives both bills for the separate location and appropriate credits due to cancelling all services, except internet, at his old location. He was promised the internet only services, at his old location would be ab out \$49.00! He stated that he needs to see the triple service billing statements for the new home to make certain that he did in fact receive the promotional pricing that was promised - which was around \$100.00

Ticket: # 4057605 - Service outages

Date: 6/29/2020 8:59:46 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Comcast has done away with live customer service since the outbreak of the coronavirus. For the past 2 months, nearly 1x per week the picture or the sound goes down and while it sometimes comes back, I have been without service for long periods, up to 24 hours. When I have attempted to call them to ask for a credit, there are no humans available and then Comcast has disconnected me.

Ticket: # 4057636 - phone bill

Date: 6/29/2020 9:27:58 PM

City/State/Zip: Largo, Maryland 20774

Company Complaining About: Sprint

Description

On June 4th 2020 was about to pay my phone bill of approximate of \$95.00 and found out my account was charged with \$285.00 for 88minutes direct international call. Usually I use phone cards for international calls (Boss revolution). I recall making direct call to Nigeria couple of time but not near 88minutes sprint charging me for, anyway planned to pay my phone bill and after speaking to someone in the sprint finance office paid \$200.00 on June 4th and he remaining balance installment with my next two months bill. On or before June 22nd my phone disconnected for over due payment of over \$600.00....call sprint customer service couple of times what they were asking was to pay \$203.00 before my service could be reinstated despite explanation described above. On June 25th I called again and spoke to Leah id #1966501750 who restored my service after she said spoke to their international dept and told me she filling dispute about the bill, by 26th my phone disconnected till now am making this compliant. I want FCC to investigate the issue, requesting itemized bill payments. sprint had breached the customer contract by adding service not requested to my phone and charging same for service not provided. sprint action had caused some irreversible problem to me because I was not able to communicate with my children overseas even this difficult time of coronavirus pandemic. The last directed call to customer service Peach id #QV1478152 was not pleasant either wont listen to my complaints only concerned paying \$203.00 before anything.

Ticket: # 4057652 - Poor service - paying for service that I'm not receiving.

Date: 6/29/2020 9:47:16 PM

City/State/Zip: Cathedral City, California 92234

Company Complaining About: Spectrum

Description

Spectrum advertises "speeds up to 100 Mbps". In fact, my service is 8 Mbps today and the upload is 1.5 Mbps. This is hardly running. I could call Spectrum (which I have tried), but they use the COVID-19 excuse for not answering the telephone. I am paying for service that I'm not receiving and this is the rule with this company in this area. I can't wait another 3-4 months for them to get around to taking care of this when I am paying premium dollars to them for this service.

Ticket: # 4057664 - need more internet providers, 5G limitations and Ca desert locations have inadequate coverage

Date: 6/29/2020 10:03:21 PM

City/State/Zip: Palm Desert, California 92260

Company Complaining About: Spectrum

Description

Think of the consumer, one cable and one fiber provider going forward post Covid 19 is inadequate. Spectrum in Palm Desert, Ca. has been out almost 3 weeks, no sign of return. Spectrum continues to bill for non existent services, and consumers can't do anything in mean time. USA needs more providers who can support our grid. Please work with consumers, (b) (6) ex FDIC regulator

Ticket: # 4057693 - Internet problems

Date: 6/29/2020 10:30:19 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: Claro

Description

For a few months we had problems with the internet signal. We are paying for 50 megabytes but we are receiving on good time 5 megabytes. Now and because of COVID19 Im doing part of my job from home and I need a good internet service.

Ticket: # 4057752 - AT&T lie about disconnect

Date: 6/30/2020 12:54:52 AM

City/State/Zip: Williamsport, Pennsylvania 17701

Company Complaining About: AT&T

Description

I have AT&T cell service. My family has been greatly affected by COVID-19. I have been unable to pay my bill unfortunately. I just recently got a job. After losing mine. My payment arrangement was set for June 30. I called and said that I would be unable to pay till July 11. I could pay the full bill. I was told by the agent if that would be OK and I was even sent an email confirming this. And then later received a text message demanding payment on the 30th. So I called and they told me that the agent had lied to me and that my phone would be shut off On the 30th. When I asked to send an email to someone confirming that my payment arrangement had been extended they told me they didn't want it and they didn't care that the agent lied to me. To play with the emotions of someone who's already struggling during this time and lying to me I do not feel is right and they should honor the email I received.

Ticket: # 4057822 - Cable equipment

Date: 6/30/2020 8:15:23 AM

City/State/Zip: Southfield, Michigan 48076

Company Complaining About: Comcast

Description

Comcast is consumers provider. Consumer states he has been having Digital Cable box issues.

Consumer states the box is making noises.

Provider did several tests and will not send technician due to Pandemic.

Provider states on their phone message that they come out with a power outage.

Consumer states he had a power outage to his box. Provider wants consumer to take box to the store. Consumer wants provider to send a technician to resolve this issue.

CTR 392-phone

Ticket: # 4057858 - Google's Covid-19 Notification app

Date: 6/30/2020 8:46:53 AM

City/State/Zip: Syracuse, New York 13207-2727

Company Complaining About: Verizon Wireless

Description

Google automatically added a Covid 19 Exposure Notification app on our phones without our permission. It activates whenever bluetooth is connected. We did not authorize this, and Google will not address this or give instructions on how to delete it

Ticket: # 4058053 - AT&T broken scheduling system

Date: 6/30/2020 10:24:10 AM

City/State/Zip: Parkland, Florida 33076

Company Complaining About: AT&T

Description

I have ordered internet from AT&T on June 5th, scheduled for installation on June 27th. There was an issue with the fibre cable on the 27th, so the technician said that they will call and reschedule. AT&T decided it was ok to reschedule me 13 days after the original appointment because the scheduling system can't be controlled and its first come first serve. Despite the fact that I did come first, I certainly was not served.

I tried calling multiple times, escalated, got appointments screwed up by their customer service team and so much more just to get my internet. Now, a service that was supposed to start on June 27th, will start on July 9th because they cant work on their schedule. Because of this, I'm forced to leave my house during a pandemic, expose myself and my family to contagion risk, just because they can't be bothered to adjust their schedule to handle an installation they couldn't perform on time.

I get that things happen, and I can accommodate a company saying it was out of their hands when they couldn't install on the previously agrees upon date. But this issue has to do with AT&Ts dispatch center not willing to take responsibility and schedule an appointment as close to the original as possible. There are many ways to handle a scheduling issue, but clearly at&t won't bother to deliver on their promise.

I ordered a service that wasn't installed on time, and because of that, I am forced, through no fault of my own, to live without internet for almost 2 weeks. This is unacceptable and shouldn't be allowed. Especially since this is a problem that can be fixed easily.

Ticket: # 4058124 - Xfinity services

Date: 6/30/2020 10:46:59 AM

City/State/Zip: Springfield, Massachusetts 01109

Company Complaining About: Comcast

Description

I'm a valued customer with xfinity a month before the pandemic happened my internet connection and tv services was interrupted everyday to the point that I couldn't enjoy any of my services while both my children are home. They forwarded me to text messages, automated responding, and finally after 4 months they finally sent a technician who agreed with me that my connections was in fact disrupted on there end. I called xfinity because I was receiving tickets for some of the times I called, and I was very dissatisfied with there customer service. To solve my problem because I refuse to pay for services I didn't enjoy, I would like my bill credited the full amount.

Ticket: # 4058209 - Hughes Net issues

Date: 6/30/2020 11:24:26 AM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Hughes Net

Description

Consumer is having trouble with Hughes Net.

Consumer claims it has buffering issues and they have become worse.

While consumer tries to watch a movie it buffers and it kicks her back out.

Consumer is a senior and quarantined due to COVID-19.

She needs her service.

Consumer has inquired about terminating the service but was told there is over a \$500 ETF.

Consumer doesn't feel she should have to pay so much to terminate bad service.

Consumer claims not only is the service terrible but their CSR are hateful and rude.

Consumer doesn't believe the ETF should exist.

Consumer does not intend to cancel her service currently, but is frustrated with the policy of the ETF.

Consumer would like someone from the corporate level to contact her about their services issues.

CTR404-phone

Ticket: # 4058394 - I want to downgrade my service package due to COVID financial impact!!!!

Date: 6/30/2020 12:14:15 PM

City/State/Zip: Bohemia, New York 11716

Company Complaining About: Optimum

Description

Can't reach customer service since I have been trying since MAY!

Optimum / Altice can send me bills, take payments by phone or online.

However, if you need to DOWNGRADE your services, you are left on hold or just redirected to what is supposed to be a LIVE customer service chat line. There is no customer service representative just a bot and then they just leave you there!

Ticket: # 4058477 - Emergency Alert System**Date:** 6/30/2020 12:36:23 PM**City/State/Zip:** Portland, Oregon 97208**Company Complaining About:** Other

Description

The FCC has neglected to utilize the Emergency Alert System during the Covid-19 pandemic emergency, that is re-emerging. The statistics plainly show that the USA population is the least responsible of all first world countries by a significant margin. <http://tinyurl.com/yd3zasm2>

The EAS needs to be used to broadcast plain and simple educational messages about how to wash then apply antiseptic to hands; what kinds of masks actually work; and visual animation showing how sputum is actually transferred, and how to block it. SHAME on the FCC for not exercising its authority to require use of the EAS when over 100,000 Americans have died. If that is not an emergency, what is?

Due to poor public education, Americans are unable to grasp the reality of the situation. Politically correct oxymoronic doublespeak terminology like "social distancing" is lost on most people. Firstly, distancing is ANTI-social. Secondly, people need to relate to simple things like "spittin distance, cus that's how ya git sick;" or, "fartin distance, cus if ya can smell it, then ya can git it." Every single medical professional with whom I have consulted agrees whole heartedly, and most said that they are going to start utilizing the simple message.

(b) (6)

Ticket: # 4058567 - Service/Billing

Date: 6/30/2020 1:02:43 PM

City/State/Zip: Mount Vernon, New York 10552

Company Complaining About: Verizon

Description

Verizon is her carrier.

She is bundled Home Phone and Internet.

She has the internet and home phone with them.

Her home phone number is (b) (6)

Fios went out Friday, at 4 o'clock that morning there was a loud bang.

It was out from Friday Sat-Sun.

The service Tech was able to come on Monday to fix the problem.

She feels they should have someone there on Sunday to contact during this pandemic.

You couldn't even call an ambulance if you want.

Robert put in a new Fios.

Robert was great.

Resolution:

They should be open for 24-hour service especially during this pandemic.

There are so many people, with there service.

They should be able to service everyone that has the service.

She had an outage and she is outraged.

Her first call was about an upcoming bill.

She wants to be compensated for the days she didn't have service.

CTR394-phone

Ticket: # 4058619 - Availability/COVID-19/Service/Equipment

Date: 6/30/2020 1:17:20 PM

City/State/Zip: Fresno, California 93704

Company Complaining About: AT&T

Description

(b) (6) is having a lot of problems with the service provider by AT&T. Consumer states that this has been going off and on for about two months. Consumer states that this is because AT&T has fail on the maintenance on the hardware of the equipment. Consumer states that he has been with no internet for the past two weeks. consumer wants his service to be reliable. Consumer was told that by switching to fiber optic will solve their problems and that is not true. Consumer states that consumer service keeps constantly lying to him. Consumer wants his service to be restore immediately. Consumer is not going to be keep paying for a bad service.

ctr408-phone

Ticket: # 4058666 - Logmein - increasing charges without notification

Date: 6/30/2020 1:28:09 PM

City/State/Zip: Roosevelt, New Jersey 08555

Company Complaining About: Logmein

Description

I signed up for Logmein for \$29.99, i recently noted yet another stealth and uninformed price increase (I spoke to them and they claimed they sent out an email 9/22/2017 - and indicated it was not opened (they knew it and increased price anyway without consent)), a second email was send in 9/2019 increasing the price again to \$89.99. We did not notice the price increases because I did not audit these until we lost staff during COVID and seeing that they increased price by 100% every 2 years, I immediately contacted them. It is unfair they increased the price for the service and did not get my permission. No email was received (and they admitted as such) and I did not approve to change from the service I signed up for.

Manager did not feel it is important enough to discuss.

Per Tom Moran - from Logmein Central Billing Team -

Ticket: # 4058742 - Multiple outages in less than 60 days

Date: 6/30/2020 1:45:50 PM

City/State/Zip: Palm Beach Gardens, Florida 33418

Company Complaining About: Comcast

Description

Hello, I've been having issues with xfinity in the past 3 months in my area. I've had technicians multiple times in the last 30 days come to my house and "fix" my internet issue. I've had xfinity send me a replacement modem once for it to not work and have to get a different one from a technician. We've had Two outages in my area in the last 60 days. I work from home due to the virus and I can't do my job if I have unreliable service. If I lose my job, Who's fault is it? I can't change internet provider because xfinity is the only internet service in my area. I have screenshots with xfinity as prove of their unreliable service and their poor customer service. I hope the FCC looks into this matter, it's unwelcome stress with this pandemic going on.

Ticket: # 4058787 - Xfinity is charging me \$312 per year to use my own modem and the data cap goes into effect today...

Date: 6/30/2020 1:59:08 PM

City/State/Zip: Evanston, Illinois 60202

Company Complaining About: Comcast

Description

I am really upset about Xfinity's data caps. They are incredibly expensive for people like me who have to work from home during the COVID epidemic. Please force them to remove the charge for going over the arbitrary data caps that they have during this period that we are forced to work from home. They should also have to remove the bill of charging people who use non-rental modems.

Ticket: # 4059045 - Verizon changed notice settings

Date: 6/30/2020 2:52:33 PM

City/State/Zip: San Diego, California 92104

Company Complaining About: Verizon Wireless

Description

Verizon changed how we received our data coverage alerts. They stopped texting us like we had selected at the beginning of the pandemic and switched to push notifications through their app. They gifted their costumers some data and then stopped, so when we went over our data, we had no idea we eted going 46 Gigabytes over since they stopped texting us. My husband's phone received no alerts to the usage and I only received push notifications from the app which did not specify the details and looked like spam. When I tried to open the notice, it just brought up a terms and conditions to agree to which I did not. During a pandemic Verizon has stopped notifying customers how they asked to be notified and then says the charges are fair because they sent push notifications which didn't specify data coverage and use. Feels illegal and sneaky. They offered no help to pay the \$800+ dollar bill. Their website says for data coverage, all lines on the account will be notified by text and or email (we had previously gotten texts which stopped) and they took my husband off notifications all together and sent me push notifications.

Ticket: # 4059074 - Threat to shut off phones and harassing phone calls

Date: 6/30/2020 2:58:37 PM

City/State/Zip: Wonder Lake, Illinois 60097

Company Complaining About: Sprint

Description

My husband, who is the account holder for our Sprint phones, has informed Sprint that we have been affected by COVID-19 several times. We paid our bill on Saturday, but were shut off today. My husband called and had it turned back on but since then, I have received 8 phone calls from Sprint. They aren't leaving messages and when I answer, I can't understand what they're saying. They have called me a total of 12 times today. I have asked them to stop twice.

Ticket: # 4059224 - 1000\$ bill during covid

Date: 6/30/2020 3:39:44 PM

City/State/Zip: Norman, Oklahoma 73071

Company Complaining About: Sprint

Description

they stated they would be helping us. But they are using covid as a way to scam poor people and take advantage of late fees.

Ticket: # 4059370 - WIRELESS SERVICE DISRUPTION.

Date: 6/30/2020 4:12:15 PM

City/State/Zip: Philadelphia, Pennsylvania 19119-1610

Company Complaining About: AT&T

Description

SERVICES HAS BEEN DISCONNECTED TWICE IN THE MONTH OF JUNE. SUBMITTED REQUEST FOR SPECIAL PROVISIONS WITH REGARD TO COVID-19. RECEIVED NO ASSISTANCE WITH BILL OR SERVICES AND HAD MONEY WITHDRAW FROM MY CHECKING ACCOUNT ON THE DAY I RECEIVED MY DISABILITY PAYMENT REMOVING \$960. FROM MY CHECK TOTAL OF \$1252. I ALSO REQUESTED A FULL REFUND BECAUSE PAYMENTS WERE DELAYED UNDER THE COVID PROVISION. I WAS REFUSED A FULL REFUND AND WAS REFUNDED \$265. HAVING TO BUY FOOD AND PERSONAL PROTECTION SUPPLIES WAS IMPOSSIBLE.

ADDITIONALLY, THEY ARE DEMANDING \$239.00 THE BALANCE DUE BY JULY 1ST. I WON'T RECEIVE ANOTHER CHECK UNTIL THE 3RD OF JULY AND THEY REFUSED TO GIVE ME +2 DAYS.

Ticket: # 4059401 - Altice will not take back equipment, charging late fees

Date: 6/30/2020 4:19:31 PM

City/State/Zip: Manhasset, New York 11030

Company Complaining About: Optimum

Description

I discontinued our household internet service in May and was told that pickup and shipment of hardware was not an option and to return it to the store. The store in our area was closed until recently, when I went to return the modem. The representative who was fielding customers in the parking lot told me that the store was not equipped to take hardware due to coronavirus and to schedule a pickup, otherwise pay a fine. After attempting to call several times and waiting hours on end, I have not yet been able to contact anyone at this company and have already been charged \$100 as a late fee, which I understand should not be allowed under the Keep Americans Connected pledge.

Ticket: # 4059426 - Lack of internet availability

Date: 6/30/2020 4:27:58 PM

City/State/Zip: Deridder, Louisiana 70634

Company Complaining About: AT&T

Description

Our area only has access to unreliable satellite services that seldom work. During weather issues we are unable to get any updates for our area at our house. With COVID and the possibility of our neighborhood children having to school from home we are all concerned they will fall behind from lack of accessibility to their online schoolwork.

Ticket: # 4059433 - Overbilling and lying

Date: 6/30/2020 4:29:41 PM

City/State/Zip: Doral, Florida 33178

Company Complaining About: AT&T

Description

I moved from one unit to another unit in the same building located at 4230 NW 107 Avenue, Apt 3507, from 3904. After Covid 19 me and my husband decided to move to one bedroom apartment. This building has a contract with ATT&T that you must have, before the moving my bill was all the time with ATT&T the \$164.00 per month. After I moved on April and I pay my first bill with the same service including reconnection charges a total of \$237.79 this first bill was paid on June 12th, 2020. Now I received a bill in the amount of \$198.72. I was told by ATT&T representative that my bill was going to be \$152.98 total, not true once I called the representative told me that my internet went up to \$56.00 from \$40.00 that was the price they had at the time of the moved. This is a total lie and this type of action from AT&T who always paid their bill on time and lies are not need it in the middle of a Pandemic.

Please correct this type of behavior you have the authority to do so.

Thanking you in advance for your cooperation in this matter.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Ticket: # 4059460 - Billing/ service/COVID-19

Date: 6/30/2020 4:40:42 PM

City/State/Zip: Decatur, Georgia 30036

Company Complaining About: AT&T

Description

Consumer states that she is having problems with AT&T about adjusting her cable bill. Consumer states that she spoke with them about this issue multiples times and that they still refused to adjust it. Consumer states that she has a bundle and that will affect her whole bundle service. Consumer was told that her cable service will be suspended if she does not pay. Consumer will pay when AT&T adjusted her bill.

ctr408-phone

Ticket: # 4059747 - AT&t phone company breaking the keep America connected act by disconnecting my cell phone and charging multiple late fees even after being notified of

Date: 6/30/2020 6:10:12 PM

City/State/Zip: Las Vegas, Nevada 89121

Company Complaining About: AT&T

Description

I am a current customer with AT&T and they signed the keep America connected act unfortunately they have not done their part to do that. They have hit me with multiple late fees which were supposed to be waived as well as disconnected my service unfortunately I was laid off from my job due to Covid as I work as a cook in a restaurant. I have called multiple times to try and resolve the issue and have been given the runaround, I even spoke with a representative to set up a payment plan only to have them disconnect me the following day after they had received almost \$300 of the last of my money I had for my previous paycheck as I am still waiting for my unemployment I'm trying to file a complaint so that they cannot continue to do this to other people during this time of Americas emergency

Ticket: # 4059814 - Sprint phones company issues

Date: 6/30/2020 6:50:50 PM

City/State/Zip: Wonder Lake, Illinois 60097

Company Complaining About: Sprint

Description

Sprint tried to change my payment date which was not what I asked for then started to charge me unforeseen fees that I was never aware of on my bill then build up a \$56 payment that I didn't even know I had and just attempted to shut off my service during Covid on my wife is not able to work because of covered which they were informed of several times over the last few months but didn't seem to care they had no documentation of anything I've said to them or my wife and said to them there are a very unprofessional company for this and they attempted to threaten my wife and threaten me over the phone saying that they were going to shut our service down during this time of COVID-19

Ticket: # 4059882 - Denial of warranty coverage

Date: 6/30/2020 7:18:03 PM

City/State/Zip: Simi Valley, California 93063

Company Complaining About: Jpay Corporation

Description

JPay Company issued a mandatory update that effectively broke a device and refused warranty coverage for repair or replacement. They are attempting to force the purchase of a new device to take advantage of the current situation with COVID-19

Ticket: # 4060013 - repeated unwanted calls

Date: 6/30/2020 8:46:48 PM

City/State/Zip: Tyler, Texas 75701-7746

Company Complaining About: Nrcc

Description

I keep getting calls from the NRCC. I don't answer but today I did. During this virus pandemic it makes for a difficult time and having these people continue to harass is unbearable.

Ticket: # 4060154 - Slow expensive and won't fix

Date: 6/30/2020 10:20:52 PM

City/State/Zip: Mercer, Maine 04957

Company Complaining About: Hughes Net

Description

Due to bad credit I had paid 450\$ to get internet. During covid-19. Unemployed. My son will need this for education. I have called twice and several emails. Tried making a thread, it made it to an existing thread and was put down. Internet stops every three minutes. I tape recorded this. I upgraded from 40\$ month to 150\$ month and same. They keep sending me emails that the internet is fine. Please help.

Ticket: # 4060159 - Deliberate fraudulent charges by Verizon my phone carrier

Date: 6/30/2020 10:27:36 PM

City/State/Zip: San Diego, California 92101

Company Complaining About: Verizon

Description

Every since of October 2019 thru the present day. I have had erroneous charges by my movil carrier Verizon. All of my phone calls have been made over WiFi and verizon had been billing as if it was made on the broadband service. Secondly, I even switched to a third party long distance company that you pay for the service and the issue you a number that will pair of with the international number, a distinct separate service and they still accessed charges for the calls. Although, knowing all along that I have my logs for all of the calls that proves and verify the facts. But to no avail their posture was to keep hammering, pounding away at me trying to persuade me against the irrefutable evidence that the call was made over their broadband and they can charge. I am so sick of it!! I made number of attempts to resolve the matter amicably but they stand firm not budging and upholding a fraudulent charge to my line. It's been very frustrating and very disgusting with their tactics! I need this situation which now has become a dilemma to be resolved in court. They have caused me so much distress emotionally, and financial hardship during this momentous pandemic covid-19.

I need this problem resolved immediately and I strongly desire but need advice to take legal action.

Respectfully,

(b) (6)

A redacted signature block consisting of three horizontal black bars of varying lengths, covering the name and contact information of the complainant.

Ticket: # 4060190 - Comcast Internet out of service

Date: 6/30/2020 11:26:38 PM

City/State/Zip: Jacksonville, Florida 32217

Company Complaining About: Comcast

Description

Comcast informed me that my internet will be down for 8:00 am to 5:00 pm on 7/1/2020. I am currently working from home and they couldn't give me a reason why it will be down while they are promoting how they are supporting people working from home. I live in Jacksonville, Florida where cases of COVID-19 are spiking and I need to work from home. I need my internet for work!

Ticket: # 4060195 - Suddenlink Communications by Altice USA phone service denial

Date: 6/30/2020 11:28:49 PM

City/State/Zip: Meadow Vista, California 95722

Company Complaining About: Sudden Link

Description

In a neighborhood of health compromised individuals and in a "fire zone," Suddenlink has performed inadequately in ensuring a safe line of communications. Phone services have been down since June 18, 2020, with no offering of relief.

Without phone service, most families are unable to contact 911 and unable to receive reverse 911 calls necessary for evacuation notices in the event of a forest fire.

Despite their advertised comment that during this time of COVID-19 that they would treat phone service as a priority-1 issue, they are not responding to get customers back online; ergo creating a safety hazard.

Ticket: # 4060232 - Telemarketer Calls & Internet Interference**Date:** 6/30/2020 11:49:30 PM**City/State/Zip:** Akron, Ohio 44301**Company Complaining About:** AT&T

Description

I filed a complaint approximately one year ago because there was interference with some type of ham radio equipment on my Internet connection with AT&T. I work during the day outside of my home so, I did not notice the numerous telemarketer calls that were coming into my house while I was away. I believe that the spoofing started happening around the time of my first complaint but I only noticed it in the evening. Since COVID-19 hit, I have been working from home and have had numerous calls from hang up numbers. I have been paying for an unlisted number since I set up the account at the house that I bought in October of 2017. Not only did they charge me \$4.95 per month to have an unlisted number, they also did not unlist my number. AT&T refunded approximately 18 months of the discrepancy and still did not provide an unlisted service. I also got intermittent interference on my wifi connection. Since my home telephone was connected through Internet, each time the box went out, so did my telephone. Since I do not have a cell phone, you might be able to understand how frustrating this can be. Recently, I asked to have my telephone transferred back to a landline for reliability purposes. They set up the landline connection but I can only make calls out. I cannot receive any calls from my home number. Those calls are going to an AT&T voicemail service that I do not have access to. Additionally, it will take approximately one month from the date of the landline request before my total service will be restored. My request is that you look into this matter to find out why I did not receive the services that I requested as well as why I received so much telephone spam on an unlisted number that I paid for. I am also registered on the Federal DO NOT CALL website. I also feel that I am due another year's refund which I will address with them after my telephone is up again. This is scheduled to happen on July 9, 2020. The change request was made sometime around mid June 2020.

Ticket: # 4060282 - internet outage

Date: 7/1/2020 1:20:18 AM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: AT&T

Description

i have internet outage. i filed a complaint with my ISP and they sent us technician but he didn't showed up. we called customer support but they say they dont have any technician available for the coming one week. due to covid we have to work from home only. Internet is the basic need.

Ticket: # 4060323 - Cable service resulted i early termination

Date: 7/1/2020 5:06:23 AM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: AT&T

Description

In 12/2019, I contracted with At &T for cable service over the r phone. ,I had to call about increase rates on bill, no service available on numerous occasions until I concluded that At &T was the benefactor-not me, for its lousy service, and I terminated the service. Upon installation, the tech wired the cord to my hardwood floors. I want At&T to restore my floors and/or rescind this termination fee. And with the pandemic and uncertain future, I could not continue to pay.

Ticket: # 4060325 - Promotion not being honored.

Date: 7/1/2020 5:27:03 AM

City/State/Zip: Plains, Pennsylvania 18705

Company Complaining About: AT&T

Description

In February 2020 I opened an account with AT&T and ordered a phone which was suppose to arrive to me by mail in 3-5days and then was informed days later that phone was on back order for 1 month. My wife, Mariah, contacted AT&T by phone and ordered a new phone on promotion (\$1 per month) and was told to have my original number switched to phone. Long story short, this has been an absolute nightmare. Around the time COVID hit, AT&T kept suspending my phone as they believed it was stolen and was attempting to charge for 3 lines. (Thankfully this fixed this). Currently, they are charging us \$20 a month and not honoring promotion. I have spoke with at least 5 representatives and 2 supervisors who promised credits would be issued and promotion would be honored. Despite hours of calls and constant reassurance that this would be fixed, AT&T has failed to honor promotion as promised.

Ticket: # 4060327 - Unlimited Data Access

Date: 7/1/2020 5:31:57 AM

City/State/Zip: Hope Hull, Alabama 36043

Company Complaining About: AT&T

Description

I need access to more data during the Pandemic. I work from home.

Ticket: # 4060355 - Financial Hardship COVID-19 Waiver

Date: 7/1/2020 7:38:18 AM

City/State/Zip: Santa Ana, California 92703

Company Complaining About: AT&T

Description

I need help with my ATT Uverse and internet bill. My bill is at \$2192.16 right now and I need help paying it or if possible a payment arrangement. I was told I can request a fee waiver on some of the fees on my bill if you are having financial hardship due to the Covid-19 pandemic. I really need help with my bill. If I can make my monthly payments more affordable for me to manage.

Ticket: # 4060429 - OUTAGES

Date: 7/1/2020 9:09:19 AM

City/State/Zip: Laurel, Maryland 20707

Company Complaining About: Verizon

Description

THIS HAS TO STOP or it's going to get UGLY ON MY PART
I'M UNABLE TO VIEW CHANNEL 271 CHANNEL 3 GOES OUT WHILE VIEWING IT
THERE'S BEEN AN OUTAGE FOR OVER 24 HOURS I NEVER RECEIVED A CREDIT
A BOX IN MY HOME HAVEN'T BEEN WORKING FOR SINCE JANUARY
A TECH CAME OUT AND INFORM ME THAT ON THE SIDE OF MY HOUSE A WIRE NEEDS TO
BE UPGRADED BUT BECAUSE OF THE PANDEMIC THAT ARE NOT ALLOWED TO ENTER INTO
MY HOME. THIS PART IS A JOKE BECAUSE MUST OF THIS ISSUES WAY BEFORE THE
PANDEMIC
YOUR HAVE THREATEN ME ABOUT MY SERVICES AND ALSO DISCONNECTED EVEN
THOUGH I HAD A PAYMENT ARRANGEMENT
A FEW MONTHS AGO A REP NAME CESAR AFTER DISCUSSING MY PROBLEM GOT UPSET
BECAUSE I FELT HIS CUSTOMER SERVICES WASN'T TO MY SANCTIFICATION SO I NOTICE A
DECLINE IN MY SERVICES
I NEVER RECEIVED CREDIT FOR TURNING IN A ROUTER
THERE HAVEN'T BEEN NO SPORTS SINCE MARCH SO WHY I'M PAYING FOR THAT FEE.
IF MY SERVICES CONTINUE TO DECLINE AND I'M PAYING MY BILLS ACCORDINGLY I WILL
TAKEN FURTHER ACTION.
I HAVE PICTURES FROM WHEN THE LAST TECH CAME IN MY HOME AND THE WIRES LOOK
CRAZY.
SO PLEASE PROVIDED ME WITH A REFUND CHECK I DON'T WANT NO CREDIT IT NEVER
HELP AND I DON'T SEE IT ON MY BILL

Ticket: # 4060460 - Re: [FCC Complaints] AT&T cancelled my "Unlimited" Mobile Internet Data plan without warning or consent

Date: 7/1/2020 9:28:58 AM

City/State/Zip: San Diego, California 92106

Company Complaining About: AT&T

Description

This is a follow-up to your previous request (b) (6) "AT&T cancelled my "Unlimite..."

RE: AT&T FCC Response: File No. (b) (6)

Dear Sir or Madam,

I have received AT&T's response and feel compelled to rebut several items in the response which are factually incorrect.

Specifically AT&T's statement: "As a warning the service was suspended on 5/5/2020. Since the SIM card was not placed back into the authorized device within seven days, the service was cancelled on 5/12/2020." This statement is factually incorrect for the following reasons:

A "warning" implies that notice was given to Mr. (b) (6) that a Terms of Service violation was occurring. AT&T DID NOT make contact by ANY means, including email, telephone, text or postal mail to explain the violation, issue a "warning", or explain the "remedy" of returning the SIM to the "authorized" device. I am certain that AT&T can provide no evidence of contacting Mr. (b) (6) between 5/5/2020 - 5/12/2020 and believe they can not factually claim a "warning" and proposed "remedy" without contact.

Despite not communicating a "warning", Mr. (b) (6) took the SIM card and all of his devices, including the "authorized" device to the AT&T Store on 5/7/2020. This was within the seven day "warning" period and within the "remedy" period stated in the letter. The AT&T Store representative tested the SIM in all of the devices, including the "authorized" device and found the SIM card to have been permanently deactivated with the message "INVALID SIM". Quite simply, despite being returned to the "authorized" device, it did not and could not be remedied because the SIM card had been deactivated and was no longer usable in ANY device, including the "authorized" device, after 5/5/2020.

The AT&T Store Agent attempted to issue a replacement SIM card for the Account, thinking the issue was an old or faulty SIM card. In the process of attempting to issue a replacement SIM card, the Agent found the account had been terminated for excessive use. The agent was unable to issue a replacement SIM to be placed in an "authorize" device because the account was terminated on 5/5/2020.

In short, the "warning" explained in the response was not given to Mr. (b) (6) "remedy" explained in the response was not achievable by either Mr. (b) (6) directly or with the assistance of the AT&T Store Agent as the SIM card was permanently disabled and account terminated as of 5/5/2020. Simply put, there was no possible "remedy" open to Mr. (b) (6) because AT&T was intent on cancelling the account for using too much data, did so before the end of the pre-paid billing

period without refund and during a pandemic where they had promised to honor FCC Chairman Pai's "Keep Americans Connected Pledge".

While I realize the informal complaint process only facilitates resolution by having the two parties dialogue, it expects AT&T to be truthful in their reply. If AT&T could provide evidence of such a "warning" and that the "remedy" despite the "Invalid SIM" and terminated account, I will happily apologize for the accusation and drop the matter entirely.

Sincerely,

(b) (6) s

Email: (b) (6)

(b) (6)

Ticket: # 4060600 - Verizon - Increased sales on already overburdened internet lines

Date: 7/1/2020 10:27:54 AM

City/State/Zip: Cresco, Pennsylvania 18326

Company Complaining About: Verizon

Description

Verizon internet service here in my area is beyond pathetic in this area, let alone what happened when the government-mandated stay at home orders for work. My DSL through the phone line with Verizon is a most 2.5 Mbps on a GOOD DAY! They added more users to the already maxed out service they have here, resulting in more money in their pockets and consistent drops in connectivity for their customers. Verizon MUST implement Fios or better service in this area, as we have many NYC vacationers coming to live in their vacation homes here, after this pandemic hit. Service/internet upgrades have to happen.

Ticket: # 4060683 - Shipping and Billing Error

Date: 7/1/2020 10:54:11 AM

City/State/Zip: West Palm Beach, Florida 33401

Company Complaining About: T Mobile

Description

I have Iphone 11 for our business account but with the COVID-19 Pandemic, everything is critical. We ordered the Samsung Note 10 5G and were advised they were not in stock but would be shipped to us within 3 business days. Five (5) business days later we still do not have the phones and they shipped the wrong phones. Called in to rectify the situation and they are forcing us to pay another deposit again, it is outrageous. We value every customer as always but need to be updated with the latest technology.

Ticket: # 4060708 - Comcast data caps during pandemic

Date: 7/1/2020 10:59:37 AM

City/State/Zip: Monroe, Washington 98272

Company Complaining About: Comcast

Description

Comcast has inexplicably reinstated their onerous data cap on my gigabit residential connection during the COVID-19 pandemic, a time when working from home is still the only option of employment for millions of people.

The new cap of 1.2TB is something my connection could chew through in under 3 hours if I am using it maxed out. Comcasts claims the cap is to protect the network and "create fairness", but the reliability of the network over the last three months has proved that this is not the case and that their data caps are just a petty cash grab from customers who have no functional alternative. The only other internet option in my area is 1mpbs DSL which isn't even fast enough for a video conference call, in effect making my life and employment dependent on Comcast.

Require Comcast to suspend or remove their data caps to keep people safe. Data caps at this time force people back to work at a time when it is not safe to do so.

Ticket: # 4060713 - Comcast/Xfinity deceptive service offerings

Date: 7/1/2020 11:00:49 AM

City/State/Zip: Lynnfield, Massachusetts 01940

Company Complaining About: Comcast

Description

I am a current Comcast/Xfinity customer for their high speed internet. In an attempt to increase my internet speed through their web site (from 100 Gb to 300 Gb) on June 26, 2020, I was lead to one of their product promotion page which diceptivelt appeared as the only way for me to increase my internet speed. Later it transpired that they would be sending me a starter kit. When the kit was delivered to my door, I discovered that they were trying to include a TV program package to my current subscription.

- 1) The same day I filled out the form (June 26th) they increased my internet speed to 300 Gb. And their app confirmed that my internet speed was 300 Gb. So far so good.
- 2) I called their 800 number to assure that I wouldn't receive a package. I was rest assured that there wouldn't be a package. On that call they confirmed that the oonly change to my service would be increase in my internet service to 300 Gb.
- 3) Two days later, their starter kit showed up at my door.
- 4) Although I made many attempts, I wasn't able to speak to a Comcast agent. Their IVR would ask me irrelevant questions wasting hours of my time. In the process they would make attempts to restart my cable modem without success disrupting my internet service.
- 5) On June 29th, I was able chat with their customer service about the situation and they told me that I wouldn't have this new cable TV service. However, yy Comcast app shows that I actually have the TV package. Also, during the chat session, without my consent they disrupted my internet service even though I told them repeatedly that I didn't want them to reset my modem.
- 6) The day after they increased my internet speed, I measured my internet speed and found that they reduced the speed to 100 Mb. My Xfinity app still shows that I have 300 Mb internet service while I measure (at least 10 times over the course of 3 days) less than 100 Gb.
- 7) I attempted calling Comcast/Xfinity 800 number multiple times. Each attempt resulted with them resetting my modem without my consent. Again, their IVR asking many irrelevant questions.

There are more steps involved in this process. For brevity I am not including those steps.

This company is not able to serve its customers and this is not new after the COVID-19 pandemic. I've been having similar issues with them in the past 8 years. In the past 8 years I was afraid to make any changes to my service knowing that they would waste many hours of my time and break what I already have causing customers service calls.

Although I invested many hours of my time, I am not asking for a compensation. I want FCC to be aware of Comcast's deceptive and wreckless practices in:

- 1) creating such greavances in serving their customers,
- 2) using the increase in service calls due to the COVID-19 pandemic as an excuse,
- 3) consistently providing dysfunctional web site leading customers to buying products which they don't intend to buy.

Kind Regards,

(b) (6)

Ticket: # 4060867 - False news report

Date: 7/1/2020 11:38:57 AM

City/State/Zip: Charlotte, Alabama 28277

Company Complaining About: AT&T

Description

A piece aired on Fox News by Dan Fitzpatrick- Report attached. This report was a smear and lies to the public about dr. Fauci and the COVID-19.

Ticket: # 4060892 - Comcast

Date: 7/1/2020 11:44:32 AM

City/State/Zip: Woodstock, Georgia 30188

Company Complaining About: Comcast

Description

Comcast refuses to help us with issues regarding the signal to our Cable boxes. We have replaced them four times, through their retail stores. Each time, the boxes are unable to detect a signal. Comcast stated that they are unable to send technicians due to the Pandemic, even though, two supervisors, on two different occasions advised us that we had an appointment for a technician to visit, due to the ongoing issues. This turned out to be lies. Agents told us, upon follow up when no one showed, that there was no record of appts. I asked for credit for the time we have ben unable to use this TV. We were told that was not possible until a technician could verify the problem.

(Really??) We were then told that a technician would call us. This, too, never happened. In addition, we have TV's that are pixelating, which is a definite sign of signal breakdown somewhere.

We are desperate for help. These people should not be allowed to due business like this. I have also found a Facebook page, set up by Comcast, entitled "Comcast Customer service Sucks". I have found endless stories like mine. Your assistance would be greatly appreciated.

Thank you,

(b) (6)

Ticket: # 4060945 - lifeline assistance customer support unreachable- they hung up on me when I contacted safelink about my service being disconnected.

Date: 7/1/2020 11:59:24 AM

City/State/Zip: Miami, Florida 33173

Company Complaining About: Safelink Wireless

Description

my lifeline assistance with safe link wireless was not renewed, even though I provided all the documentation and due to pandemic, current renewal protocols were waived. I cannot use my tracefone (b) (6) due to unrenewable contract??

Ticket: # 4060998 - Comcast False Charges and No Option to Contact Support

Date: 7/1/2020 12:11:48 PM

City/State/Zip: North Miami, Florida 33181

Company Complaining About: Comcast

Description

I was charged \$69 by Comcast for Internet and Cable services after I had closed my account. I spoke with one of their representatives before cancelling my account and they assured me I would not be charged for any future amount. Nevertheless, they charged me the \$69 (they said "for future service").

I called their customer service line and explained the issue, and they told me the \$69 would be refunded to me. I never received the refund though, and now when I try to call them their customer service line cuts off before I can speak to anyone, citing "busy times because of Covid-19".

I would simply like my refund for the services I never received.

Ticket: # 4061357 - Suspended services

Date: 7/1/2020 1:23:08 PM

City/State/Zip: Leesburg, Virginia 20176

Company Complaining About: AT&T

Description

To whom it may concern,

I am writing regarding my services being suspended today and being forced to pay to reactivate my services. Two months ago, I called to confirm services being kept on during this pandemic. I also asked concerning what was written on the fcc website. The person I spoke with, told me that I shouldn't worry about it and that my services will not be canceled. I am writing because this is not acceptable.

This is lying to the customer.

Ticket: # 4061444 - Billing keeps raising

Date: 7/1/2020 1:40:05 PM

City/State/Zip: Huddy, Kentucky 41535

Company Complaining About: Sudden Link

Description

We are charged nearly \$200 for tv & I call they say I have the lowest package possible! Due to covid 19 pandemic etc you'd think they'd lower the prices to help others! The cable freezes at times

Ticket: # 4061544 - AT&T Consumer Scams

Date: 7/1/2020 2:00:01 PM

City/State/Zip: Oviedo, Florida 32765

Company Complaining About: AT&T

Description

When you call AT&T for service they tell you if its their issue you will not be charged for the service call. AT&T Charged \$107 for a technical service call because they did not bury their cable properly on a previous service call & cable was damaged a month later by landscapers. When I contacted AT&T to remove charges they told me due to COVID19 their in-field techs are now charging for service calls. I'm sick of companies blaming COVID19 for gouging consumers.

Ticket: # 4061579 - phone turned off during pandemic, bill is paid

Date: 7/1/2020 2:07:35 PM

City/State/Zip: Reedsport, Oregon 97467

Company Complaining About: Spectrum

Description

my bill is paid and an employee in the Coos Bay Oregon office has turned off my phone three times in the last two weeks. I got it back on twice through the call center. NO one will help me this time I can't even speak to a supervisor. He did this on purpose.

Ticket: # 4061603 - Fox "news"

Date: 7/1/2020 2:11:39 PM

City/State/Zip: Cordova, Tennessee 38018

Description

The Coronavirus pandemic has affected millions worldwide. Fox News has downplayed the virus and has given misleading or false information out on their shows in an effort to pander to President trump and his rhetoric that it is a hoax. I reported them to you months ago for them calling it a hoax and not to do as the CDC or Dr. Fauci says. Now there is sophisticated research links Hannitys coronavirus misinformation in the months of February, March and April to a greater number of Covid - 19 cases and deaths. Data shows Fox "news" touting trumps lies has kept millions from taking the coronavirus seriously. Laura Ingraham on her show intimates that Dr. Fauci and Joe Biden are "working in concert". -guess the Fauci/Gates rhetoric didn't stick. She recently interviewed Tx Lt Gov Dan Patrick who dismisses Dr. Faucis concerns and said on the show "I don't need his advice". this continuation of spreading lies, misinformation and trumps hoax rhetoric are going to get many more Americans sick and dead. If this is "just like the flu" then so be it, but if it is not, where is the harm in taking it seriously, and taking the precautions outlined by MEDICAL professionals? Medicine is a science. and they call it the practice of medicine. Early on the use of masks was not encouraged, but as more information came to light, mask wearing had been found to help slow the spread. Now we see people who watch this outlet of hate, Spreading lies and misinformation and are being harmed. This should be enough to sanction FOX and or shut them down. It is dangerous! America has had ENOUGH

Ticket: # 4061686 - Cell phone accounts

Date: 7/1/2020 2:30:37 PM

City/State/Zip: Vancouver, Washington 98664

Company Complaining About: AT&T

Description

Last week approximately around 623 I made arrangements with the supervisor with AT&T and then again on 629 I spoke with another representative over the phone who agreed to an additional arrangement to remind me more time to pay my bill due to my Covid hardship. It is July 1 and my cell phone has been turned off and the agents are refusing to honor the arrangement they have previously previously agreed to.

Ticket: # 4061694 - Optimum complaint

Date: 7/1/2020 2:31:47 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

I want to report a Complete with optimum. I feel like this is completely unethical because I have no other choice for Internet in my area and without warning they raise their prices more than \$15 a month. I am constantly having outages in for service all the prices keep raising with no notification or regard especially during a pandemic. And the same age unfortunately Internet is a necessity as working from home and doing school online is required and I don't feel how I feel and is handling is this correct

Ticket: # 4061705 - Fios issues

Date: 7/1/2020 2:36:03 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Verizon

Description

Consumer has issues with Verizon Fios.

During COVID-19 consumer needed a technician to come out and look at the issue.

Consumer was without TV, phone and internet service.

Her son was told to take the old router and cable set top box to the store and replace it with the new boxes.

Consumer was finally able to get someone to come out on 6/25 to address the outage.

Consumer was without service since March.

Consumer understands that Verizon couldn't send someone out sooner due to COVID-19, but is frustrated she was without service for so long.

Consumer has been unable to contact her doctors via the internet due to the outage issues.

Consumer also purchased movies previously that should have downloaded to the new equipment, but they didn't.

Consumer has been given the run around about all these issues.

Consumer wants to be compensated for those movies that have been lost or have them returned so that she can watch them.

Consumer's internet is still not back and she would like it to be returned as soon as possible.

CTR404-phone

Ticket: # 4061761 - Xfinity bad faith and discriminatory practices towards customer

Date: 7/1/2020 2:50:49 PM

City/State/Zip: Fairburn, Georgia 30213

Company Complaining About: Comcast

Description

I switched from prepaid services to Xfinity internet essentials over the past week because I was still being billed every month since March for my services, although Xfinity has a notice claiming that they would not be billing any of their customers during COVID. I was informed that I could then apply for Xfinity mobile as soon as everything was approved, which it has been but ever since then, I've run into nothing short of issues by this company. I started off online where initially I was not able to apply for anything because their website was not permitting me too. I notice that I could instead go into the store to purchase instead of having to complete online. The next day I went into the store and was told that I could not complete the purchase in store, I must do it online because its not allowing them to go past a certain screen when they try. They claim because I started online that's where I must complete although my cart was empty. After reaching out to another rep about this issue, I was told he was not seeing any blockages on his end and that I should be good to purchase in store. This happened two more times, with the most recent being today. Im home now and notice that when I try to purchase two devices today, they now want me to pay one in full, which was not the case until after speaking to another of there reps who claimed they were working on my case. Every time they claim they are, something on may account changes and then they do not know what else to do and become very stonewalling towards customers. I have submitted several reviews and have yet to speak with anyone higher up about the bad customer service, because obviously I'm not a valued customer and its shown every time I chat or call in.

Ticket: # 4061787 - BILLING ISSUE WITH VERIZON - paying more due to (2) accounts were created in error

Date: 7/1/2020 2:55:56 PM

City/State/Zip: Azusa, California 91702

Company Complaining About: Verizon

Description

I recently switch phone services to Verizon. We opened (4) phone lines and they added another line for the tablet. Instead of creating 1 account for the total of (5) lines, they split it into (2) accounts. Since beginning of June, I have been in contact with them but they never resolved my issue. It's Covid-19, so each time I try to call them, I have to be on-hold for over an hour . And when I called the last time, they just transfer me to a different department and that department is not the correct department. I had to pay the first bill of my (2) accounts and I ended up paying higher (\$340 plus \$150)--- I don't want my line disconnected especially this crucial time due to non-payment.

It'll be over a month now and they have not resolved the issue. They will make an excuse that they were calling me but I never received a call back. I'm the one who makes the follow-up.

I cannot afford to pay \$600 plus bills (estimate for the 5 lines) every month just because they made error on setting-up my account. Please help. As I'm writing this, I am on-hold again with them. I also sent a text message to the person who supposedly opened my account, but after several attempts, still no response. Nobody seems interested to help resolve the issue. Need help so desperately. It's misleading when they said I will save money when I switched to Verizon, but I ended up paying more. It feels like they are scamming people by creating (2) accounts and have them pay more on the first bill? Please... please help.

Ticket: # 4061833 - Reconnection and Late Fees**Date:** 7/1/2020 3:06:28 PM**City/State/Zip:** Brooklyn, New York 11212**Company Complaining About:** Optimum

Description

Optimum Cable Company disconnected my phone and internet services; and charged me several late fees and reconnection fees during the COVID-19 pandemic in violation of the Keep America Connected Pledge. I have called and complaint to customer service reps who were very rude and unwilling to assist even though I explained that my self and my sister needed the service to attend remote classes. I made a complaint with BBB and optimum did not remove the fees, instead, they actually gamed the deadline for the pledge and added extra fees. Not to mention, my sister is disable and does not possess a cell phone, so in the case of an emergency she would need a working home phone.

Ticket: # 4061860 - Verizon Wirelss fraudulently placed in plan I did not request

Date: 7/1/2020 3:12:46 PM

City/State/Zip: Felton, Delaware 19943

Company Complaining About: Verizon Wireless

Description

My cell bill is due 1st of month. I attempted to pay today and showed \$0 balance. I attempted to use virtual assistant and wouldn't permit me because stating I'm in "collection status". Supervisor informed me that as of yesterday I had an outstanding balance so placed on 6 month deferred although it wasn't past due balance. I received letter stating "because you notified us that you were impacted by Covid-19"....but the letter only indicated that late fees and termination would be waived through June 30. Didn't not inform me that my balance would be deferred. Additionally I NEVER MADE that request and they acknowledge it was automatic They will not take me out of the plan and because they zeroed my balance if I make a payment today, the due date, it will be held as a credit until next month They fraudulently placed me in a plan they claim I requested, they never indicated that although no past due balance that they would defer it, I have the screenshots showing they are listing my account as being delinquent so I can't access any online services and may in the future look like I needed financial assistance. They are refusing to take me out of the plan claiming that I "might" be able to opt out next month one the deferred bill cuts. I want out NOW as I never requested and they are causing issues as I am being listed as in collections for a balance that wasn't even due until today.

Ticket: # 4061945 - Ticket No. (b) (6) Bill issue with optimum that can't be resolved because no one answers the phone

Date: 7/1/2020 3:33:05 PM

City/State/Zip: Westbury, New York 11590

Company Complaining About: Optimum

Description

I had a deal with optimum to reduce my bill by \$15.00 per month for 1 year in March 2020. They gave me the reduced amount for a few months, and now it is back up to the original price (15.00 more). I have repeatedly tried to call them, left my number for a call back, to no avail. When I do get thru they tell me I have to speak to the disconnect division because the deal is with them, when they transfer me, hold times go on and on and then I get disconnected, I guess that's what disconnect division means to Optimum - no pun intended. Worst customer service ever. They can't blame Covid, they were horrible before that. I would like to pay the reduced amount but don't want to get hit with late fees or collection agency problems.

Ticket: # 4062034 - Billing issue with Verizon

Date: 7/1/2020 3:53:13 PM

City/State/Zip: Morgan Hill, California 95037

Company Complaining About: Verizon Wireless

Description

I have consistently received notifications about Verizon data usage for the past couple years. When my data is within a certain % of exceeding the limit on the cell phone plan, a text and email are sent to users. Without the user's knowledge, during the period of 3/25/2020 and 4/30/2020, as well as 5/1/2020 to 5/31/2020 Verizon supposedly added 15GB (each period) to the cell phone plan. While we were grateful, no one on the plan received a text or email regarding the added data or timeline. The actual usage was not reflected on the bill, and the bill was the same as usual. Upon speaking with a Verizon rep in store and online, it was confirmed that additional data was added at no charge due to Covid- yet there was no info about the timeline when this data would be provided. During these periods NO email or texts were received regarding an overage. Suddenly, on 6/27/2020 I received a text stating 10% data was left. Upon logging into my account, \$390 surcharge has been added due to 26 GB of overage data--all with ZERO texts or emails about coming within a set percentage. How could 26 GB have been used BEFORE the 10% warning was sent? I spoke with 3 reps at Verizon, the first two confirmed that strangely no notifications of any kind had been sent to anyone on the account about approaching OR exceeding the data limit. The next day I called back and the third rep stated that emails and texts had been sent, yet when all account holders checked their phone history, no alerts stating the data limit was approaching or had passed (other than a 10% remaining warning on 6/27/2020 AFTER 26 GB had apparently been charged) were found. The account holders signed up for a service that Verizon provides, the service being text and email alerts. Nowhere in the email OR text, does it say it is a courtesy. Additionally, if it is a service you can sign up for and when this service is not provided (especially during Covid) when it consistently has been in the past, it is completely unacceptable for Verizon to not be willing to waive the overage charges when the elected alert service was not provided and no communication was sent regarding the policy around Covid. While we are grateful for the added 15GB per cycle, the lack of communication regarding when this additional data would be added and would expire is an example of poor customer service practices. The account holder, my mother, had 3 surgeries since the pandemic and shelter in place, and it is completely unreasonable to take away a service that (loyal) customers come to rely on for bill payment, especially during uncertain times. I would like the \$390 surcharge to be waived this once on the basis that the account history clearly shows due to the text and email alert service, when a warning is sent about approaching data limit, minimal if any overage data is used. If the account holders were to receive the expected alert as elected through Verizon, then it is reasonable to believe that 26 GB of data would not have been used thus \$390 charge would have been avoided. Please do not penalize customers due to technology and communication failure on the business end.

Ticket: # 4062036 - Service/Billing

Date: 7/1/2020 3:53:33 PM

City/State/Zip: Washington, District Of Columbia 20011

Company Complaining About: AT&T

Description

AT&T is his carrier.

He has been with them for 12 years.

June 27 payment of \$69 if paid by the 30th.

He didn't have the money on the 30th.

An Asian lady told him if he pays \$50.00.

And he should pay \$20 on July 1st.

They told him they would turn the phone back on.

A woman named Noah was very mean.

He told her that he was having a situation.

She said he has until 5:00 today to pay the \$196.00 they were going to shut him off.

The other women mislead him.

Since this pandemic has been a big problem for him.

He is willing to make payment arrangements, but they will not listen to him.

He is 66 years old.

He has medical issues and h needs his phone for health reasons.

They told him he may not speak to a supervisor.

Resolution:

He needs them to keep the phones on so he can exist in the modern world today.

He needs his phone on for medical and business reasons.

He needs his phone to communicate with his family.

He is willing to make payment arrangements to pay his bill.

CTR394-phone

Ticket: # 4062074 - Broadband program which ends July 2, 2020

Date: 7/1/2020 4:02:35 PM

City/State/Zip: Towson, Maryland 21286

Company Complaining About: Comcast

Description

Has your work on broadband configuration also affected wifi, Internet--specifically email-- service as well as tv reception if you have an antenna as I do? I could not receive or send email 2 days last week. Why not?

I had perfect pictures on my tv before your work began. I had no idea what was happening to my perfect reception because the FCC did not notify Americans about the project. Then Coronavirus came and I could not get tv news when I needed it and couldn't leave my apartment to see tv at another place with cable, not an indoor rabbit ear antenna as I have had successfully for 12 years. I like books, magazines, newspapers as well as some tv Sincerely, (b) (6), retired English teacher who gives you poor marks for communication to the American public

Ticket: # 4062077 - Xfinity Home Internet Data Cap

Date: 7/1/2020 4:02:53 PM

City/State/Zip: Green Cove Springs, Florida 32043

Company Complaining About: Comcast

Description

Good Afternoon,

I am unhappy with the decision that Xfinity have made in reverting back to data caps even in the midst of this Covid-19 pandemic.

My wife and I are both currently working from home, and my wife especially is constantly having to make video calls and conferences whilst our two children are also in the home. This leads to far more internet data being used than usual.

If the data caps could be lifted for the entire country for three - four months whilst there was a big increase in traffic but no issues with connectivity, I do not see how including a data cap on an already expensive contract is moral.

Many Thanks.

Ticket: # 4062107 - Sports charge on bill

Date: 7/1/2020 4:10:17 PM

City/State/Zip: Oakley, California 94561

Company Complaining About: Xfinity

Description

We do not watch sports and there are no sports to watch since COVID shut down, yet I am being charged a mandatory "regional sports fee". In review my bill today with Xfinity, I asked them to remove it and they could not.

Ticket: # 4062142 - repeat intermittent internet issues

Date: 7/1/2020 4:18:13 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

My service was installed in April today is July 1st and I just had my 4th technician come to my home. The service issue is still unresolved and this is affecting meet my ability to work from home during a pandemic.

Ticket: # 4062182 - My old e-mail address and stimulus payment

Date: 7/1/2020 4:26:28 PM

City/State/Zip: Vestavia Hills, Alabama 35216-4888

Company Complaining About: National Security

Description

They claim to be national security and that my old e-mail address is being used in Nigeria for illegal purposes. That e-mail address was canceled 2 years ago.

They also claim to be a coronavirus organization and want to know if I received my stimulus check.

Ticket: # 4062224 - Poor Internet service

Date: 7/1/2020 4:37:47 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

I work from home. I am a professor and need to synchronously video conference with my classes. Each week I experience repeated drop outs and interruptions to my internet service. I can't work from home under these conditions and I can't work at school under the pandemic. Please help.

Ticket: # 4062238 - Billing/ service/COVID-19

Date: 7/1/2020 4:40:00 PM

City/State/Zip: Linden, New Jersey 07036

Company Complaining About: Optimum

Description

Consumer is filing a complaint for the next reason. Consumer states back in March.2020 she called her provider multiples times to have her service cancel but the provider never answer. Consumer then got sick from the COVID-19 and she was unable to make any payments or to work. Consumer was send out to collection when she try to cancel the service until she could go through with her call in the middle of April.2020. Consumer wants the balance to be remove from the collection agency.

ctr408-phone

Ticket: # 4062342 - Release Phone Numbers

Date: 7/1/2020 5:07:17 PM

City/State/Zip: Hempstead, New York 11550

Company Complaining About: Sprint

Description

The consumer use to have Sprint for phone service.

The consumer mention because of the pandemic his service was interrupted during the pandemic, therefore the account was close.

Which then the consumer said that he was not able to get his phone numbers release.

The phone numbers (b) (6).

The consumer said that he has had the phone numbers for 20 years. He said that the phone numbers he used them for his business which he needs the phone numbers to be release.

Then the consumer was told that after the 45 days they could not provided the old account to him.

The consumer said that Sprint has not release the phone numbers because it has not been on the pool as the consumer mention.

The consumer stated that its been happening about a month about pooling the phone numbers.

The consumer did reach out to the carrier about the issue, which he was told that they could get him four new phone numbers.

The consumer said that he being having the issue over a month about releasing the phone numbers.

The consumer said that he would call the phone numbers and gets the message of busy signal.

Resolution

The consumer would like for the phone numbers, (b) (6) 2 to be release to him so the could use them with another carrier.

ctr 388-phone

Ticket: # 4062459 - Denied Internet Access Because of Location

Date: 7/1/2020 5:47:56 PM

City/State/Zip: Randleman, North Carolina 27317

Company Complaining About: AT&T

Description

My family is moving to a new home soon and we have been told by AT&T, Spectrum, and others that we are unable to get an internet package because our new location is "out of the way". However, our neighbors at the new location have internet access with AT&T while we are being denied unfairly. Everyone in the house uses the internet in some way, whether it is for schoolwork or our jobs, and being in a pandemic also means that we could lose our jobs or worse because we are unable to have internet access.

Ticket: # 4062590 - 101.5 Coronavirus False Information

Date: 7/1/2020 6:32:32 PM

City/State/Zip: Edison, New Jersey 08817

Description

Those that have a public platform should have the minimum guidelines to act in the best interests of the public instead of actively spreading misinformation.

NJ 101.5's Bill Spadea has been encouraging the public since March to attend mass gatherings in public despite govt quarantine and the coronavirus epidemic. This is harmful and dangerous.

Ticket: # 4062682 - Optimum internet

Date: 7/1/2020 7:15:21 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: Optimum

Description

##- Please type your reply above this line -##

This ticket (#4016198) has been updated.

FCC Consumer Help Center (FCC Complaints)

Jun 19, 2020, 2:13 PM EDT

(b) (6)

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 4016198.

Here's what happens next:

Your provider is required to send you a written copy of its response. Keep in mind, If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.

Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.

Keep in mind that billing adjustments or other actions by your provider could take time to implement.

If we do not hear from you within 30 days, your ticket will be closed.

If you have new issues with your provider, you can file an additional complaint by going to: consumercomplaints.fcc.gov

(b) (6)

Jun 8, 2020, 7:07 PM EDT

In March my wife and I started working from home because of the covid19 pandemic. I sign onto my vpn at 8:00am and my wife signs on at 9:00am. Everyday at 10:00am we would both lose internet connection. I would get on the phone with optimum and wait at least an hour to speak to a customer service rep. They would troubleshoot with me and eventually have to send out a tech. I've had four techs here and get a different story every time. The internet will work for a few hours and then continue to drop off again. I've had multiple modems swapped out, new splitters installed outside my house, but nothing seems to resolve the issue. One tech told me it's an issue with Optimum because they have their old technology and their altice technology and when they change something to one the other has issues. I have documentation of the internet dropping because my house alarm is connected to the internet, so I took screen shots of what a normal day looks like. I just sat on hold for an hour and ten minutes to receive and \$14 per month credit for twelve months. I asked the

representative "this is great but how does this resolve my issue?" He stated " don't worry I sent an update to your equipment and it should resolve the issue". Well five minutes later I lost connection. This has been going on since March and I'm at my wits end! We pay \$280 per month for horrible internet and even worse customer service.

Update: the above was my first complaint and I received a call from Raymond L from Optimum stating there was an issue on their end and they were investigating it. I was told to allow 14 days in case they had to order parts to fix the issue. My internet was all of a sudden working for about two weeks. I was told we would discuss about a credit after the ticket was closed. I've called Raymond multiple times to discuss said credit, but he's conveniently not available every time I call. This afternoon I lost internet connection three times while trying to work from home, so the issue isn't resolved. I also received my Optimum bill in the mail today and noticed an \$80 service call fee. My bill this month is \$353.90 and my internet is still disconnecting. This has been going on since March! I was told by multiple Optimum representatives that I would receive credits, as I have called customer service well over 15 times, and haven't received a credit. This company needs to be held responsible for their actions!

Ticket: # 4062683 - Re: [FCC Complaints] Service related E-mails going to wrong accounts and unwanted E-mails

Date: 7/1/2020 7:16:01 PM

City/State/Zip: North Salt Lake, Utah 84054

Company Complaining About: Comcast

Description

This is a follow-up to your previous request (b) (6) "Service related E-mails goi..."

For years now I continue to get service related E-mails about my Comcast/Xfinity account on address that I have not shared with Comcast for that purpose. I want these E-mails to go to the official addresses I have on file in my account with Comcast and not to my work and a Google Gmail account that I don't use for E-mail but they continue to insist on sending me them. These E-mails cannot be opted out of because they are service related (training, features, informational etc.). There have been dozens of them over the past several months due to COVID. I opened a previous ticket (b) (6) and Comcast contacted me back in April and I worked with them dozens of times and sent many E-mails about this issue. They told me 3 separate times that the problem was resolved but the E-mails continue and it is now even worse. Instead of getting the E-mails at just 3 accounts I am now getting them at 4. I received one of these E-mails on all 4 accounts just the other day on June 27th. It seems that I received both an E-mail and some mail indicating the problem was resolved but as I say it is even worse now and the problem is NOT resolved and getting worse. I don't understand why this is so hard for them. I have used 4 different methods of opting out from these E-mails through my account, and also going back to when I originally shared these E-mails and opting out from those E-mails and they continue. My only option at this point is to close my account and re-open it but my guess is these E-mails will come to me forever and I can't stop them so I would have to close all my E-mail accounts and I can't do that at work obviously just to take care of this issue. Besides I'm under contract for 2 more years with them and there is not much I can do. I've been busy and I'm sure I was supposed to notify you before now that this is still continuing but I have E-mailed the folks that were working with me every time the E-mails continue and they are doing NOTHING about it.

Ticket: # 4062698 - Re: Service related E-mails going to wrong accounts and unwanted E-mails

Date: 7/1/2020 7:19:56 PM

City/State/Zip: North Salt Lake, Utah 84054

Company Complaining About: Comcast

Description

This is a follow-up to your previous request (b) (6) 0 "Service related E-mails going to wrong accounts and unwanted E-mails"

For years now I continue to get service related E-mails about my Comcast/Xfinity account on address that I have not shared with Comcast for that purpose. I want these E-mails to go to the official addresses I have on file in my account with Comcast and not to my work and a Google Gmail account that I don't use for E-mail but they continue to insist on sending me them. These E-mails cannot be opted out of because they are service related (training, features, informational etc.). There have been dozens of them over the past several months due to COVID. I opened a previous ticket (b) (6) and Comcast contacted me back in April and I worked with them dozens of times and sent many E-mails about this issue. They told me 3 separate times that the problem was resolved but the E-mails continue and it is now even worse. Instead of getting the E-mails at just 3 accounts I am now getting them at 4. I received one of these E-mails on all 4 accounts just the other day on June 27th. It seems that I received both an E-mail and some mail indicating the problem was resolved but as I say it is even worse now and the problem is NOT resolved and getting worse. I don't understand why this is so hard for them. I have used 4 different methods of opting out from these E-mails through my account, and also going back to when I originally shared these E-mails and opting out from those E-mails and they continue. My only option at this point is to close my account and re-open it but my guess is these E-mails will come to me forever and I can't stop them so I would have to close all my E-mail accounts and I can't do that at work obviously just to take care of this issue. Besides I'm under contract for 2 more years with them and there is not much I can do. I've been busy and I'm sure I was supposed to notify you before now that this is still continuing but I have E-mailed the folks that were working with me every time the E-mails continue and they are doing NOTHING about it.

Ticket: # 4062857 - Comcast / Xfinity service outage during covid 19

Date: 7/1/2020 8:53:02 PM

City/State/Zip: Tamarac, Florida 33309

Company Complaining About: Comcast

Description

Comcast/Xfinity continues to go down in our area ZIP code 33309. June 25th, June 26th, and July 1st. During covid 19 we cannot work from home because Comcast/Xfinity service is unavailable for the third business day. The ISP is not prioritizing the area with the appropriate fixes.

Ticket: # 4062877 - AT&T Wireless Aggressively Disconnecting Internet Service

Date: 7/1/2020 9:16:09 PM

City/State/Zip: Santa Barbara, California 93101

Company Complaining About: AT&T

Description

AT&T Wireless Aggressively Disconnecting Internet Service

I've been a continuous subscriber to what is now AT&T Wireless for 25 years. My most recent month of service was due the 25th of June. This morning my phone and internet service was abruptly suspended and I was told I'd have to pay the most recent month plus the newly billed month (which is billed in advance) to restore service.

I learned the Keep America Connected Pledge expired today. I shudder to think about the countless Americans who lost their jobs due to coronavirus and today were disconnected for owing one month, then forced to pay that PLUS prepay another month of service in order to restore their phone and internet.

How many people can afford that right now? These aggressive and predatory policies are being implemented on your watch. Their not only hurting individuals, they're hurting our economy. It's shameful.

Ticket: # 4062886 - COX Wireless Aggressively Disconnecting Internet Service

Date: 7/1/2020 9:27:46 PM

City/State/Zip: Santa Barbara, California 93101

Company Complaining About: Cox

Description

I downgraded my cable service to internet only during coronavirus. I need the internet to work.

I've been quarantined and unable to return COX's cable equipment. Yesterday, COX suspended my service (in clear violation of their Keep America Connected Pledge) and forced me to buy \$400 in their garbage cable tv equipment to restore vital service.

How many people can afford that right now? These aggressive and predatory policies are being implemented on your watch. They're not only hurting individuals, they're hurting our economy with these predatory policies. Are you doing anything about this?

Ticket: # 4062937 - AT&T DSL service

Date: 7/1/2020 10:20:36 PM

City/State/Zip: Prosperity, South Carolina 29127

Company Complaining About: AT&T

Description

I have had AT&T DSL since 2004. In the past couple years the service is getting worse and worse. They claim there is nothing wrong with my connection. It's spotty, it'll work and then hang up. My husband and I are both now working from home due to COVID. It was completely out for 7 days in May and 4 days just this past week. Their customer service and response is severely lacking. We want an upgrade to Uverse but was told they had no intentions to expand to us even though the high-end subdivision across the cove from us has this service. I feel like we're in a Ford Pinto on the information highway and I don't know what to do to make it better.

Ticket: # 4062938 - Overcharged by ATT Wireless

Date: 7/1/2020 10:26:45 PM

City/State/Zip: Pittsburgh, Pennsylvania 15213

Company Complaining About: AT&T

Description

My cellular phone bill jumped from 80\$ on average monthly to more than \$200 in May and then \$772.34 in July. This was charged for minutes used, even when I called 800 numbers and local numbers for my job for Zoom and Microsoft Team meetings. Also instead of billing me over two months they billed the bulk of it all on the June bill. Then ATT continuously texted me alerts saying if I changed my plan they'd help me lower my phone bill; I have had my low cost plan for years so this seems a ploy to profit from the Coronavirus by overcharging for using my phone for work as well as a ploy to push me into buying a new phone and upgrading my plan. The 772 dollars wasn't even detailed, it was just listed as "minutes" with no verifying detail. The whole thing feels shady and profiteering and I'm extremely dissapointed in overcharged when I earn less than 40 k a year before taxes and I have been working for a hospital from home this whole time and I need my phone to provide assistance to patients at our clinic. Many of us are working from home and yet ATT is profiting off us at this time. It makes me sick to my stomach that I had to pay the equivalent of my rent which is 850 a month for my phone because I'm using it so much more now.

Ticket: # 4062956 - Direct TV issues

Date: 7/1/2020 10:53:56 PM

City/State/Zip: Pinckney, Michigan 48169

Company Complaining About: AT&T

Description

On July 1, 2020 Direct TV shut off my TV service because I stopped paying them the higher charges showing up on my bill for the same service. Instead I paid them \$110.00 every month. I started getting emails from them threatening to cut off my service so I called them and was told by someone in their call center that they would notify someone else who would call me back to discuss this. I knew this issue had to be escalated to a different department other than their call center. I didn't hear anything back and got another threatening email. Then all of a sudden and without notice on July 1, 2020 I had no TV service. One of the issues that needs to be addressed is how they can terminate service with no notice of the date that will happen? That needs to be forbidden by rule or rule changes. I consider TV an essential service especially this time of year when dangerous storms can pop up at any time and the virus news is essential too. Secondly the Direct TV division is incompetent at best and the proper remedy would be to force them to sell that unit to a company who knew how to manage it much better. From the top down it's clear the people they have working for them lack the knowledge to understand problems and how to fix them. The call center while polite is at best inept except for handling very routine issues. Their people often inflate what they can do and when it will happen. As for my issue it took me at least 1-1/2 hours of my time on hold and talking to people and it's still not fixed. I was told they had been working for 2 hours to restore my service but they could not tell me when that would happen. That two hours started at least four hours after they had been paid all the back charges I owed them. Instead my service should have been restored immediately once they were paid if they had competent technicians and a system that would have made it as easy to turn it back on as it took them to turn it off. There's one other issue that's indicative of their incompetence. It's their online fastpay web page. You enter either your phone number or your account number and your zip code. If you enter your phone number, what you pay them will pay your phone bill...not Direct TV. But nothing on that page says that. So had I just entered my phone number that would have not paid my Direct TV bill. What I did instead is enter my phone number which is both my landline number and my Direct TV phone number for my account and I entered my Direct TV account number. And doing it this way still paid my telephone bill instead of Direct TV. That's a mistake that no competent programmer should make. You never allow something to process with inconsistent vital information of record. So when I didn't understand why my payment wasn't showing up with Direct TV, no one could help me initially until someone I found thought to check my landline account. Some

idiot at Direct TV thought I should contact my credit card company even though I had the actual confirmation number of that transaction. You never get a confirmation number for an incomplete online transaction. So with time spent haggling with them again, someone finally found my payment and the option was to cancel it and repay it again. For some reason they lacked the system to transfer that payment to Direct TV. Had I designed that system, there would have been a pulldown menu of service options to choose from: TV, phone, cellphone...etc. Once that selection had been made the account number and phone number would be provided in a text field. And the transaction wouldn't complete if the service selection didn't match the account number and phone number. Remedies: I feel Direct TV owes me \$100.00 for basically taking up my entire day dealing with their incompetence. I also feel this sum also reflects what my bill should have been reduced since March because the highest portion of that bill is for the sports channels which were next to worthless during the pandemic. So not having either the sports channels to watch nor being able to access their On Demand service because they won't provide my home with cable even though I'm about 2000 feet from their main cable line, they not only owe me money but owe everyone else money too who've been paying for all the worthless sports channels. If customers can't use their On Demand service, why should they pay the same rates as someone who can use it?

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Ticket: # 4063006 - spoofing call from utility company

Date: 7/2/2020 12:00:23 AM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: Nve

Description

Robot Call from somebody which appeared to be utility company number, stating need to pay or electricity would be cut off. when the number provided to call back was dialed, it asked for SS# to verify account (which I foolishly gave!)... that's when i realize it's a scam to get info/SS#; I called the utility company directly and was told the first call was a scam as they would not cut off service due to pandemic.

SO the called used/spoofed the Utility number

Ticket: # 4063063 - Available service

Date: 7/2/2020 3:23:18 AM

City/State/Zip: Newport News, Virginia 23607

Company Complaining About: T Mobile

Description

T mobile has been telling me lies since 2018 February about their services but yet I'm paying full price but no service

They cut my service off in May during covid 19 and had a payment arrangement but yet messed my bank account up rebutting money they should not have had with a payment arrangement did not refund my money to me and I feel they should refund me in a check

Ticket: # 4063099 - Optimum Outages in Jackson NJ

Date: 7/2/2020 6:45:38 AM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

I have Optimum and the service is so slow and drops off to nothing at least 3x's a day. I upgraded to the 200 speed about 5-6 months ago hoping it would help but I've only seen it get worse. I've been working from home through COVID and I have to use my cell phone as a hot spot because Optimum keeps dropping out multiple times a day and is completely unreliable. Internet outages last hours while tv is fine. Call cservice and first two times I never got a return call when the option came up since there was a 45 minute wait time. Third time they said my modem was old and a tech would come out to replace it. Then they called back and tried to get me to do the whole turn off and back on thing again and I said send me the damn tech and modem. He came, said it was a rusty connection, said he fixed it, and left. Internet is still just as bad as it was before he came. Hundreds of Jackson residents are having the same daily outages, and they're doing nothing to fix it.

Ticket: # 4063112 - Internet outages/interruptions

Date: 7/2/2020 7:24:27 AM

City/State/Zip: Plant City, Florida 33566

Company Complaining About: Comcast

Description

Experienced internet interruption twice within 4 days - called in first interruption on Sunday had to wait till Tuesday at noon before a tech arrived he found someone disconnected my service in their box in the right of way he connected I had internet - no internet Thursday same week they cant send anyone till Monday There box in right of way appears tampered with and it's ununlockable - I explained I'm having to work from home because of COVID-19 they were just sorry - this will be a ongoing issue if they do not make their system complete and whole - unfortunately this is the only provider in my area so they have me over a barrel - Comcast-Xfinity actions regarding these interruptions are unacceptable since I have no choice in provider.

Ticket: # 4063141 - Cell phone Billing Issues**Date:** 7/2/2020 8:12:17 AM**City/State/Zip:** Brooklyn, New York 11239**Company Complaining About:** T Mobile

Description

I transferred services from AT&T to TMOBILE In December due to high bills with At&T. I was promised a cell phone bill of less than 100 dollars with 3 lines due to a promotion going on at that time from TMOBILE and I also received one of their employee discount for the life of the bill. The promotion consisted of me also trading in my current iPhones for new iPhones. While in the TMOBILE store I was told they will mail back two of the old phones to mobile for the trade-in however the third phone they gave me a label to mail it back on my own to tmobile within a week. I agreed. When I received my first bill the original plan I was offered in the store was deactivated because TMOBILE claimed one of the mail in phone was no longer eligible for the rate plan. I was so upset because I switched over to TMOBILE because my financial situation was not allowing me to pay the high bill at&T was billing me prior. My sister highly referred me of TMOBILE because she claimed they were great in accomodating new customers. How wrong she was. Now the bills from TMOBILE were adding up to more than AT&T. When I called TMobile for help they worked with me to manually adjust my bill down to 138.70 , January, 146.20 February, 142.00 in March which included insurance for two of the phones. The other months two months the bill went down due to credits they offered me because of the stress of this bill, however now the bill is now up to 180, manual adjustments is taking it down to 150 which is definitely to high for me, my bill keep going up and even though they tried to give me adjustments my bill currently is still too high. This whole process is stressful. I need the rates I was offered when I opened the account. I need an actual stable payment agreement I can afford. My financial situation is now worse due to COVID-19. please help me.

Ticket: # 4063351 - Scam calls

Date: 7/2/2020 10:07:39 AM

City/State/Zip: Big Timber, Michigan 59011

Company Complaining About: Mydocbills.com

Description

Consumer is receiving call form this number. Consumer states that this is related to her mother that she passed away in May.2020 for the COVID-19.Consumer wants this to be investigated.

ctr408-phone

Ticket: # 4063360 - Cox Communications - Internet Sales - non performance of services

Date: 7/2/2020 10:09:42 AM

City/State/Zip: Rogers, Arkansas 72758

Company Complaining About: Cox

Description

I recently upgraded services to Cox Gigablast (supposed to be at ~ 3x as fast as current services). Was not supposed to be a bill increase (it was). So far, I have not gotten the speeds promised and have experienced more service outages than normal. When calling Cox, they blame COVID and refuse to do anything about the service, or the increased bill.

Ticket: # 4063397 - UNWANTED SOLICITING

Date: 7/2/2020 10:27:06 AM

City/State/Zip: Tomah, Wisconsin 54660

Company Complaining About: Covid Scam

Description

Text message for Covid scam

Ticket: # 4063427 - Fraud on PayPal

Date: 7/2/2020 10:37:55 AM

City/State/Zip: Rochester, New York 14618

Company Complaining About: Paypal

Description

I recently attempted to purchase a FitBit from an online vendor listed in Google shopping results. The transaction was completed via PayPal. The seller sent a bogus tracking number and I never received the item. Attempts to reach the seller were unsuccessful. When I contact PayPal regarding the issue they said that they cannot help me presently because their call center is closed due to COVID. I would like this fraud appropriately investigated, to be refunded my money, and for the vendor to be removed from Google shopping results and from PayPal.

Ticket: # 4063518 - Portability issues

Date: 7/2/2020 11:01:44 AM

City/State/Zip: Revere, Massachusetts 02151

Company Complaining About: AT&T

Description

I have tried 2x to port a phone number from an AT&T corporate enterprise account to a Verizon personal account. This is a number I brought with me from my prior personal account to my company but have since been laid off due to Covid. I cannot find a number to call for AT&T so have been dealing solely with my company and Verizon.

Ticket: # 4063598 - Phone services

Date: 7/2/2020 11:22:07 AM

City/State/Zip: Channelview, Texas 77530

Company Complaining About: Sprint

Description

The company is not will help with my current services. The company continues to turn off the phone prior to helping with any payments. My services have been turned off twice since this pandemic started. The company keeps going around the fact they are not helping yet additional bills are occurring.

Ticket: # 4063764 - T-Mobile Payment Plan

Date: 7/2/2020 12:09:23 PM

City/State/Zip: Bronx, New York 10453

Company Complaining About: T Mobile

Description

- The consumer wants to file a complaint against T-Mobile.
- The consumer said this is her second complaint.
- The consumer said June 30th she got 2 bills and when she called to ask for a payment plan, they denied her request unless she puts a debit/credit card on file.
- The consumer does not want to do that since it wasn't something she done before.
- The consumer is still not working due to covid-19.
- The consumer wants T-Mobile to let her enter a payment plan without adding a card on file.

CTR-382

Ticket: # 4063989 - Frontier Overbilling**Date:** 7/2/2020 1:11:03 PM**City/State/Zip:** Coppell, Texas 75019**Company Complaining About:** Frontier Communications

Description

Around 5/14/20 I called my internet/TV/Phone provided about poor WiFi performance. I was advised I needed a new router (my current router was +10yrs old and had Verizon on it) as well as should up my WiFi speed. I was advised 75 was currently as high as I could get for now due to COVID and the fact that a technician would need to be sent for 100 or more. I was advised that the router would not cost anything and the only cost to the speed upgrade would be \$10 per month. They specifically stated there would be no need for a technician and therefore no installation fee. They said it would be implemented overnight. Within a day or so I had knock on the door, which was a Frontier technician. His first words were that he "didn't know why I'm here, there's nothing for me to do". I will also point out that in the middle of covid, he stayed in my doorway to talk to me without a mask. The next day I received an email from Frontier with an estimated bill amount that was considerably higher and included a \$75 installation fee. I called customer service and was advised I should not have been charged that fee, but they couldn't take it off until my official bill cycle happened with all the changes, which didn't end up happening until EOM June. The agent advised he would make all the notes indicate I should not be charged this amount. The June bill come out and was \$135 more than normal, which included the \$75 installation fee. I called in on 7/2/20 and spoke with 5+ folks, finally ending with Lauren in the retention department. They offered me \$23 credit, while I am going to be out at least \$200 over the next 4 months. I have been deceived by the initial call about poor service to sign up for something that is be costing me more than \$10 month. I spent over 3 hrs today on the phone, included being transferred to Collections by supervisor Priscilla, who said she was transferring me to her manager - instead, she transferred me to Collections despite me owing \$0. I should also mention that the router they sent was erroneously sent by Frontier to a 95019 zip instead of my 75019 (they used correct street address). This was not something I ordered or submitted, it was definitely there error. When I called about that, they advised I had to correct the problem, so I had to sign up for login credentials with either FedEx or UPS (can't remember which) and fix the problem myself.

Ticket: # 4064040 - Undisclosed charge

Date: 7/2/2020 1:26:03 PM

City/State/Zip: Austin, Texas 78717

Company Complaining About: AT&T

Description

While doing yard work, I accidentally cut the cable that provides my internet service. (The cable had been improperly buried across the middle of my backyard instead of in the utility easement that runs along the fenceline, so I didn't know it was where I was digging.) I called AT&T and made an appointment for it to be repaired. I WAS NOT TOLD THERE WOULD BE A COST FOR THIS SERVICE.

The next day, the repairman made the repair. As he was leaving, he said someone from AT&T would call or come by my house (really? during a global pandemic?) to determine whether they should charge me for the repair. Note, this is the first that anyone from AT&T told me that there MIGHT be a charge, and it was AFTER the work had been completed. In other words, I was not given the option to decline or postpone service in order to avoid a repair charge.

Nobody from AT&T ever called me, and I am not aware of anyone coming to my home to discuss it. They may have come when I was not home, but did not leave a note on the door.

When I received my next bill, it included a charge of \$105.74 for the repair.

I called AT&T Customer Service at 800-288-2020 and spoke to Brian (or Ryan, I'm not sure). He told me to call "the technical team" at 855-920-0146. I called the technical team and spoke to Camry. She said the technical team doesn't have authority to adjust charges. She transferred me to the Billing team and I spoke with Toni. She said the Billing team can't see the notes on the account and I would need to talk to the technical team. I explained that I already did that, and they referred me to Billing. She said there was nothing she could do, and transferred me back to the technical team, where I spoke with Kris. Kris said he could not adjust the bill because the cable was cut by me and not by AT&T.

I am submitting this complaint to ask that the charge be removed from my bill for the following reasons:

1. AT&T had buried the cable across the middle of the yard and not within the designated utility easement. I could not have known it was where I was digging.
2. AT&T did not tell me there could be a charge until after the work was completed.
3. The repairman told me someone would contact me to determine whether I should be charged for the repair. To date, AT&T has not made this contact.
4. My attempts to resolve the matter directly with four different AT&T representatives have been unproductive. The reps do not seem to have the authority to consider billing adjustments due to extenuating circumstances.

A copy of the bill is attached to this complaint. The charge in question appears at the top of Page 2 and is identified as "AT&T Tech Completion."

Ticket: # 4064077 - billing an suspend account for months when service not being used

Date: 7/2/2020 1:36:01 PM

City/State/Zip: Bronx, New York 10463

Company Complaining About: Verizon

Description

parents in another country on vacation . they suspend phone until march 22 when they left in January. covid happens. they can't fly back yet safely. they suspended the phone another couple of month when they realized they were being billed(until nov). but the phone company wants 2 month of billing. they stated that they sent email to the email of record. my parents cant excess their email in this country. i notice the phone bill when i checked mail box. these are two elderly people on fixed income. how are they expected to pay for 2 month of not used fios tv and phone . phone company billing them \$340.63

Ticket: # 4064104 - Billing/Service Issues

Date: 7/2/2020 1:42:55 PM

City/State/Zip: Meridian, Mississippi 39303

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as her carrier
- She has a bundled package
- She states she has to utilize telehealth
- She states they disconnected her service
- She reached out to the carrier
- They advised she would need to pay the full amount
- The consumer needs her Internet Service for her doctor appointments
- She wants the carrier to help her during the pandemic

CTR405-phone

Ticket: # 4064175 - 5 days no service

Date: 7/2/2020 1:58:53 PM

City/State/Zip: Wawarsing, New York 12489

Company Complaining About: Spectrum

Description

I called Spectrum to let them know that my service was down . I waited 5 days , with numerous calls to them before I finally got my service back. My husband who is 89 years old has many medical problems,. This was relayed to them. It seemed most of them seem to care. In this time with his illnesses, mine and the pandemic this should have happened. I feel instances like this need to be reported.

Ticket: # 4064255 - Internet

Date: 7/2/2020 2:16:34 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

Working from home since Covid really made me realize just how often the internet is down and that's almost everyday. I've called several times with none to. Sry little help. I always get told they are fixing the line and you'll get a text when they are finished. Not sure where that text is going but never ever receive one. I check the speedtest.net everyday and it's half if not lower then what it should be. What really aggravated me is that because of where we live we are stuck with optimum and our complaints go unheard. If there was a grade to be give to optimum it would be an F. Something needs to be done. Our bill keeps going up but the service gets worse.

Ticket: # 4064294 - Sudden Link issues

Date: 7/2/2020 2:24:44 PM

City/State/Zip: Ozark, Arkansas 72949

Company Complaining About: Sudden Link

Description

Consumer has been off for 5 days.

Consumer has called about the channel missing.

The CSR told him the issue was with his equipment.

Consumer is missing channel 12.

The CSR said a technician would not be available to due to COVID-19.

Consumer is paying for this service and he isn't getting what he is paying for.

Consumer wants them to be penalized for not providing the service he is paying for.

Consumer wants his channel to be restored as soon as possible.

CTR404-phone

Ticket: # 4064301 - Being threatened to have phone shut off after receiving email it would be on till July 11th

Date: 7/2/2020 2:25:57 PM

City/State/Zip: Williamsport, Pennsylvania 17701

Company Complaining About: AT&T

Description

Not only am I being overcharged every month for a plan that does not even have unlimited data. I am now being harassed to pay my bill right away after I called and made an arrangement on chat to pay it July 11. I even have an email stating so from AT&T. The company has treated me horribly. Saying they will not honor the email. I've lost everything due to coronavirus and these people treated me awful. All my other companies have not treated me this way. They should at least all of the email. I will provide a copy of it below.

Ticket: # 4064371 - Cox Internet not being supplied at 120 mbps

Date: 7/2/2020 2:48:25 PM

City/State/Zip: Chandler, Arizona 85249

Company Complaining About: Cox

Description

Cox Internet has not met their contractual requirements for 7 months, now. They are supposed to supply 120 mbps and we are lucky if we receive half of this download speed. This started in November or December, 2019. Which was 3 months before Covid-19 at large usage of internet by everyone being quarantined. This is evident from no longer exceeding data limits on a monthly basis and has been discussed with Cox at length over phone, text, and in person. They blame wiring inside my home and I know their signal is not achieving required contractual agreement and have proof of this.

Ticket: # 4064402 - Unacceptable internet speed

Date: 7/2/2020 2:57:08 PM

City/State/Zip: Napa, California 94558

Company Complaining About: Comcast

Description

I pay for 75mbps (down) internet with Comcast. It was fine until a few weeks ago, then has slowed down to almost unusable during business hours (5-10mbps down). I've called in several times and wasted hours on the phone and online chat. They will not take responsibility for the slow speeds and instead try to blame it on my personal modem. I've tested my modem and router and tried new equipment all with the same poor results.

Since COVID, I work from home and am hindered with my work because of the unacceptable internet speeds.

Ticket: # 4064590 - Billing/ service/COVID-19

Date: 7/2/2020 3:42:40 PM

City/State/Zip: Austin, Texas 78766

Company Complaining About: T Mobile

Description

Consumer filed a complaint before with the FCC (b) (6) 7 base on this complaint she was told that her billing would be adjusted and that she had until the day of 07.09.2020. Consumer states that she receives a call from someone with the name of Rodney and he told her that she had until 5 o'clock today to make a payment or else her service would be interrupted. Consumer receive a call back number from John at the executive office, but it is out of service. Consumer does not appreciate the threats made to her on the call. As a resolution she is looking for a compensation for all this threats and time that she has wasted reporting them for their bad practices.

ctr408-phone

Ticket: # 4064596 - Re: Spectrum

Date: 7/2/2020 3:44:08 PM

City/State/Zip: Los Angeles, California 90027

Company Complaining About: Spectrum

Description

I filed a previous complaint - ticket # (b) (6) I want to make sure that that ticket / complaint has remained open.

Whenever the FCC, FTC, and Congress gets its balls back, please break up the telecom/internet monopolies that have caused undue customer expense despite our taxpayer dollars subsidizing their costs in past broadband bills.

Once more from my previous complaint:

1) Spectrum charges unnecessary fees. Previously, they had a \$10/month service fee for modems. They no longer charge that and no charge a \$5/month fee for wi-fi. This is ridiculous. I'm using the same modem I was before, a cost that has already been paid many times over since getting the device years ago. If they no longer need to charge for the modem, why was I paying the cost previously? Why is there a fee for wi-fi when that wasn't an issue before?

2) Prior to merging and becoming Spectrum, Congress was promised that consumer pricing would go down. It has not. The prices have remained the same or they raise it without telling you. I would like the FCC and the FTC to investigate this.

3) Pricing doesn't matter to them. For example, you may start with a \$45/month Internet-only 100 Mbps package. It goes up to \$70 or so after the 'special pricing' ends. Most people know to call and get the 'special pricing' extended. Sometimes you have to threaten to switch (but to what? It's a monopoly). This can work or not work. But the only difference between the \$45/mo and \$70+/mo is that you took the time out of your day to negotiate. That's stupid. It seems \$45/mo is the base and everything else is a healthy margin.

4) That margin has not been invested in upgrading equipment. We've seen this throughout the COVID crisis. Since March, my Internet has gone down at least 4-5 times, most likely due to heat and network load. Instead of investing in the future, they pay their shareholders and executives.

5) Spectrum and Comcast are a monopoly. I can either have minimum 100 Mbps Spectrum Internet or AT&T 5 Mbps Internet. This is not competitive whatsoever.

We've seen that accessible broadband is critical to the future of this country. It should be treated as either a right or public utility like in other more enlightened countries.

Ticket: # 4064650 - Suddenlink- Altice

Date: 7/2/2020 3:57:04 PM

City/State/Zip: Georgetown, Georgia 78626

Company Complaining About: Sudden Link

Description

I contracted with Suddenlink to have my internet installed 3 June 2020. Suddenlink is the only internet provider in my community. As of today, 2 July 2020, I have yet to receive internet. Suddenlink has sent out multiple technicians to my property and no one has provided me with any information on the status of me receiving internet. When I call the company, I am unable to speak with a supervisor and the customer service representatives also cannot provide me with an update on my internet. Due to COVID 19, I have had to work from home without the essential service of internet. I have been forced to purchase a internet plan from Verizon to have some internet in my house while waiting of suddenlink to provide me with internet. Additionally, on 1 June 2020, suddenlink charged my account \$117.49 for a service and installation that hasn't been provided and charged my account \$8.53 on 25 June 2020 for a service that hasn't been provided.

Ticket: # 4064714 - Robo Call Harassment

Date: 7/2/2020 4:17:24 PM

City/State/Zip: New York, New York 19928

Company Complaining About: Spectrum

Description

Spectrum (Charter Communication) is ROBO Calling 4-5 times EVERYYY day including weekends for at least TWO MONTHS involving a billing dispute. Have asked them to stop the calls but told by their representative they 'Couldn't'. Calls began 8:11 am and have come as late as 9:45pm. Am 82 years old, this is seriously effecting sleep and health. Have had to turn my phone off and this is dangerous for my health at my age. Am a cardiac patient. The dispute is because they have increased the price for the stand alone simple internet Wi fi service during Covid by 40%! Due to my age and health can not have installers from another company to change providers. Service started in 2017 @\$34.99, the price DOUBLED in three years to \$69.99. PLEASE HELP TO STOP THE CALLS. Thank you. This is pure harassment.

Ticket: # 4064920 - Suspicious Text (Spam)

Date: 7/2/2020 5:09:06 PM

City/State/Zip: Lakewood, Colorado 80215

Description

I received a text from 970-281-7314, it read:

Hello Mary this is Agent Brad Hall from the federal bureau of finance in connection to a fresh program to covid 19 stimulus cheque package....please text us back as soon as you get this text message

First of all I know someone from our government wouldn't text me this. My name is (b) (6) so I am concerned about that. I didn't respond to todays text at all. Just came here to report it.

Ticket: # 4064945 - Unjust Business Practices - Utilities

Date: 7/2/2020 5:15:42 PM

City/State/Zip: Tustin, California 92711

Company Complaining About: Charter

Description

Charter Spectrum - Phone/Cable/Internet

After cancelling service due to COVID, Spectrum is stating their policy requires full payment for future services not rendered. Also stating their services are a "subscription" service which gives them the right not to credit in any way. The services they provide are vital (and the only option) just like a water or electric utility. Services not rendered to me, the customer, should be credited or prorated.

Ticket: # 4064955 - Unjust Business Practices - Utilities

Date: 7/2/2020 5:19:11 PM

City/State/Zip: Santa Ana, California 92711

Company Complaining About: Charter

Description

Charter Spectrum - Phone/Cable/Internet

After cancelling service due to COVID, Spectrum is stating their policy requires full payment for future services not rendered. Also stating their services are a "subscription" service which gives them the right not to credit in any way. Except the services they provide are vital (and the only option) just like a water or electric utility. Services not rendered to me, the customer, should be credited or prorated.

Ticket: # 4064958 - Unjust Business Practices - Utilities

Date: 7/2/2020 5:21:35 PM

City/State/Zip: Santa Ana, California 92711

Company Complaining About: Spectrum

Description

Charter Spectrum - Phone/Cable/Internet

After cancelling service due to COVID, Spectrum is stating their policy requires full payment for future services not rendered. Also stating their services are a "subscription" service which gives them the right not to credit in any way. Except the services they provide are vital (and the only option) just like a water or electric utility. Services not rendered to me, the customer, should be credited or prorated.

Ticket: # 4064975 - Billing issues- False and misleading information given from Rep to purchase services

Date: 7/2/2020 5:29:19 PM

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Verizon Wireless

Description

My husband and I came into Verizon store around 6/3/2020 to inquire about pricing and possibly switching to Verizon in hopes of getting a lower bill and better service. I straightforwardly let the Verizon rep know that our goal was to reduce our bill and obtain better service, we were current customers at the time of AT&T and had been for some years. He assured us that we would get a better bill as well as better service as he was promoting the 5G service of Verizon. Now that I have switched to Verizon my service is awful and was much better with At&T wireless 5G network . Due to COVID-19 Pandemic I work out of my home office and my phone barely works without dropping calls and breaking up and my clients that I service can barely hear me most time when talking over the phone and this has caused a major disservice to operating my business at home in my office, my office are now complaining that they cannot hear me in my home when that wasn't the case before switching to Verizon. Initially the rep said At&t does not have true 5G but Verizon does. When going back into the store to confront him about his promotion of 5G with Verizon when addressing my phone issues, he stated that he didn't know when the 5G was going to actually be active in our area, and he did not state that when trying to coerce me to switch phone service. When going back to the store to inquire about my current billing inconsistent issues and phone problems and the fact that nothing that he promised nor promoted was accurate. The rep became very rude as he had also been a few days prior but this time he was very rude I ended up speaking with the manager Mike and informing him of the situation and the total disrespect of the rep Larry. Mike was respectful but nothing was done about my very apparent issues with billing mostly as well as service issues he told me to call tech support to correct phone issues. I am very disgruntled and upset about the very poor level and lack of quality of service that I have received as well as extremely misleading information to get me to switch over, this has caused me unnecessary hardship. My previous bill with AT&T for both my lines including tax and a monthly phone charge for my then Samsung Note 9 was \$222.00 and that included taxes and with unlimited talk, text, and data as well as 5G network. I stressed to the rep that I could only reduce my bill not increase the amount he assured me that my bill would be lower than my current service. He gave me a print out for a bill amount of \$212.00 he told my husband and I that the Galaxy S20 phones were on a special promotion and it was a buy phone and get the other for 1/2 off that day. When we went in the store that day the price of the phones were posted and the phones were around \$1200 I wanted to pay the phone off in cash that day so I wouldn't have to finance it and the rep said not to do that because he wasn't sure which phone Verizon was going to give me the 1/2 off discount on. On 7/1/2020 when I went back in the store to find out the pay off amount for my phone was actually \$1504 that day he told me that there were no finance charges so I couldn't understand for the life of me how the payoff amount shot up to over \$1500 he said that it was tax, that some more information that the rep voluntarily left off on top of the fact that the phones were NEVER priced that high the day we switched service. The price that was posted was a little of \$1200 NOT \$1,399 +. Also when I went back into the store I noticed that the previously posted prices were no longer posted, NO prices were posted at all on the phones. I asked the manager why NO prices were posted on the phones he said he didn't know why but would fix the

issue. The last thing I would like to address when confronting the rep and going back in the store, I noticed on my very high priced \$371.00 bill (\$it was actually about \$290.00 once I received my trade in credit of \$81.00) that I didn't get my full 1/2 off for my 2nd phone, Larry stated, "oh you only get up to \$500 credit for the 2nd line" I told him and the manager absolutely not when he told me and my husband and the other rep that was in training the day when we signed up that my 2nd line was definitely 1/2 off. This was the last straw and another thing that the Verizon rep misled me on as well as used false advertisement to coerce me to switch as well as give me inaccurate bill quote is what caused me to go ahead and sign up that day other wise I never would have. I feel very taken advantage of and very misled as a customer with Verizon and demand that I am given what I was told from the beginning to resolve this issue or we can return the phones and be released from all obligations of Verizon Wireless and continue service with another carrier.

Ticket: # 4065048 - Billing

Date: 7/2/2020 5:53:34 PM

City/State/Zip: Greenbelt, Maryland 20770

Company Complaining About: Comcast

Description

February 2019 I ordered Cfonity/Comcast Home Security. I was told and lead to believe that there was no contract with my home security system. I have been placed on a Special Program since the pandemic. Now today a foreign billing rep I formed me that I signed a 2 yr agreement for the Home Se purity which I had made 25 calls about during the 15 months I had the service. Now Comcast is refusing to take my Home Security off of my account and close my account. Unfortunately I was forced to cancel my services due to moving due to financial hardship. I am very concerned that Comcast. I am 67 yrs old and disabled. Comcast is using the deceptive practice of bate and switch. I was asked to pay in order to cancel my service. When I ordered Comcast I was assured by the rep that it was 79.00 a month us taxes and no contract with Comcast.

During these very hard times thus type of deception is disgusting. People especially my age are struggling.

Ticket: # 4065061 - Yes phone scam

Date: 7/2/2020 6:01:58 PM

City/State/Zip: Albany, California 94706

Company Complaining About: Unknown

Description

Someone just called me from 510-395-8918 and said they were calling from a Medical group and asked if I could help them OK. I was expecting call from county test organization because my wife wants to be tested for COVID 19 - so without thinking I said yes. They hung up right after I said yes. Please let me know if there is anything I can do to protect us from fraud resulting from my "yes" being recorded. Thank you! Randell Lee

Ticket: # 4065080 - Improper Bill

Date: 7/2/2020 6:11:31 PM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

When the sound on my cell phone ceased functioning, I called xfinity technical support. After a hour , during which they were unable to fix the problem, they referred me to the Manufacturer, Samsung. Sansung teh support took over the phone remotely and confirmed it to be in good working order and referred me back to the provider. I then went to the xfinity store locally. They took my phone, changed some settings and handed it back to me. They said "something was turned off and we turned it back on. My phne worked and I was happy. During the following month, because of covid, I rarely left the house and my phone worked well. Notice of my bill arrived, however and I was being charged an additional \$72 for "data usage". When I called xfinity I was out on hold and then disconnected twice. I reverted to "Chat". On the chat, after another hour, the person determined that indeed the "mobile date" button setting had been changed so that I was no longer accessing the xfinity router in my home but was instead "roaming" while at home. The technician's supervisor authorized only a \$20 credit on a \$72 erroneous charge, one that they had created with their technicians error. When I said that wasn't adequate and asked to contact the supervisors "supervisor., the chat was cut off by them without an answer or explanation. Xfinity owes me \$52 as far as I am concerned. In point of fact, they should compensate me for lost hours dealing with poor technical support and the glitches in their system that hung up on me while I was waiting for an agent on "hold".

Ticket: # 4065122 - Covid assistance

Date: 7/2/2020 6:35:26 PM

City/State/Zip: Los Angeles, California 90048

Company Complaining About: Sprint

Description

Hi- I would like to file a complaint against Sprint for cancelling my service in the midst of the Covid-19 Global Health Pandemic. I have been a customer of Sprint for over 20 years and it is disgusting and unacceptable that they are forcing customers to commit to payment arrangements to restore service when there is no end in sight for the pandemic. I am located in California, one of the hardest hit states, have been on mandatory shelter in place orders for months, have not been able to work, and have not received any update from EDD (Unemployment). Despite everything, I am still trying my hardest to find employment but I cannot do that if my service is interrupted. Sprint is taking zero responsibility as of 6/30/20. The Keep Americans Connected Pledge needs to be reinstated ASAP, it is not safe or healthy for people to be stuck at home for months on end unable to contact anyone.

Ticket: # 4065128 - Comcast/Xfinity Lying to Customers

Date: 7/2/2020 6:37:19 PM

City/State/Zip: Fall River, Massachusetts 02720

Company Complaining About: Comcast

Description

My billing plan with Comcast was put on an extended seasonal plan until May 22 due to financial hardship due to Covid19. I asked the agent to please extend this seasonal plan an additional 60 days. The agent confirmed that he and his manager had approved my 60 day extension and that my billing statement would reflect this extension. Nothing changed in my account, the extension was not applied and upon calling Comcast to address this, they did not acknowledge anything the previous agent told me. The original agent that I chatted with lied to me and deliberately misrepresented Comcast services/billing and even told me his manager had confirmed that the extension had been approved and applied. There are countless posts online on the BBB, Reddit and other social media platforms from other customers complaining of the same experience; being lied to by Comcast, and promised something that was not delivered with regard to service/billing.

Ticket: # 4065200 - Altice Customer Rep. Fraud / Sabotage to our account

Date: 7/2/2020 7:11:15 PM

City/State/Zip: Litchfield, Connecticut 06759

Company Complaining About: Optimum

Description

On 06/30/2020 (Morning) we called Optimum to ask about stores that are open so we could trade in one of our Cable boxes that was giving us trouble. Wait time 45 min. plus, asked for a call back. Never received one during that business day.

On 07/02/2020 8:00 am called again for the same reason. Requested a call back. We received the call and I was speaking with Rep. Amr, I explained the issue just wanting to know where I can trade in an old box for a new one as that Altice closed the store close to us (Litchfield / Torrington) He informed me that there are no stores closer than Bridgeport and we could mail that one to Altice and a replacement would be shipped to you. I asked what we were to do while we had no box, he basically stated wait for a new one. I stated we are paying a lot of money for this service I am not going to pay for a box we do not have. His response you are not paying a lot that's all we can offer. To make a long story short I asked to speak with a Manager he said No! We went through the issue again. He said that's all we will do, I asked for a manger again; he again stated NO! The conversation got heated. And I hung up.

At that point we lost all services! (9 am) TV and Phone came back our phone rang 860-567-5179 it was Amr and he stated he was going to report me. I also stated I was going to report him. At this time, it was noticed that we no longer had Internet!

I went down to the Litchfield / Torrington Store to see if I could talk to someone anyone. As that my wife was trying to get through to the Help desk and was on hold. Wait time 45 min's plus.

After an hour on hold we were finally contacted to another Rep. Stanley we worked through the trouble shooting process. After getting our internet back. I asked what happened he informed me that our internet was shut off. We again asked to speak to a manager this rep. said OK then we were disconnected.

I checked my cell phone and saw that a message was left from (347) 418-4600 the message from Amr at 9:01 am message stated (actions will be taken against your account). We lost our service at 9:01am

It is clear that he shut off our internet.

I will be saving this VM from Amr to share as required.

At 9:05 my wife received the attached email from Optimum (coachshcrpv@optonline.net) stating that our account. NO SUCH REQUEST BY US WERE MADE!

We received a request from you to suspend your service and product. We are processing your request. Please allow 24 hours for the process to be completed.

If you believe this is an error please login below to cancel the request and continue enjoying our product. failure to do this will result in service termination

As that we have 3 people working from home during this Covid 19 crisis. The Internet is critical!

- Teacher: working with Students
- Banking: Customer Support Mortgages (CT Based Bank)
- Military Aviation Customer Support (Pratt & Whitney RTX)

All three of us were disconnected from our servers and jobs. Not to mention that when we were finally reconnected all devises had to be reconnected because they were all deleted from our account.

This is unacceptable and we are demanding that Altice take action, this a blatant act of sabotage to our account. Given the email generated from Optimum it is now harassment.

Ticket: # 4065230 - Facebook "Hate Speech"

Date: 7/2/2020 7:32:21 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

I have been banned (not allowed to post) from Facebook for 3 days for /commenting/posting "Because average Americans are morons." That was in response to a post, I think, that, essentially, said why aren't people wearing masks to minimize coronavirus infections.

Facebook called it "hate speech." Really? I have seen far worse. My comment, at worst, was sarcasm. It was intended to be humorous. But, to Facebook, it's hateful. I do not understand. Worse, Facebook do not provide you with a process to disagree and appeal. In fact it does not show you exactly which post you commented on. Appeal is robotic and predetermined. One is guilty! You can click on a button to disagree with their finding, but you cannot say anything. You cannot say what you intended ... there is no interaction. The fact is that there is no open process to appeal, there is no clear definition of "hate speech" on their site (certainly, no examples). I have seen many more worse posts.

I realize Facebook is being criticized for not policing its site. But, banning people for minimally disturbing posts is, in my opinion, restriction on my Freedom of Speech. Furthermore, there is, essentially, no process to appeal. It appears to be just an automated process that identifies certain phrases and bans people without due process. I realize Facebook is under criticism about its sites. But, when they are not screening well, the appeal is automated and not providing a complaint process for the affected customer, the website is becoming overbearing, restrictive Facebook compliant speech center!

By the way, there appears to be no way for one to reach Facebook: no working phone number, no chat process, no working emails ... nothing. Yes, it is a private company, but as a user, I am its customer. I am its basis for their advertising revenue. I deserve their respect. At least to the extent that I should be able to defend myself ... that I do not post "hate speech."!

Ticket: # 4065273 - my T-Mobile phone service has been illegally cut off**Date:** 7/2/2020 7:53:28 PM**City/State/Zip:** Santa Barbara, California 93110**Company Complaining About:** T Mobile

Description

I have an agreement with T-Mobile not to be suspended nor cut off. I have evidence of that agreement with T-Mobile. The agreement sustains through Dec. 2020. I was told by the T-Mobile supervisor to ignore all of the reminder messages and all the phone calls saying I had to contact them because she could not stop the system from sending those, but that she guaranteed I would not be cut off nor suspended. I have that evidence and that promise from T-Mobile. But I have been cut off from making any / all calls e.g. all calls I attempt to make go straight through to the T-Mobile payment center and an announcement that I have been suspended. The kindest I can be is to state that this is a computer algorithm error and that T-Mobile must immediately reconnect me and stick by the arrangement and promised they made to me. I also am not allowed any WiFi ability on my phone nor data. Occasionally texts get through. And so far incoming calls get through, so I do not believe they have disconnected my number. However any attempt making an out going phone calls gets hijacked to the T-Mobile payment center even though I have an agreement and proof of that agreement / evidence I can provide. I am a senior citizen. Without my phone I cannot resolve other issues that are collapsing due to Covid. I do also have evidence that my income is effected by Covid, and this evidence has been accepted by every other business. In addition to the proof of agreement with T-Mobile not to be suspended, I also can provide that letter as evidence that i am Covid affected. Without my phone, if I were to become ill, I would not be able to phone my doctor. And I am not able, because T-Mobile has illegally cut off my phone even though I do have an agreement with T-Mobile, unless I walk to town to get WiFi, I am basically cut off. This cannot be what the Federal nor State nor Local government has in mind during the most at risk months of Covid-19. Indeed, T-Mobile is forcing me to leave my home to be able to make any contact with the world, which is the opposite of the help and good will that was previously arranged and to which I intend to hold them to their word. I will continue to try to work with T-Mobile during the next days. Hopefully, once I email the evidence of T-Mobile's promise to me to their CEO Mike Sievert, fingers crossed, this will be corrected from the top down. It has not been possible to correct it from the bottom up. If it is not corrected from the top down or bottom up, and since I do have evidence of the agreement that I would not be suspended, I lean with gratitude to the FCC to enforce T-Mobile to correctly implement the agreement that was made. As efficient vehicle for future reference, I look forward to an FCC complaint #. Thank you. As per your pull down menu below which solely gives the option of 'wired' or 'internet (VOIP)' I don't believe a cell phone nor T-Mobile fits either of those descriptives, but in order to get through this form, I have chosen the 'closest' possibility e.g. 'internet (VOIP)' although that does fit either.

Ticket: # 4065340 - Fraudulent Person Using My Number

Date: 7/2/2020 8:40:12 PM

City/State/Zip: Chicago, Illinois 60610

Description

I have Experian Identity Works due to a data breach unrelated to the issue I am emailing you about today. I got an email from them saying they found something under internet surveillance. When I looked at it someone else's name showed up with my Verizon cell phone number. That person's information is (b) (6). I have already notified Verizon's fraud department and they said there hasn't been any suspicious activity on their end. I am demanding that this be investigated. The Verizon fraud rep. said that this is the third alert she has gotten from customers today (July 2, 2020) regarding Experian notifying them via email that their number has been compromised. Something has to be done with this because she also said that spoofing has been rampant since the COVID-19 lock down happened in mid-March.

Ticket: # 4065425 - Internet Complaint with Verizon Fios

Date: 7/2/2020 10:09:33 PM

City/State/Zip: Sudbury, Massachusetts 01776

Company Complaining About: Verizon

Description

Have been trying to get my internet fixed for two months. They said I needed an upgraded router and needed to do an in person install but couldn't because Of Covid19. Finally had to cancel Fios and now they are charging me \$330 to break contract they never could honor.

Ticket: # 4065524 - Paying for speeds not getting

Date: 7/3/2020 1:10:59 AM

City/State/Zip: Minnetrista, Minnesota 55331

Company Complaining About: Mediacom

Description

I've been a mediacom client paying for 200 MPS speeds and have consistently getting well below that as I do speed tests. There's been little to no response from Mediacom to solve the problem. It's to the point where I can effectively complete my work at home and I've been forced to work at home with the current Coronavirus epidemic. I'm just looking for accountability and the proper support.

Ticket: # 4065634 - High speed internet

Date: 7/3/2020 9:02:17 AM

City/State/Zip: Honea Path, South Carolina 29654-9110

Company Complaining About: AT&T

Description

For years we have been trying to get high speed internet to our rural area. We have signed petitions to no avail. Its already on our road. The cable company will not finish running the line down our road. It is a heavily populated rural area. Our kids have been at home during Covid shutdown having to do school work from home and needing to have internet. I have been given a new job opportunity to work from home, but no internet. In this day we should not have to beg to get what is considered a basic necessity for this day and time. Whoever has our area under contract for high-speed internet is failing our community and our kids. According to the phone company there is a contract in our area that prohibits other companies from providing competitive option. This should be illegal. Please help.

Ticket: # 4065644 - Internet Service Disruption**Date:** 7/3/2020 9:16:33 AM**City/State/Zip:** Montrose, West Virginia 26283**Company Complaining About:** Sudden Link

Description

Service is going out every day in area. Affected neighbors have called. Will not investigate outage. All parties being told it's equipment in house and a technician will need to look at individual equipment. My equipment is not affecting all of my neighbors, and vice versa. Technicians aren't available for weeks. Myself and several neighbors are working from home as a result of COVID19. One neighbor runs a business out of their home. My child is supposed to be participating in an education program online. We can't do any of these things without service. There is clearly an equipment issue affecting us all, but they won't send anyone to investigate that.

Ticket: # 4065670 - Billing

Date: 7/3/2020 9:48:55 AM

City/State/Zip: Washington Park, Illinois 62204

Company Complaining About: Sprint

Description

Sprint Cellular company informed me on 6/21 that Covid-19 protection would end, but explained that I will be able to work out payment agreement. Called in today to be told that was told to me on 6/21 is not valid and after making company aware that I am without money and have two people in the home with Covid-19, so can they please work with me. Sprint representative told me they could care less and upper management told them to care less about customers. Covid-19 is a huge issue, and numbers are not going down and income is not coming in. This is horrible that companies such as Sprint and many more could care less and have the ability to care less about customers and pandemic

Ticket: # 4065675 - Optimum Service Delays / Lack of Understanding

Date: 7/3/2020 10:00:06 AM

City/State/Zip: Wayne, New Jersey 07470

Company Complaining About: Optimum

Description

Hi. I've now been waiting over a week to pair three Optimum cards, which I had to pick up at their store rather than having them mailed to me (odd given our Covid-19 conditions), to my TIVO devices. Two technicians arrived at my house, one after the allotted time block, only to tell me they sent the "wrong kind of tech". Supervisors are basically refusing to speak with me. Despite that fact that I've been a long time good paying customer, it seems Optimum is not as interested in resolving an issue that involves a third-party equipment, in this case TIVO.

Ticket: # 4065692 - spoofed calls

Date: 7/3/2020 10:22:50 AM

City/State/Zip: San Diego, California 92104

Description

since receiving my grant from the SBA COVID-19 Economic Injury program i've been getting phone calls from random numbers with my area code which is not even in the state in which i reside.

Ticket: # 4065903 - Comcast

Date: 7/3/2020 12:33:54 PM

City/State/Zip: Manahawkin, New Jersey 08050

Company Complaining About: Comcast

Description

I am the primary account holder for my mother's phone in Florida in an assisted living facility. Her phone has been out of service for close to 100 hours. I started calling Comcast about it on the 30th of June. After approx 12 hours of phone calls, I am now being told a service ticket was only treated today where 30 minutes previous was told one was created on the 1st vs the 30th. That my mother needs to have another phone to troubleshoot or she will be without phone service until COVID is over. I was also asked if this was a new line/modem. Installed by Comcast 3 possibly 4 years ago. I was also told the modem technology was out of date, never recieved any notice to upgrade. To me all this says anyone who is elderly, not tech-savvy, or doesn't have another phone or ADA is without a lifeline.

Ticket: # 4066027 - Complaint about AT&T wireless bill

Date: 7/3/2020 1:39:34 PM

City/State/Zip: Boston, Massachusetts 02215

Company Complaining About: AT&T

Description

In April 14th, I returned to China because of the Covid-19 pandemic in the US and normally I will suspend my wireless account until I come back to Boston. While AT&T upgrade my account and move the website of AT&T premier, which is the one I used before, to the new one. I can't find any site in the website that I can have vacation suspension, which only cost \$10 and I can have my account suspended for 6 months. I keep chatting with AT&T customer support on their website and ask them for help, and they said they already helped me do the vacation suspension and they are sure that it will only cost me \$10. But AT&T still charge me the same amount of money this month, even though I already asked them to suspend my account, more than one month ago. This is not fair and it's unreasonable. I cannot accept this. I need them to cancel the charging of those two accounts that I told them to suspend. Thank you! I am in China now, please contact me with this phone number: (b) (6)

Ticket: # 4066050 - Bandwidth data cap

Date: 7/3/2020 1:46:10 PM

City/State/Zip: Spring, Texas 77379

Company Complaining About: Comcast

Description

Comcast should suspend internet data cap policies in due to response to the coronavirus pandemic and digital transition to cloud services . We use to have unlimited internet service w/o data caps and make internet GREAT AGAIN by offering no data cap on internet service.

Ticket: # 4066143 - Many months of problems with audio on cable tv. Lied to by service representative. Cannot get in touch with anyone.

Date: 7/3/2020 2:30:10 PM

City/State/Zip: Aurora, Colorado 80016

Company Complaining About: Comcast

Description

Audio problems with cable tv. Was told not sending service techs to residences during Covid 19 after we had a tech at our home just a couple weeks ago. Read me a sentence to decline service. We are paying for a service contract.

Ticket: # 4066157 - Cox Communications Not Providing Customer Service**Date:** 7/3/2020 2:35:45 PM**City/State/Zip:** Las Vegas, Nevada 89142**Company Complaining About:** Cox

Description

Recently I have been monthly outages with Cox Communications. This occurs when I am in the middle of my work day, and due to COVID I am working from home. I lose work and money when this happens, but that is not the worst of it. During the most recent outage on 07/02/2020. I was told several conflicting stories. I was told first that the outage was resolved at 1:30pm, but I was later told, all by different people, that there was another outage, that the issue was only with me, and that the issue was resolved by a fixed cable at 2am the next morning. My service returned at 8pm on the 2nd. All interactions with customer service have been marked with conflicting information and an unwillingness to answer my questions. I am stuck paying for this unreliable service that is interfering with my ability to work.

Ticket: # 4066264 - OPTIMUM CABLE TV SERVICE**Date:** 7/3/2020 3:40:43 PM**City/State/Zip:** Stamford, Connecticut 06902

Description

I have filed a Complaint before regarding Optimum Cable TV SERVICE in Stamford, CT, part of THE ALTICE CORP., which YOU DISMISSED. I am filing another complaint, because I pursued the Attorney General's Office, State of CT., where I was given a name of Marc Shapiro, and an email address, the person to whom I SENT MY EMAILS SEVERAL TIMES IN THE LAST 6MOS. AND RECEIVED NO ANSWER.

Today took the Cake and is, as they say, 'the straw that broke the Camel's back.' My TV went out yesterday, and had a blue screen and would not go on; I finally got someone on service, who helped me, after many attempts, and reset, and re=booted my system. She told me to go to CABLE TV today, exchange the box (I had an old box in one room, that is not set up for digital services [even though I do not have a digital TV], she said to get a new CABLE BOX and REMOTE, and specifically checked and said my local Optimum Cable TV office on Cross St., Norwalk, CT was open. By the way, my problem was with understanding this woman's English; I tried to get her name several times and could not understand her; several times I had to ask her to repeat, over and over, again, her instructions; this is unacceptable; I drove over to my local Optimum Office in Norwalk, fighting a hr.'s worth of 4th of July traffic, and then was told - an associate came out with a mask and there were 3 of us, with the same problem (returning boxes, etc.), and he said that they were NOT accepting anything except payments today!!! He said we should come back on Monday; I spoke with him in an angry tone, telling him I was SPECIFICALLY told I could exchange the box today, and I said, "OF course you are accepting payments only and NOT GIVING SERVICE< I also told him I was going home to file a Complaint with the FCC --- because Optimum does NOT CARE ABOUT customers, just the money. HE TOLD ME TO GO TO THE BRONX, NY OFFICE --- I SAID WHAT ARE YOU KIDDING? YOU GO TO THE BRONX --- THAT IS NOT EVEN AN OPTION. I was really angry. Even if I had called that office, YOU WOULD NOT GET A REAL PERSON; ONE OF MY BIG COMPLAINTS IS THAT A CUSTOMER CAN NEVER GET A REAL PERSON WITH OPTIMUM; YOU ARE DIVERTED OVER AND OVER AGAIN THROUGH VOICE MAIL;

The next Complaint lies with the MOTHER CORPORATION, ALTICE, which is an international DUTCH communications firm, based in the US in Brooklyn, NY. I call it a "Yuppie" corp., when it shows only young people and attracting young people (who, by the way do not seem qualified); I had an issue with the programming of OPTIMUM< with VICE TV, which shows explicit violence, sex acts, and drug use, especially showing the use of marijuana in all of its access and usage --- it is a disgusting channel; I blocked it, but it is NOT a PAY PER VIEW Channel and it is open to children just streaming through the channels --- that is what they want, i.e., to corrupt the youth; it should not be on pay per view either -- they probably know that, b/c no one would pay for that dirt. CABLE Has removed the Jimmy Swaggert TV show, which has been a comfort to a friend of mine, taking care of a cancer-stricken spouse; instead, they replaced it with some 'hijacked' jewelry channel, looking like criminals that just got out of jail; they removed my Disney channel where I could watch G rated old, retro Disney movies, and I was willing to pay \$10/mo for that service; their CHEDDAR NEWS AND SPORTS, etc., are their own channels, with 'yuppies' getting a salary, but not knowing what they are doing or saying - it is infuriating -- I blocked those channels also. ALTICE is a self-propagating institute, and it should be investigated by the Federal Government for infractions, for misrepresenting itself, for not being receptive to its customers, and the public, and to seem to be IMMUNE from local

laws and PTO groups, when it comes to its programming. IT DOES NOT, IN ANY WAY, SHAPE OR FORM, LISTEN TO ITS CUSTOMERS. If one is to "Google" Altice, one can find all kinds of consumer complaints, with actual websites set up to actually find a way to contact ALTICE; it is said that they even reject 'certified mail.' Why are they exempt from the laws: local, state and federal? What good is the FCC if it cannot police ALTICE, which is obviously a MONOPOLY, and an international one at that. I will also be writing to President Donald J. Trump,, because he needs to know about big businesses who set up companies, 'off shore,' rip off the American people, take away jobs, and they do not run the companies in an efficient manner. Everything is going back to local enterprises, especially after COVID, 'farm to table,' 'made in the USA,' etc. YOU NEED TO STOP THE ILLEGAL ACTIVITIES OF ALTICE CORPORATION, A SUBSIDY OF AN INTERNATIONAL COMMUNICATIONS CORP. IN THE NETHERLANDS. No wonder they do not want to answer me, or the millions of customers it sucks money from.

I was told by you, previously, that they were not breaking any laws, and because I "CHOSE" to pay, as a consumer, through capitalism, to pay for this service, I could always "CHOSE" not to have the service, or switch carriers. Fairfield CO., CT, and NY/NJ are 'locked down" with ALTICE --- they have a monopoly; there is DISH, but my neighbors said they got rid of DISH, b/c reception was terrible, and the channels were less, and the price more. My family and friends in upstate CT, have a much better CABLE TV Company, like COX, and COMCAST --- better --- more channels, service everywhere, and better prices..... ALTICE/Optimum need some competition in Fairfield Co., CT, and NY/NJ. Is not that part of CAPITALISM? Healthy competition? When there is no competition, there is a monopoly.

If you do not do something, as soon as possible, I will engage an attorney who is willing to file a 'class action' lawsuit against you, the FCC, ALTICE, etc. This is a travesty of communication law, for sure. Also, the CABLE TV is supposed to be monitored and regulated by an ombudsman, and the public domain, in each locality, state/city, etc.

I am not taking a 'slap on the hand' and some excuse for you not to go after ALTICE and its illegal, unprofessional and unsound business practices, along with its questionable corporate direction, in allowing programming which is salacious and unhealthy not only for youth, but the population at large.

Please respond to me at: n(b) (6)

Ticket: # 4066337 - Internet Connection Problems**Date:** 7/3/2020 3:59:30 PM**City/State/Zip:** Hollywood, Florida 33026**Company Complaining About:** Comcast

Description

I have Xfinity internet, and my signal keeps dropping such that I loose signal. When I try to contact them about this problem, they refuse to resolve the issue due to Covid, and I am still charged full price. I would like to have my internet restored, however they refuse. I don't need anyone coming to my house.

Ticket: # 4066358 - Hughesnet

Date: 7/3/2020 4:09:04 PM

City/State/Zip: Saylorsburg, Pennsylvania 18353

Company Complaining About: Hughes Net

Description

In short after numerous difficulties and complaints to customer service during the covid-19 pandemic about not having internet or phone service i closed my account and told them i would not be paying any early termination fees all of a sudden i get a letter from a collection agency that i owe them \$580.48. Hughesnet has in no way shape or form tried to contact me at all. The only way for Hughesnet to solve this problem is to close the account with zero balance they are not getting another dime from me

Ticket: # 4066402 - internet service

Date: 7/3/2020 4:32:10 PM

City/State/Zip: Orlando, Florida 32803

Company Complaining About: Spectrum

Description

Spectrum has made changes to my internet speed multiple times. They have incorrect documentation saying there were orders that I placed when I only placed inquiries about prices and did not authorize any changes to existing service. My internet speed has changed multiple times during COVID-19 pandemic, especially problematic as I'm working at home. Though issue was fixed in May, was told speed was incorrectly provisioned at 400 while I was paying for 100 but was provisioned at 200 for the fix and I was told that was as low as the system would go. Also had tech in person come and check equipment. That makes 2 Spectrum employees that knew about what my service rates were, did speed tests and knew what internet I speed I was provisioned for. Today my internet speed is halved from yesterday. The only fix Spectrum will offer is for me to pay \$20 more for increased speed. I did nothing (I did not lower my internet speed). I was told by tech that I have plenty of speed to do my work but the Spectrum internet chat would not even function. This is a complete bait and switch. I asked to speak with a manager and was not given the opportunity. Multiple people stated that there were different speeds available for not that much more but that is not the case. I never received a communication saying I was incorrectly provisioned at a higher speed and that Spectrum would decrease my speed which has happened twice now. Now, it is not functional.

Ticket: # 4066449 - Re: Complaint against Cable Company, Optimum's monthly billings for Regional Sport Network Fee

Date: 7/3/2020 4:59:44 PM

City/State/Zip: Bronx, New York 10462

Company Complaining About: Optimum

Description

My current cable operator, Optimum is charging a monthly charge of \$10.47 for Regional Sport Network Fee. However there have been no live global sport events for the last 4 to 6 months due to the shutdown caused by the Coronavirus-19. My current cable operator, Optimum continues to charge me. First solution, the cable operator, Optimum should credit my account during those months I paid for to watch live sports on their network. Second option to solving the problem can be taking the charges off the monthly bill until live sports return back on television. When I made a complaint to the cable operator, Optimum I was placed hold and the call dropped.

Ticket: # 4066469 - Service disconnected no longer allowed service due to COVID-19

Date: 7/3/2020 5:16:15 PM

City/State/Zip: Los Angeles, California 90029

Company Complaining About: T Mobile

Description

Reps from T-Mobile stated that their company was no longer allowed to offer telephone service to those impacted by Covid-19. In the statement T-Mobile reps claim the FCC is responsible for this and will not allow them or other companies to further extend service to those impacted by Covid-19.

Ticket: # 4066545 - Frontier internet in west union west virginia

Date: 7/3/2020 5:53:06 PM

City/State/Zip: West Union, West Virginia 26456-8501

Company Complaining About: Frontier Communications

Description

The internet provider Frontier has horrible internet service. My internet service drops all the time. I constantly have to unplug count to 10 and plug it in again. I have very few options in my area and this problem has just gotten worse over the last year. When you call the automated voice says that they know about the problem but do not know when it will be resolved. With covid I need to have good internet.

Ticket: # 4066566 - Sirius XM Radio

Date: 7/3/2020 6:05:40 PM

City/State/Zip: Stoughton, Wisconsin 53589

Company Complaining About: Sirius Xm

Description

I'm reporting Sirius to the FTC, FCC and BBB for illegal business practices, fraud and extortion when you try to cancel their service. They refuse to cancel, try charging outrageous late fees after contract expiration. If you complain about cost or their horrible customer service, they insist on offering service at a highly discounted rate. This is wrong in so many ways and they should be fined for doing this to people. It is especially horrible during this pandemic when we are out of work and cannot afford the non-essentials.

They cannot not legally renew your contract and charge your credit card without your approval, this is FRAUD!

Ticket: # 4066631 - Unwanted text messages

Date: 7/3/2020 6:42:49 PM

City/State/Zip: Garland, Texas 75042

Description

For a while before covid19 I was getting text messages about a property that I do not own. The texting has started again and no matter how many times I tell them they keep contacting me about property I do not own.

Ticket: # 4066655 - Optimum

Date: 7/3/2020 7:01:23 PM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Optimum

Description

They installed cable in my new apartment in may when I moved. First of all he was really rude and nasty to my family. Then he ran one wire in my room down the middle of my carpet punched through the joining wall into the living room and put a splitter on the wire through my bedroom closet to the bedroom next door and left. He did not hook up one single cable box or the modem or router he left them on the living room table with the remote controls not paired. My friend that helped me move hooked everything up so we could sleep. I tried calling optimum to complain only to find out they were still charging me for both apartments even though the old apartment was empty. It said free on demand through the covid lock down. That was false also I was charged \$5.99-\$6.99 for 5-6 movies in may. Called them multiple times to request to speak to a supervisor 3 months ago to be told they would call me later that evening three months later still no supervisor phone call plus wires strung across my walk way that have caused my elderly mother to fall twice. Then my modem wasn't working they said it's not theirs but it clearly says optimum on it plus I'm getting charged \$5 a month plus Ridiculous charges for news and sport channels I don't even have in my package but I'm required to pay taxes on them! That's insane plus being severely over charged for service my bill is \$158.99 a month and half the time the television freezes or the internet drops you but the offer they sent in the mail said tri pl \$89

Ticket: # 4066669 - Unequal internet availability in the neighborhood**Date:** 7/3/2020 7:11:20 PM**City/State/Zip:** Los Gatos, California 95033**Company Complaining About:** Frontier Communications

Description

In my street there are neighbors who get 90MB downstream speed while others (me among them) get 1MB downstream. I called several times to Frontier communications and asked them to allow me to enjoy the same service as my neighbors, but I only got answers "we can't do it". I know on one neighbor who faced same issue and submitted a complain here and suddenly was able to get 25M from them.

I think if there is a certain amount of bandwidth coming to the neighborhood switch, the internet provider should evenly spread it among equal right customers. Seems unreasonable and unfair to me one neighbor get 90M and one get 1M. I have 3 kids at my house which are entitled to get the same opportunities as other kids. In our days this means good speed internet especially due to Covid-19 which force the kids to learn from home using virtual meeting with teacher and class.

My phone number is (b) (6)

I reached out to Frontier via customer support, I reached out to the engineer in the field, to his manager but nobody was able to help me, where the solution is quite simple - my respected neighbors which get 90 should be lowered to 40 like rest of the neighbors and the extra 50 he get should be spread to 1M customer like me.

Thanks,

(b) (6)

Ticket: # 4066691 - Unauthorized Reoccurring Changes Made On Acct To Increase Monthly Billing Rate

Date: 7/3/2020 7:25:33 PM

City/State/Zip: Charlotte, North Carolina 28277

Company Complaining About: AT&T

Description

I called the AT&T customer service line 1-800-288-2020 on July 3rd, 2020 at 8:11 a.m. EST after reviewing my AT&T bill online as I received a notice that my new bill is available. A representative who stated his name was Morgan, answered my call. I proceeded to tell him why I was calling, which was due to my AGREED contract amount of \$49.99 for internet service was not reflecting the amount showing on the current bill. (SAME ISSUE in JUNE 2020...which was prior month!) Morgan goes on to say that he noticed a change made last month/June 2020 and that my monthly \$20 off promotion was added back to my account. I confirmed that yes, I called in June 2020 as well because I had the same issue with my bill showing \$99 new monthly rate. The rep in June added back because an employee REMOVED my 12 month \$20 off promotion. I was also told I would not have the issue going forward. Here it is July 2020 and I am of course having the same issue. Morgan goes in to explaining the break down of the July bill and says that the \$67 rate will only be for July and should go back to the normal rate going forward. I asked Morgan to confirm if he is stating I owe \$67 for the current bill? Morgan stated yes, you would have to pay this amount. I proceed to inform him I'm not paying \$67, my contract is for the \$49.99 I agreed upon. As I am speaking, Morgan cuts me off and begin to speak louder to over talk me.

At this point, I am no longer interested in speaking with Morgan, and I ask to speak to his manager. He goes on to say his manager is not available and the manager's name is Rene (After asking for the managers name and spelling numerous times). I then disconnected the call. The total time for this call was 12 minutes. I will not be silenced, spoken over, or disrespected at any level. This can not be the front line unit of AT&T.

I have a spending budget, we are living in a pandemic, working from home, dealing with greater issues and yet I was met with this extra level of stress for an issue I'm being told to deal with that I did not create.

I have included the bills for sent for April 2020 – July 2020 as supporting documents. I need to know if this issue will be corrected, or if the company is unwilling to correct this. Customer service disregarded me, and I was unable to speak to a manager to resolve this. The next step was for the consumer complaint to get an issue resolved that was out of my control. I've been a customer with AT&T for years, and had the same issue in 2019 but for a longer duration of time in which my services was disconnected for not paying fees AT&T was billing me for when I was on a set rate in a community plan. Therefore I filed a consumer complaint with the FCC. It is deceiving to quote a rate at sign up to later make changes to an account to bill for a higher rate. I did not authorize no added features, I do not know what that HBO Max is that was added to my internet plan that will more than likely result in a reason to increase my rate again. I did not make, neither did I authorize any changes to my account at all. Compare my bills starting with April 2020 and see the changes made.

Ticket: # 4066720 - Direct TV charges

Date: 7/3/2020 7:39:47 PM

City/State/Zip: Petaluma, California 94952

Company Complaining About: Directv

Description

I am currently being charged \$9.99 per month for a "Regional Sprots Fee". Originally this was to be able to see local sports live. However, due to the pandemic there are currently NO REGIONAL SPORTS to be viewed. I have asked Direct TV to remove this charge, but they refuse. This seems to be a charge for nothing and I believe should be waived until live regional sports can be viewed.

Ticket: # 4066850 - Att Home Phone customer service abandonment

Date: 7/3/2020 10:57:47 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: AT&T

Description

The phone charge turn off fees began over one year ago during Hurricane Irma...I called to pay to make sure I had the phone during the hurricane - not...tured it ff and I had turn on fees after ll that was over.

Fast forward...got caught up with them and had a credit. The credit was promiced at \$250 plus and I did not get that credit.

Fast forward...COVID....Asked to make a payment plan ---- since I had no money --- NOPE, customer service was abomidable from 5-6 hour hold time a day to ultimately be disconnected.

Phone shut off over a month ago. Called office of the President for mobile since I had a person'sName. Her name was Antoinette. She stayed on the phone to make an appointment with me. The ppontment was at noon on Saturday.

The call never came and Antoinetter stopped tking my calls and I called dozens of times.

I haven;t ha a home phone in a long time and with hurrican season coming, i know they don't care about customers since they refuse to assist and credit appropriately.

I have always made good faith payments in addition to NEVER being contacted appropriately. If customer service isn't helping during a hurricane or pandemic --- they are NEVER going to help.

Please address this issue.

Ticket: # 4066887 - Re: [FCC Complaints] Re: Rate increases & Interruption of service

Date: 7/3/2020 11:46:56 PM

City/State/Zip: Van Nuys, California 91406

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request (b) (6) "Rate increases & Interrupti..."

My issue has not been resolved or even considered by Spectrum. The company is very comfortable exploiting their monopoly and the circumstances of the pandemic to actually consider the issue brought up against the unjust price hikes of 20% as there seems to be no consequences to their unjust business practices. The response was very curt, thoughtless and dismissive. The claim that I'm paying "less than their standard rates" completely disregards the fact that the service I'm receiving is only at 25% speed of their "standard service", yet the service charge is 85% of their standard service. Once again, there was no acknowledgement of why prices were raised by 20% during a pandemic for services that are below their standard offering.

Thank you.

From: FCC <consumercomplaints@fcc.gov>

Sent: Thursday, June 4, 2020 8:50 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Rate increases & Interruption of service

Ticket: # 4066925 - Phones in prison broken complaint unresolved 30+ day

Date: 7/4/2020 2:12:10 AM

City/State/Zip: Dayton, Ohio 45405

Company Complaining About: Correct Solutions

Description

My husband is in a prison in Louisiana at Phelps Correctional Center located at 14925 Highway 27, Dequincy LA 70633. The phone company operating these phones is Correct Solutions and their phone number is 877-618-3516. Over a month ago I called to report that 3 of the 4 phones in my husband's dorm do not work at all, resulting in the inmates waiting several hours in line to use one phone. He's been in prison 2.5 years and those phones have never worked despite their numerous complaints. They gave me a ticket number. It's to my understanding they had 48 hours to complete the request. When I called back over a week later to see why they hadn't fixed the phones, they told me something completely different, as in they changed the reason for my complaint. I complained about the phones not working and they were reading back a complaint that was a completely different issue I had called in about. Then refused to update it. I emailed them later and was assured they would revert it back to addressing the phone problem in the prison. Last week my husband was moved to an entirely different dorm. This new dorm has 8 phones and none of them work at all, forcing inmates to go without contacting their family period, or risk sneaking to another part of the prison to make a call. During a time like the pandemic, it's important that these phones work so people can contact relatives. I called to check status on that ticket several times. Each time I was told they're still working on it. Each dorm has several phones. And the whole prison has phones that don't work. That prison was closed down from 2012-2015, and they haven't done any work to it since reopening. I apologize. I just checked my email and my original complaint was filed around May 4th. So almost 2 months now. I read the laws regarding them having 48 hours and they told me it doesn't apply to prisons even though it specifically states that it is a law pertaining to phones in prisons.

Ticket: # 4066934 - Att

Date: 7/4/2020 2:45:03 AM

City/State/Zip: Placerville, California 95667

Company Complaining About: AT&T

Description

I was laid off in March I was able to obtain an essential worker job and after att promised not to shut me off they did. I'm on a covid list not to be turned off. A representative was suppose to call me from the covid team they never did. They said the covid contract ended June 30. I called a week before to offer a payment first of July and pay every week and they said no they refused only if I paid the entire balance.

Ticket: # 4066953 - Re: Request received: Cybercrime

Date: 7/4/2020 4:54:51 AM

City/State/Zip: Philadelphia, Pennsylvania 19135

Company Complaining About: AT&T

Description

This is a follow-up to your previous request # (b) (6) "Cybercrime"

You really need to act on this complaint. The pandemic has forced a lot of people online and these jerks I keep complaining about are now conspiring to commit murder. It will not go as expected. If you want to save lives, it might not be my life you save. I have made complaints locally and that is a joke. Bring the boys with the toys and let's dispense some justice WHORAH? We are at the point of shooting fish in a barrel, just bring the equipment and this should be a confirm and convict mission. Quick, fast and in a hurry, the way it should be. Now do something about these jerks before somebody gets hurt. Thank you.

Ticket: # 4067026 - COX Media dragging their feet on fixing my entire apartment complex' internet speeds

Date: 7/4/2020 10:40:14 AM

City/State/Zip: Phoenix, Arizona 85006

Company Complaining About: Cox

Description

Called COX Media a week ago because I was getting download speeds as low as 0.8 Mbps. I was told the entire complex is having issues, but that an appointment is scheduled to fix our signal. When I asked about when this appointment is, I was told July 25th, a full month away. Many of us are working from home because of COVID-19 and we need access to the reliable internet (which we PAY FOR) to work and sustain our livelihoods. This needs to be expedited.

Ticket: # 4067035 - Scammer

Date: 7/4/2020 11:06:01 AM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: Way.com

Description

Way.com is a site for parking your when you go out of town I must of the time I use Global Global Parking but the place was full. I went to this site Way.com Parking I paid in advance back in March 2020. Now due to covid 19 I had to cancel my trip. I contact the company on July 2, 2020 and said that they would refund me my money and I did the cancel way in advance for refund my trip was not until Sept 1, 2020 to Arizona. They sent me an email July 3,2020 and asked do you want way buck or refund. I stated refund no here is a copy.

No, internal credit I would like an refund my money back, I was advised by my State Attorney General to report this and to FCC if this concern does not get address in a timely matter.

My trip was cancel due to Covid – 19 and do not know when I can use your credit towards any service on our platform (Parking, Movies, Dining, Activities and Events) because of Covid – 19.

Thanks

Ticket: # 4067047 - Covid-19 notifications from Governor Lujan-Grisham

Date: 7/4/2020 11:31:05 AM

City/State/Zip: Tijeras, New Mexico 87059

Description

Will I was driving my phone along with 2 other family members phones kept recieving emergency alerts. The notifications turned at to be covid related information that is already common knowledge the notifications where distracting while drive as I got apprehensive about some sort of emergency

Ticket: # 4067076 - Sprint billed me after the sent me an email to return device

Date: 7/4/2020 12:06:18 PM

City/State/Zip: Lutherville, Maryland 21093

Company Complaining About: Sprint

Description

I am filling this informal complaint against Sprint for been misleading and contradictory between the email I received from them and the charges and response from their agents. This is for the following phone numbers (b) (6) 7.

I have been with Sprint since December 2018. Ever since I have been a loyal customer, never missed a payment. When I joined Sprint I was given three phones on an 18 lease. Two of the phones were LG G7 ThinQ, which I leased the on 12/26/18 at the time I switched to Sprint. According to what Sprint had advertised at that time, they were free for new customers. The third phone LG V40 ThinQ, which I leased on the next day 12/27/18 cost \$20 per billing cycle.

On 04/25/20 I received an email from Sprint to return my first 2 leased phone after 5/25/20 or pay for the balance of the phone as a one-time payment of \$198 or 6 monthly payment of \$33 for each phone. After I received this message I reached out to Sprint Customer service over the chat system on their website. The agent confirmed that I should return the phone if do not want to keep them after June 1.

This was during the Covid-19 lockdown period where there were a lot of job uncertainties. Aside from that, I had lost my Dad the previous month so financially I have not been a good position to incur any additional cost. Besides though the Sprint phones were great phones, they were CMDA version and could only be used on Sprint Network even if they were unlocked. I decided to return the Sprint phones and switch carriers to T-Mobile which I already had old phones that work with it. I cancelled my service with Sprint on 5/25/20 because my billing cycle ended on the 25th of each month. This included the 3rd phone as well because even though I did not receive an email specifically for that I taught the phone was leased the following day and will all have the same remaining lease payment left. Which is fine, I am willing to pay for the one month remain for that but not for the 2 LG G7 ThinQ that I received an email to return them. Sprint has deliberately gone back on the email that I received and their agent confirmed and now asking that I pay for 1-month charge on the phone.

When I returned the phone, Sprint sent me a bill of \$828.92 which I was told by Sprint customer service on chat that the amount was for the remaining balance of the phone. I would be credited once the phone is returned and received in excellent condition.

To return the phone on I had to wait for a Sprint Return Kit which I received about a week later. I placed all 3 phones in the Return Kit and dropped off a UPS store on 6/2/20. Sprint adjusted of the bill but only \$674.16. With a remaining balance due of \$154.76.

I reached out again to Sprint on chat and asked why the complete balance was not adjusted off. The agent told me it was because I had 1 month left of the phones. I informed the agent that I had received an email to return it after 5/25/20 and an agent also confirmed that. There was no attachment option in their chat client so I uploaded a print screen of the email at <https://prnt.sc> and shared it with the agent but she refused to look at it. She suggested I show the email to a manager at a Sprint Store. I went to to the Sprint store at Reisterstown Rd in Owings Mills but the manager said there is nothing she could do, I should call customer care.

This was becoming very frustrating to me because no one wanted to take ownership and look into this issue. I called customer care and the agent said I should not worry that the entire balance will be credited off in 3 business days. The interaction ID was i1(b) (6). On 6/30/20 I surprisingly

received an email from Sprint that I am still owing \$154.76. Apparently, the agent did not take care of it as he had promised. I immediately called Sprint again an agent claiming to be the manager called Arvie. The interaction ID is i1(b) (6) She was very unhelpful. Her whole message was that it was my fault and the bill was legitimate so she would not do anything about it. She kept finding excuses to justify the bill. For instance, when I mentioned that I only returned the phone after I received an email from Sprint to return it she said I received the email because I had cancelled my service. Which was completely false, I received the email on 4/25/20 and I cancelled my service on 5/25/20 which corresponded to information in the email. So I do not know how she came out with that justification. Even after given her the dates of the email and I think she found it in her system she still insisted that I was wrong to return the phones early and had to pay the balance. Another example was when I mentioned that it does not make sense for anyone to return a free phone to break a lease only to pay the balance of the phone. She said the phones were not free phones. This was also wrong. The 2 LG G7 ThinQ phones were free phones and I had never paid anything on them.

Sprint is clearly not playing nice and not trying to be fair to me. After sending me an email to return the phone, I did that to avoid any charges but they've gone back on their email. I took all precaution to avoid any avoidable cost because of my financial situation and that I did not want to keep a phone that tied me to one network. The phone could not even be easily given away as a gift unless the recipient used Sprint.

I am asking the FCC to kindly look into this unfair case and enforce fairness in this case.

Ticket: # 4067078 - LG G8X ThinQ

Date: 7/4/2020 12:13:48 PM

City/State/Zip: Chicago, Illinois 60617-1114

Company Complaining About: Sprint

Description

I'm a 10-year Sprint customer. On April 2, 2020, I purchased the above phone from Sprint due to the attractive promotion. Buy the phone, get a dual-screen plus a \$200 Visa Card. After eight weeks of not receiving the dual-screen, nor the gift card, I called Sprint on May 19, 2020 to inquire. That's when Sprint disclosed to me that I should go to the lgg8xoffer@admin.com to register. I did as instructed and received an email from LG stating that the promo had ended. Sprint became involved and stated that the promo didn't end until June 11, 2020. I've had several communications with Sprint and was informed if LG didn't honor the promotion, they would. A Sprint rep called me on July 3, 2020 as a follow-up to see if I had received the dual screen and gift card. I have not. Instead of Sprint honoring the promo as they stated they would, they now want me to make several more calls to LG, of which LG keeps stating the promo had ended, when Sprint was telling me that promo didn't end until June 11, 2020. I purchased the phone based on the promotion. As a consumer, baiting and switching isn't acceptable, and is illegal. Attached is my contract with Sprint when I purchased the phone, which doesn't give any mention of contacting LG's website to sign-up for the promo. Also, attached is LG's rules of the promo. Being the pandemic started during this time, LG should extend the promo. I need your assistance to get what was promised in the promotion.

Ticket: # 4067389 - Internet slowing down

Date: 7/5/2020 12:35:31 AM

City/State/Zip: Bell Gardens, California 90201

Company Complaining About: AT&T

Description

My internet with AT&T is continually disconnecting. This would never occur in the past and now it happens multiple times a day. We normally have about 5 devices connected and only 2 are streaming at the same time and one is browsing internet or checking emails. With this Covid Pandemic it is unacceptable that my internet continues to disconnect or slow down because I need realizable internet to work from home.

Ticket: # 4067390 - Intermittent Internet Service Not Being Resolved

Date: 7/5/2020 12:37:56 AM

City/State/Zip: La Mesa, New Mexico 88044

Company Complaining About: Centurylink

Description

Intermittent internet for last 3+ weeks. Contacted several times. Techs sent out problems not resolved. New Router sent and still disconnecting. Said router would be shipped overnight had to wait two + days. Notice when our service goes down all people with Centurylink go down at the same time as if they are throttling all of us in our area. Refuse to fix the problem even with calls to company almost daily. Same way we pay monthly even through covid we want reliable service. Currently working remotely and about to be fired because of internet issues that were not happening before.

Ticket: # 4067433 - COVID 19 Dat Cap Policy

Date: 7/5/2020 6:06:07 AM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

America CARES? Really? Then why are the telecom giants enforcing hefty data caps during a global pandemic? WTF? Our family is working from home - now more then ever. We can't afford this and we won't stand for it... what are you gonna do about it? Huh?

Ticket: # 4067505 - Sports Surcharge

Date: 7/5/2020 11:39:38 AM

City/State/Zip: Knoxville, Tennessee 37922

Company Complaining About: Wow

Description

I noticed today when paying my cable bill that the "sports surcharge" fee was doubled from \$2.00 to \$4.00. My problem is that there has been no new sports available on cable television since the covid-19 shutdown. When I contacted my cable provider WOW the pretty much blew me off. It is really not fair to pay any sports surcharge when there is no college sports, mlb, nba or other sports programming.

Ticket: # 4067541 - Altice - overcharges and duplicate charges

Date: 7/5/2020 12:06:04 PM

City/State/Zip: Willis, Texas 77318

Company Complaining About: Altice Mobile

Description

I attempted to pay one month of service and I was charged for 2. When I requested a refund the company told me I can wait 60 days for the refund or put it toward my bill. This is COVID and I need my money however I told them to put it toward the bill. Then I was charged late fees during the Keep America Connect time. Now I asked for a week extension or payment plan and I was told not possible. However can a company that easily take my money then not extend a custody for their mistake during a time when our state is shutting down.

Ticket: # 4067556 - Cox Internet price gouging

Date: 7/5/2020 12:27:01 PM

City/State/Zip: Gloucester, Virginia 23061

Company Complaining About: Cox

Description

Contacted Cox Cable internet for inquiry in obtaining internet service to home residence. Customer Service Representative informed me that in order to provide service to my area, it would cost me in excess of \$15k. The county will not allow other internet providers to my area and Cox refuses to provide services to my area. Due to COVID-19, people are forced to work from home and without a reliable internet connection they are forced to do without or find very expensive alternatives. If the county will not allow other internet companies to provide service than Cox should provide service to every resident of the county.

Ticket: # 4067565 - Cablevision of Brookhaven charging a Monthly Regional Sports Fee of \$10.47

Date: 7/5/2020 12:33:44 PM

City/State/Zip: Bellport, New York 11713

Company Complaining About: Optimum

Description

Cablevision of Brookhaven New York Is charging a monthly Regional sports fee of \$10.47. However since the pandemic started there has been no regional sports.

I've contacted them and was told that there is no credit available.

This fee should not be charged and any agreement they have with regional sports teams for TV rights should not apply to me, since there are no sports available.

I'm looking for a credit for every month that there is/was no regional sports available for viewing.

Ticket: # 4067586 - Unable to upgrade phone line

Date: 7/5/2020 1:14:58 PM

City/State/Zip: Pleasanton, California 94588

Company Complaining About: Verizon Wireless

Description

I have been unable to upgrade a phone line because of their fraud prevention system not working. When they tried to call me to verify me, by phone blocked their call as spam, and I cannot uninstall this phone feature. I sent my driver's license to them but they never responded to it with the reference number I need. They said there's no other way to verify me other than going into a store, which I do not want to do due to Covid risks. I requested a supervisor, but no one responded. I've been a customer of Verizon's for over 25 years. There has to be a way to verify me as they have done many times before, without me going into a store and risking coronavirus.

Ticket: # 4067655 - Internet

Date: 7/5/2020 2:46:19 PM

City/State/Zip: Northport, New York 11768

Company Complaining About: Optimum

Description

Western Suffolk County experienced a series of electrical storms. Around 9p.m. Wednesday, July 1, 2020, I heard lightening strike. Although my land line and television continued to work, I lost my internet connection. I have tried to reach customer service for days and spent most of Friday, July 3, 2020 on the phone and on line in my office trying to get the issue resolved, or at least get an appointment. (My office nearby has FIOS wifi that was NOT interrupted). I was on hold Thursday July 2 for hours, until my phone battery died. I tried again on July 3 starting around 8a.m. and continuing until 7:30 pm. I was on chat that was disconnected or the "technician" on the other end vanished, never to return while trying to reach someone by phone at the same time. JUST TO GET THROUGH TO SOME ONE TO GET AN APPOINTMENT TOOK TWO DAYS. I followed the instructions for a call back, and then was disconnected. Each call, following the prompts for internet help, I'd hear the message to go on to optimum.net for helpful information. Do you have any idea how ridiculous and tedious that message is for a customer who has no internet?

Eventually I reached an actual human being who said someone would be here to fix it on July 8 between 10a.m. and 8p.m. That is a total of EIGHT DAYS without service. Aside from the general expectation to have internet service (my bill being over \$180.00 a month w/ basic cable), more immediate service with a narrower time is expected. That time frame means I cannot shower, leave, work, etc. for TEN HOURS. This is not the company service of years ago and it is a shame your new corporation places so little value on your customers' time.

My telephone callbacks for this one service date:

July 3 11:46 disconnected during call-July 8 appointment made

July 3 11:53 call back by someone who sounded like a tech manager--sympathetic to my plight, promised to change appointment to July 5 between 8-10 a.m. Said she was sorry I was having difficulty reaching anyone for service. I wrote appointment in my calendar. While on the phone with her I went to my house and checked modem. It appears to have been damaged--unplugging etc. lights were still out. She said you probably need a new modem. I assume appointment is made and am on my way to service being restored.

July 3 4:21 received a call back from Optimum. I am told my appointment is July 8 and they can't find a ticket for the July 5 service call. Then I am disconnected.

July 4 8:50 call disconnected when I answered phone

July 4 10:51 call disconnected during conversation

July 4 12:38 call back...announced but then waited 9 minutes to hear someone speak and nothing.

If you expect customers to resolve issues or make appointments and encourage them to use chat on line (which I was only able to do because my office has FIOS--I have never been able to use my cell phone at home, so have to pay a separate bill in addition to landline) chat techs should not vanish for 15-20 minutes as was my experience until I gave up. They provided NO help whatsoever. It is nearly

impossible to reach anyone to even make an appointment by phone. This would be understandable under circumstances such as Hurricane Sandy but ridiculous when there was no Island-wide catastrophe.

I manage a horse farm and most of my clients book appointments via Facebook after hours. I have been "attending" my church via Youtube since the coronavirus shut down churches. I was unable to do any of these things over the weekend and will be walking into a work week still hamstrung by no service, and with little surety I will get service on July 8.

When Altice purchased Cablevision/Optimum service plummeted (I have no cell service, intermittent wifi) and bills soared. Their customer service is a wall of obstacles.

Ticket: # 4067746 - VERY DISSATISFIED CUSTOMER**Date:** 7/5/2020 4:32:35 PM**City/State/Zip:** Mettawa, Illinois 60045**Company Complaining About:** AT&T

Description

I am EXTREMELY dissatisfied with the lack of customer service, follow through, and follow up, I have received from AT&T. I have spent countless hours on the phone, as well as in the store.

I think I called on 6/4 to inquire about phone plans. I have been a faithful customer of Verizon for 20+ years. I was looking to add a line for my daughter and wanted to shop around because I didn't feel Verizon was offering anything to add a line.

Again, I called to inquire. I NEVER would have done a switch over the phone, and I NEVER would have done this without talking to my husband first. I just called to inquire. The woman ASSURED me MULTIPLE times that ALL 4 phones would be for FREE. I could not believe this. I asked her REPEATEDLY. She laughed and said the calls were recorded. I told her I would talk to my husband and call back. She said I had 14 days to cancel. So with 4 FREE IPHONE 11s and the chance to still cancel, I agreed to switch. I was ASSURED that my bill would be about \$140/month for 30 months, and this would cover the 4 phones AND the service. Again, I told her I couldn't believe it. My kids were in the background so excited, and she laughed saying they would be so thrilled. We picked out colors, and I paid \$175 for the tax on all 4 phones. She said I didn't need to pay anything else now. We signed up for paperless and autopay and a new line, and all of that was why we were able to get ALL 4 phones for FREE.

After this conversation, there has been nothing but obstacles along the way. There was a delay with shipping the phones because I had to authorize with Verizon, and that was another phone call. Then, we got the phones, but they were all black. So I called and was told that I could go to a store and switch them out. So I went to the store, and they, let me tell you, did NOT want to help me. They wanted to charge me to switch them out. I told them to check the notes. It was in the notes, but for some reason, the phone rep did not put anything about "free." So, guess what? I had to call you guys. The store didn't. I was on the phone for about an hour. Finally, the store rep agreed to give us the colors we ordered. We were there at least another hour because the rep had to switch our sim cards. I thought this was crazy, but I waited patiently. He also told me what my old phones were worth if I wanted to trade them in.

Then, guess what, our phones were shut off, and I had NO way to communicate! We had to figure out how to back up our old phones and transfer the info to the new phones and were without cell service for the whole time. My husband was at work! All of a sudden, he had no cell. Awesome. None of this was told to us, either.

Again, back and forth, I have called and tried to get more information with our bill. We were told over and over that the initial bill looks super high, but that is not a bill, just wait. So I kept trying to confirm to make sure my bill was supposed to be what it was supposed to be.

My days and phone calls are blending together, so I am not exactly sure on the timeline, but then I went back to the store to turn in our old phones. It wasn't a trade-in. I was turning them in to get a credit off of my bill. Apparently, this is ANOTHER lie I was told because every person since has said that I could use it as a trade-in to get half off the phone. AGAIN, THIS WAS NOT WHAT I WAS TOLD. At the store, the rep told me not to turn them in there because I had gotten them from the phone, and there were different offers between the two. She didn't want me to not get what they were worth.

So... I called AGAIN and got confirmation about two weeks ago, that my phones were, indeed FREE, and she told me I could send in my old phones to use for credit toward my bill. So, silly me, I sent in my old phones! Now, I have NOTHING!!! THIS IS WHERE THE BAIT AND SWITCH PLAN REALLY GETS INTERESTING!

I then got my bill. So, I called. AGAIN. And AGAIN, knowing I had 14 days to cancel. The rep told me that I was 2 days past, and there was nothing that could be done. Awesome. She also told me all of the codes entered were half off, not free. Awesome. I told her half off and free sound NOTHING alike. There was NO way I could have misinterpreted that. The amount of apologies I have received are endless! So, she pretty much said there was nothing she could do. I told her to check the phone call. The woman I originally spoke told me calls were recorded for training purposes. I told her to speak to the woman/listen to the call. She said that was out of her jurisdiction, but she would inquire about it, ask them to listen to the call and/or speak to the rep who sold me the phones. But there was nothing else she could do. Awesome. By the way, no follow up. She did not call me back; I have heard NOTHING. Except a bunch of apologies... Awesome.

So, since then I have continued to call. I was told a supervisor would call me within the hour. Um.... still waiting for that phone call! I don't know what kind of business this is, but I have NEVER been treated this poorly. Not to mention ALL of the HOURS I have spent on hold, on the phone explaining the situation over and over. Not to mention all of the transfers that have been dropped, and NO ONE has called me back.

The supervisor said the same thing as the last person, and interesting enough, when she read back the notes, NOTHING was mentioned about the other supervisor, the one in the other area out of her jurisdiction, being asked to check the call! How can that be?!!! Again, LIED TO! Seriously?!!! So this woman assured me that she would follow up. And honestly, she did. After we got off the phone, she called me back and told me about her research and told me she would call me back in a few days to follow up. SHE HAS BEEN THE ONLY ONE TO FOLLOW UP ON ANYTHING WITH ME. I did tell her that and thank her.

Since then, I have continued to call. I called two days after I spoke to this last supervisor. The new supervisor could see in the notes the request to pull the call and reassured me it would take up to 72 hours. (72 hours would have been last Thursday night.) So I just called today, an additional 72+ hours later, and guess what. NOTHING!!!

So, that is the background in a nutshell.

1. I NEVER WOULD HAVE SWITCHED COMPANIES OVER THE PHONE WITHOUT AN EXCEPTIONAL DEAL.
2. IT'S DURING COVID 19. I DON'T HAVE EXTRA MONEY TO BE BUYING 4 IPHONE 11S!
3. I DIDN'T NEED 4 NEW PHONES. I NEEDED 1. ONE FOR MY DAUGHTER. WE HAD AN IPHONE 8 PLUS, AN IPHONE 8, AND AN IPHONE 6+ THAT WERE ALL IN GOOD WORKING CONDITION. WE NEEDED ONE NEW PHONE, AND WE DID NOT NEED AN IPHONE 11. WE WOULD HAVE GOTTEN A NEW PHONE, BUT IT DIDN'T NEED TO BE SOMETHING SO EXPENSIVE.
4. I NEVER WOULD HAVE AGREED TO PAYING HALF OF SOMETHING THAT I DON'T EVEN KNOW WHAT IT COSTS! I HAVE NO IDEA HOW MUCH THESE PHONES EVEN ARE!!! AGAIN, REFER TO POINT #2. I DON'T HAVE MONEY FOR THIS.
5. I NEVER WOULD HAVE SURRENDERED MY WORKING PHONES!!! NOT ONLY HAVE I BEEN LIED TO, I NO LONGER HAVE MY PHONES!

Ticket: # 4067914 - Keep americans connected

Date: 7/5/2020 8:13:16 PM

City/State/Zip: Bethalto, Illinois 62010

Company Complaining About: Cricket

Description

Crickett Wireless pledged to not terminate service.. They terminated ours yesterday.. My gf called them on june 30 and let them know she cannot or can I pay the bill due to me being laid off for the covid-19 virus.. we are struggling to even put food in our mouths.. The number on the account is (b) (6) .. Crickett sign help keep Americans connected pledge and they violated it

Ticket: # 4067936 - Unlock Request**Date:** 7/5/2020 8:54:00 PM**City/State/Zip:** Bronx, New York 10459**Company Complaining About:** Sprint

Description

I've contacted Sprint Via Phone spoke to a female named Saab requesting an unlock for an iPhone that was purchased back in February full price directly from Apple, when I made the purchased I was given the option to purchase a sim free unlocked version or a carrier locked specific phone.. I chose sprint carrier locked because my intentions where to activate with sprint but then covid-19 happen and I have changed my mind I just want the device to be unlocked domestically and internationally as I do travel to the Caribbean frequently. This representative said she could not process the unlock because the system does not let her due to the device not being attached to any account, which I informed her in the first place this phone has just been sitting here all these months and never was activated with sprint hence why I am requesting an unlock to have the freedom to choose. She was of no help then I made contact via chat and spoke to multiple supervisors who also said the same thing reference to chat (b) (6). I have no other choice but to file this complaint, I as a consumer that owns the device and paid full price outright for it have the choice and right to choose whichever carrier I decide. I need the device unlocked immediately imei of device is

(b) (6)

Ticket: # 4068026 - AT & T REFUSES TO PROVIDE SERVICE AND CUSTOMER SERVICE**Date:** 7/5/2020 10:41:33 PM**City/State/Zip:** Jamaica, New York 11433**Company Complaining About:** AT&T

Description

There are several issues with my AT AND T Prepaid Plan. When I opened the account, I should have been able to obtain 8 GB of data. The staff at the AT and T Jamaica office refused to provide this data. Instead, I was told I would only receive 250 MB of data. And, I was told I have to get pay for this service the day my account bill was due. Secondly, I have tried to change my password, because I do not remember the password. However, It took several hours to reach a Customer Service Rep over the phone, a couple months ago. Then, I was told I have to go to the Jamaica Rep who opened the account to change my password. Yet, the AT and T store in Jamaica has not been open since March, when the pandemic was declared. And, it is still not open. So, I cannot set up an account online, and the AT and T rep stated she could not help me over the phone. Today, my prepaid phone account was turned off because the bill was due yesterday. I paid my monthly plan bill today via a new debit card. The phone shows that the account was credited. Yet, the phone is not back on. When I called the 611 number from my cell phone, I used the automated system because I could not reach a live customer service representative. the automated system stated I have to contact the Jamaica AT and T office to change my password. So, eventhough I paid for the service, the phone company refuses to turn the phone back on. And, I need a replacement phone because one of my phones broke when it was dropped on the ground a few days ago. Yet, I cannot get a replacement phone since the Jamaica store is not open. I am asking for the following resolution: (1) allow me to change my password. Provide a way to do so. (2) Allow me to create an online account (3) provide a replacement phone (4) turn the service back on so I can still use my service.

Ticket: # 4068099 - Comcast wont cancel my service

Date: 7/6/2020 2:38:39 AM

City/State/Zip: Chickamauga, Georgia 30707

Company Complaining About: Comcast

Description

I called on April 16 or 17 i believe to cancel my service and the rep said he cancelled it for me and i wont have to pay early cancellation fee due to coronavirus. I checked my account over a month later and realized my service wasn't cancelled and i owed extra money from where i didn't know my service was still ongoing. Ive called multiple times to get this fixed but all they say is someone will call me back. Please help i don't have the money to pay for something that is comcast fault.

Ticket: # 4068125 - Unresolved internet issues with Comcast

Date: 7/6/2020 7:25:34 AM

City/State/Zip: West Palm Beach, Florida 33413

Company Complaining About: Comcast

Description

My internet service has been down since 06/28/20. I have had representatives at my house 4 times, two visits to replace routers (3 boxes), replace a cable from pole to house, bury the line they ran, only to still hve no service and limited communication. Unanswered calls by the techs and supervisors. And told different issue each time. Due to Covid 19. I need my internet for my job. I am never late in paying comcast and expect to have working service. Today is day 9 and nothing. They do not communicate and you have to continue to call and reach out to them.

Ticket: # 4068278 - Repeated attempts to gain internet access denied over a 10 year period

Date: 7/6/2020 9:46:18 AM

City/State/Zip: New Concord, Ohio 43762

Company Complaining About: Spectrum

Description

We have contacted several local internet providers to attempt to gain internet access by becoming a customer. Each time has gone a bit differently, but the outcome has been the same- we are denied service due to nonavailability despite showing coverage on their website or explaining that our neighbors have service. We have two professionals- who are now often working from home (possibly full-time in the fall) and a college student who was not able to stay at home during the Spring pandemic due to this issue- he may be forced to do the same this fall if this issue is not resolved. On our last attempt, we were told that we were just a few feet outside of the 500 feet requirement and that line needs to be run for us to receive internet. We have received conflicting options as how to resolve this concern, so we are filing this complaint.

Ticket: # 4068306 - BBVA USA Collections' Number is being Spoofed

Date: 7/6/2020 10:01:48 AM

City/State/Zip: Birmingham, Alabama 35233

Description

A fraudster(s) is spoofing BBVA's number, identifying himself as BBVA, and offering people COVID-19 debt relief. We found out because Collections began receiving calls from non-customers reporting this. We're receiving this information secondhand, we do not know the exact quest of the fraudster, but from the anecdotes provided by the callers, we assume it to be a. phishing for PII data or b. getting them to send money as some sort of payment.

We are updating BBVA's site to remind visitors to not provide personal information to anyone selling COVID-related services, hang up, and to return the call to a number found directly on our site.

Ticket: # 4068307 - Service COVID-19 billing

Date: 7/6/2020 10:02:08 AM

City/State/Zip: North Middletown, Kentucky 49357

Company Complaining About: AT&T

Description

Consumer states that his internet has been out for about a week. Consumer states that they had call constantly and their answering machine tells them that is a outage know and that they are working on it. Consumer states that she needs her internet to work and to file her taxes. Consumer states that they try to send two people out but one never show up and the other one was unable to fix the problem. Consumer is been with no internet in the middle of a pandemic. Consumer wants her internet back online immediately. Consumer wants a credit of all this time that she has been with no internet. This problems has been constantly in there couple of months back their landline was out for two months and they did not receive any type of credit for this. Consumer wants his service restore immediately.

ctr408-phone

Ticket: # 4068400 - Re: [FCC Complaints] Re: Optimum not providing services I pay for

Date: 7/6/2020 10:36:34 AM

City/State/Zip: Howell, New Jersey 07753

Company Complaining About: Optimum

Description

This is a follow-up to your previous request # (b) (6) "Optimum not providing servi..."

To Whom it May Concern,

Hello, I continue to experience slow internet speed while paying full price for it. "Your provider is required to send you a written copy of its response." This hasn't happened yet! This may be the third or fourth complaint by me. My neighbors around me also sent in complaints. Optimum sends techs to our houses to pacify us knowing this can't be repaired without spending a ton of money which they won't do unless they are somehow forced to do it. A couple of the techs actually have told us the "node" we are on is overwhelmed and there is nothing they can do, while others bring in new modems/equipment that "will fix the problem". It never happens. We all have experienced very fast internet speeds for two or three days after the complaints and then it stops. The excuse is everyone is home now using the internet because of the pandemic when in reality it has been going on for years. There is a Facebook page in our town called "All around Ramtown", go to that page and search for internet speed, optimum cable or something like that and you'll find a lot of information about this issue. Thank You

Sent from Yahoo Mail for iPhone

On Tuesday, May 26, 2020, 7:01 AM, FCC <consumercomplaints@fcc.gov> wrote:

(b) (6)

[REDACTED]

[REDACTED];}

Ticket: # 4068467 - Internet service - Optimum/Cablevision/Altice - Connecticut

Date: 7/6/2020 11:00:48 AM

City/State/Zip: Fairfield, Connecticut 06824

Company Complaining About: Optimum

Description

Our neighborhood (at least 3 streets, probably 50+ homes) has had very spotty internet and hours-long outages daily for the past month. Despite NUMEROUS calls to Optimum, if we get any response it is only to test our individual home systems. It is clearly an area-wide problem but no one is addressing it. Many people are working from home and literally cannot do so. We had no trouble with it in the first several months of the pandemic quarantine, but starting in early June it was terrible. What can we do??

Ticket: # 4068574 - Bundled service billing

Date: 7/6/2020 11:33:09 AM

City/State/Zip: Box Springs, Georgia 31801

Company Complaining About: Windstream Communications

Description

Consumers provider is Windstream for phone and internet. He was quoted \$20 per month for phone and \$50 per month for internet. Consumer states when Pandemic hit provider stopped auto pay. Consumer does not know why provider discontinued his Auto Pay. Consumer states provider has not given him credit for his last 2 months payments. Consumer paid \$122 this month and over \$100 last month. Provider is not showing his payments since Auto Pay stopped. Consumer states his monthly bill has gone up almost \$100 per month - total monthly bill is \$164.55. Consumer wants provider to return him to \$72 per month billing as agreed and show credit for the last 2 payments.

CTR 392-phone

Ticket: # 4068588 - Comcast taking advantage of pandemic by silently implementing data caps on consumers

Date: 7/6/2020 11:37:06 AM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: Comcast

Description

Comcast suspended its data caps for residential consumers at the beginning of the COVID-19 pandemic, which provided relief for many individuals such as myself who suddenly found themselves involuntarily working from home.

On July 1st, Comcast, without any direct warning or indication to its customers, re-implemented its data caps despite the rising number of cases in the country that are forcing many Americans to continue working from home. While they increased the data cap 20 percent from previous limits, the company also claims they saw a 30-60 percent increase in traffic, meaning the increased data caps don't cover the increased consumer usage brought on by work from home.

Unfortunately Comcast continues to be disingenuous in their raising of the data cap limit as a means of "relief" for customers by also reducing the number of courtesy months from two months to one month, meaning customers are hit with overage charges sooner than before the pandemic. Comcast also disabled their data usage tracking, meaning customers are suddenly liable for financial penalties for their increased usage while not being able to tell how much their usage increased due to COVID-19 work from home. Many customers working from home will be hit with overage warnings they had no idea were re-implemented while being hit with overage fees twice as fast as before. Comcast stands to make a decent amount of money off struggling Americans in the next few months from this change in policy.

Unfortunately Comcast is alone in our market in regards to internet providers who are reinstating their data caps as AT&T extended their pause on their data cap program for at least two more months. Furthermore, broadband is not a finite resource like water or electricity where usage costs make sense; Comcast has a responsibility to provide adequate capacity for all its customers, and data caps serve only to make Comcast more money off customers who have no choice but to work from home. The COVID-19 pandemic has shown that Comcast's network can handle increased usage, and that a data cap program that encourages customers to pay more for using a product is completely unnecessary for the sake of network improvement.

It is morally irresponsible and reprehensible for a company to take advantage of its customers during a global pandemic by silently charging more fees to individuals involuntarily working from home.

Ticket: # 4068675 - down again

Date: 7/6/2020 12:02:49 PM

City/State/Zip: Haines City, Florida 33844

Company Complaining About: Frontier Communications

Description

My DSL connection has been chronically down with frontier communications. Again this morning Internet is down you try calling them you go to an automated voice answering system that is so choppy you can't understand what it says. And then it disconnects you. I have tried their website and that is also non-functional. This is been a trouble but it's been reported to the FCC before, the answer is always will change the modem. They were bigger problems. They charge top dollar for poor service and being a regulated company they should be held accountable. The tale of them being disorganized because of COVID-19 is unacceptable. They're supposedly working from home if that's the case you should be able to reach somebody. This is been ongoing for months I need to get their act together or sell out to a company that can

Ticket: # 4068705 - Service/COVID-19

Date: 7/6/2020 12:10:27 PM

City/State/Zip: Calistoga, California 94515

Company Complaining About: AT&T

Description

Consumer states that she has been without internet service for the past ten days. Consumer has call her provider constantly and they kept scheduling appointments where people does not show up. From long periods of times 12-8 pm gap window. Consumer states that she is not the only one with the problem. Consumer wants her internet to be fix immediately. Consumer wants a credit in her account for the 10 days she was with no service. Consumer has been a loyal consumer of AT&T for about 12 years.

ctr408-phone

Ticket: # 4068767 - Billing/ service/COVID-19

Date: 7/6/2020 12:28:44 PM

City/State/Zip: Penuelas, Puerto Rico 00624

Company Complaining About: Claro

Description

Consumer states that on his 04.01.2020 he receive a bill statement from her daughter line very high \$650.58. Consumer states that this is for some international calling. Consumer states that her daughter is 11 years old and she did not made any calls outside of the USA. Consumer wants those chargers to be completely removed from his account balance.

ctr408-phone

Ticket: # 4068848 - unwanted political call

Date: 7/6/2020 12:48:37 PM

City/State/Zip: Saline, Michigan 48176

Company Complaining About: Catholicvote.org

Description

I am on the do not call list but received this call:

Hello I'm calling to talk to Christy. As well. Hi My name is Amy and I'm from Sandusky Michigan and I'm the Michigan state director for Catholic vote we are a pro-life pro-family Pro Freedom Organization of Catholics we're calling folks around Michigan today to see what you think about current issues like the coronavirus and the upcoming elections sorry we missed you we're also working to help Catholics in Michigan get registered to vote if you're not registered to vote or you want to help get your fellow Catholics registered to vote please go to our website at Catholic vote dot org backslash Michigan Thanks and God bless you.

Ticket: # 4068932 - Gouging Detroit Customers

Date: 7/6/2020 1:05:12 PM

City/State/Zip: Detroit, Michigan 48205

Company Complaining About: Comcast

Description

I reluctantly signed up with comcast/xfinity to be able to attend college online. They are the only company allowed in my area and I could not chose another company. I had to have access tot he internet for school, initally.

Noe due to COVID, I am forced to work from home at reduced hours,m due to a forced furlough at work. This made me try to reduce my bills as much as possible.

I know when I got the service, the agreed upon amount was \$19.99 plus a mandatory \$13.00 modem rental fee. I resigned to the \$33.00 per month. Today In checking to reduce my bills, I noticed that the monthly rate was increased to \$53.00 plus the manditory \$14.00 per monthly fee. They have been billing me this amount since March of 2020, with no notification of the increase, except the additional \$10.00 late fee, because what I was paying did not cover the full monthly fee. So basically since they decided to secretly raise my rate, the money I sent in did not cover my bill.

The monopoly created in Detroit that forces the citizens to pay the rates at the whim of Infinity must be changed. The costs is ridiculous , when there isn't any alternative supplier of internet service in the area.

Ticket: # 4068938 - Switch and Bait during COVID-19 now including Fraudulent Billing Notices

Date: 7/6/2020 1:07:33 PM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: AT&T

Description

Case # 3981180 is bring out the worst in AT&T- a forensic accounting of my account is warrant immediately. Baited into a contract that I did not want, rescinded the contract, AT&T has there product back. I asked for bills for Nov, Dec, & Feb. Billing is fraudulent as it's indicating my monthly statement at current 52% increase due to new contract which was rescinded. I'm told I cannot go back to my lower monthly payment. So if you rescind a contract with AT& T they can charge you want they want ? Please have AT& T provide where in their contract is this listed.

Ticket: # 4068964 - Comcast internet issues

Date: 7/6/2020 1:13:54 PM

City/State/Zip: Battle Creek, Michigan 49014

Company Complaining About: Comcast

Description

Consumer is having internet issues with Comcast.

She has been on the phone for hours trying to get the service restored correctly, but it has not been.

She has had people at her home every few months for these issues.

Consumer called about the issue and was told no one would be coming to her home due to the pandemic.

She was offered a credit, but she doesn't want a credit, she wants the service to work.

Consumer has been given the run around about everything.

Consumer was told to go to another city to get a box, but won't send someone to her home to fix the equipment.

Consumer has been lied to and hung up on.

Consumer wants Comcast to address the issue and get the service working as it should be.

CTR404-phone

Ticket: # 4069013 - T-Mobile Services**Date:** 7/6/2020 1:25:04 PM**City/State/Zip:** Westville, New Jersey 08093**Company Complaining About:** T Mobile

Description

- consumer stating that T-Mobile has shut her services off every 2 weeks since the middle of April and could be prior to that even through the Pandemic which they signed the Keep Americans Connected Pledge.
- when consumer was over 60 days late T-Mobile would shut her service off.
- consumer is a First Res-ponder and T-Mobile is putting people in danger around her community due to no service.
- consumer has lost her part-time job during the COVID and just recently started back about a week ago.
- consumer contacted T-Mobile and asked for another 13 days extension on her past due amount but refused due to July 1st, 2020 they weren't required to do so and the option has been removed from their system.
- consumer would like this issue resolved by having T-Mobile giving her the extension until her next paycheck and T-Mobile stated she would pay \$497.50 to have the service turned back on.
- AS OF MIDNIGHT TONIGHT MONDAY JULY 6TH. 2020 CONSUMER WILL NO LONGER HAVE ANY TYPE OF COMMUNICATION.

CTR395—phone

Ticket: # 4069017 - metered internet during pandemic

Date: 7/6/2020 1:25:26 PM

City/State/Zip: Browns Mills, New Jersey 08015

Company Complaining About: Verizon Wireless

Description

I have a verizon wireless hotspot for the internet because I have no other access to a hard wired system. I am on a metered system. It limits my use of the internet, especially video. When the Covid -19 pandemic started Verizon wireless lifted the limits. They have now reinstated the limits. It has cut me off from the outside world. I am on a zoning board, volunteer for CASA and another nonprofit. I would normally go to these places to conduct business. The locations are closed and everything is on Zoom. I can attend via phone but not video which is often needed. I have contacted Verizon wireless twice and been told to look at other plans...there is no other plan I can use. I feel at this time internet providers should lift their caps until this pandemic is over.

Ticket: # 4069096 - AT&T Services

Date: 7/6/2020 1:49:38 PM

City/State/Zip: Belton, Missouri 64012

Company Complaining About: AT&T

Description

- consumer stating that AT&T has been price gauging her even through the Pandemic.
- quoted a price and would raise her bill without notifying her.
- basic internet went from \$20 to \$40, which consumer agreed to the \$40 and then back charged her \$79.97 per month and locked her out of AT&T website.
- consumer must call in to AT&T every month and rep stated that if she would pay \$46 for internet only would credit her account and then told her it would be \$49 a month and she paid the \$46 and AT&T shut her off.
- consumer was not behind in her billing until COVID-19 when she lost her job and AT&T started to jack up her prices.
- consumer would like this issue resolved by having AT&T turn her services back on and to keep the agreement that was made for \$49.

CTR395—phone

Ticket: # 4069205 - Cancelling Verizon wireless service for my elderly mother

Date: 7/6/2020 2:11:12 PM

City/State/Zip: Henrico, Virginia 23233

Company Complaining About: Verizon Wireless

Description

Recently tried to pay bill and cancel my elderly mother's Verizon wireless service. She doesn't know her pin, so they wouldn't help, suggested I take her to Verizon store, not smart in a pandemic. Sent letter to Verizon wireless customer service on 6/9 , but no response. How do I end her service. It's elder abuse!

Ticket: # 4069379 - COVID-19 T-Mobile

Date: 7/6/2020 2:55:13 PM

City/State/Zip: Los Angeles, California 90047

Company Complaining About: T Mobile

Description

The consumer states that on June 18th they shut her service off and forced her to pay her bill.

The consumer states that they did it again on July 4th.

The consumer does not agree with what they did.

The consumer states that they never sent her a paper bill but yet they charged her for a paper bill.

The consumer needs her money back.

The consumer states that they signed the pledge to Keep Americans Connected.

The consumer states that they had no right to shut her service off and force her to make a payment.

The consumer states that they also charged her a restoration fee.

The consumer should not be paying a restoration fee for service that should NOT have been interrupted in the first place.

The consumer states that her plan is suppose to be no more than \$130.

She also spoke to a representative that told her she must agree to a payment plan, but the consumer has never even received a bill only threats to pay it.

The consumer needs credit to her account for the restoration fees, the paper bill she doesn't get, the shut off of her service and also the over pricing of her monthly bill that should not be more than \$130.

The consumer needs an explanation to what is going on.

The consumer has never made any international calls ever.

CTR-415

Ticket: # 4069690 - AT&T Renewal only with a bundle

Date: 7/6/2020 3:59:45 PM

City/State/Zip: Louisville, Kentucky 40204

Company Complaining About: AT&T

Description

Every week AT&T calls our business and wants us to renew our 5 emergency telephone lines. I have told them since February 2019 that we would renew our lines with them but we did not want to purchase any of the bundled items. Since the beginning of COVID-19 the calls are every week from a new representative. I simply want them to renew our lines but we do not want any other services at this time. We are a nursing home and keeping COVID-19 out of the facility is our goal.

Ticket: # 4069800 - Downgrade to internet

Date: 7/6/2020 4:25:08 PM

City/State/Zip: Bridgeport, Connecticut 06610

Company Complaining About: Optimum

Description

Due to the current Covid-19 pandemic, I am unable to work and cannot afford my monthly \$140.66 package with Optimum. I went to their office to downgrade to internet service his past Thursday and was told to bring in my cable box the following Monday. As I returned with my cable box I was informed that my bill will only be reduced by \$20 and could not offer me the \$35 internet-only package they advertised.

Ticket: # 4069825 - Spectrum Non Service

Date: 7/6/2020 4:30:00 PM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Spectrum

Description

We had spectrum for about a year and a half and needed to move at the beginning of COVID I called to have our service transferred and was informed they couldn't set up our new address due to COVID19. I asked for them to freeze my account and contact me when they could send a tech out- nearly 3 months later I have no service STILL and they are trying to charge me the full amount for the last 3 months and threatening collections. Completely unethical business practices

Ticket: # 4069835 - Bundled interruption of service

Date: 7/6/2020 4:34:37 PM

City/State/Zip: Washington, New Jersey 07882

Company Complaining About: Comcast

Description

Consumers provider is Xfinity. She states she has been without cable and internet since March.

Consumer has continued to be billed. She states her bill is \$500 which she states is incorrect.

Consumer reached out to provider to no avail.

She has been told it is on a low level due to the pandemic. Consumer states that they place her on hold and her issue never gets resolved. Consumer wants provider to reduce her bill.

CTR 392-phone

Ticket: # 4069985 - Paid Account

Date: 7/6/2020 5:15:28 PM

City/State/Zip: Harrisburg, Pennsylvania 17111

Company Complaining About: Verizon Wireless

Description

There is a paid Verizon collection account on my credit report that should have never been on there. I am in the NFL and travel a lot and know that I paid this account. Why would it still be on my credit report after I paid it? I need this account removed immediately or I will be forced to file a complaint with my Attorney General. One of the biggest things I am concerned about is how this account can be reported as an installment loan along with the date last active and date of last payment because they are not consistent between all three credit bureaus which brings into question the METRO-2 training and reporting that your company is not following per the Consumer Data Industry Association. I would expect that someone send me an email or letter to my address on file to advise me that this account will be deleted from my credit report. I am prepared to go to the media with this as this account was never in bad standing and then all of a sudden, during a global pandemic, your company decided to destroy my perfect credit with an account being reported as a collection, installment loan, charge off and being 120 days late all at the same time. That doesn't make any sense.

Ticket: # 4069994 - Contest Winnings

Date: 7/6/2020 5:18:48 PM

City/State/Zip: Los Angeles - Wilshire Center, California 90004

Company Complaining About: Iheart Radio

Description

After 3 years of calling iHeart Radio 103.5 FM, I finally won 2 concert tickets on 3/8/20 to Goo Goo Dolls performing at the Greek Theatre on 9/5/20. I have both email and voice mail messages confirming this from iHeart Radio. The concert was cancelled due to the corona virus. In lieu of this, I asked for a cash equivalent prize and was denied. Can you assist me? Thank you!

Ticket: # 4070023 - Service/COVID-19/ Service interruption/Abusive/Discriminatory/Billing

Date: 7/6/2020 5:31:55 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: AT&T

Description

Consumer states that on 06.22.2020 that on that day consumer receive an Email from AT&T to tell her that she paid the 25% of the current bill own and then they will pay the rest of her bill consumer thought that this was a fraud and she did not pay attention to it. The next day she receives a call from AT&T to tell her the same thing about the offer and that she was not required to call. Consumer called Uvers and they in fact had this promotion going on. Consumer did not have the full amount, but they told her that she had until the 29 to make the payment. Consumer called when she had the money and she made the payment adding her mobile phone into this promotion as well. Two days later her phone was interrupted due to a non-payment, she told them about the offered that was made to her, but they did not want to honor it. Consumer was abusive during the entire call, bullied, and denigrated by the whole consumer service department by the supervisor name Wanda Employee ID Georgia 699294. Consumer all she wanted was to be able to have a service reliable in the COVID-19 and they make her beg and cry on the phone. Consumer is not able to pay in all those payments agreements that they sign her into. Consumer wants the promotion to be honored.

ctr408-phone

Ticket: # 4070291 - Paid for channels not available

Date: 7/6/2020 7:21:41 PM

City/State/Zip: Bowie, Maryland 20721

Company Complaining About: Comcast

Description

Had Comcast flex installed in October 2019.

Unable to pair voice remote with set up box. Tech was supposed to come and fix but never showed up.

Notified Comcast, then pandemic occurred. Was not able to view channels paid for during the pandemic restriction.

I had ask for a refund of those months paid for without the service and was refused by Comcast.

Ticket: # 4070319 - unable to disconnect service

Date: 7/6/2020 7:42:54 PM

City/State/Zip: Peachtree Corners, Georgia 30092

Company Complaining About: Spectrum

Description

Last September I set up cable service with Spectrum in Montgomery, AL when she moved into an assisted living facility. I am listed as the account owner and I pay the bill. My phone number and email address are on the account. She passed away from COVID last week. I spoke to 2 different people about disconnecting her service. Because her name was on the service address, they will not let me disconnect it. They both said someone would contact me within an hour or two with the required "paperwork". There should be no paperwork. It's in my name. I have not heard from anyone.

Ticket: # 4070343 - 35 days to cancel a service

Date: 7/6/2020 7:53:01 PM

City/State/Zip: Sarasota, Florida 34236

Company Complaining About: Comcast

Description

To summarize my complaint, I have tried to cancel my Comcast internet and tv service since June 1st, I could not reach a live person by phone, covid 19 was used as there excuse each time, My log in didn't work, and their offices are closed. I tried to connect with them through there site, but they do not give you the ability to speak with a live person or cancel. When I finally connected with a live person It took 1hr and 15min to get them to cancel my account. They seem to make the cancellation process complicated and confusing. Connecting with a live person has been difficult, I tried to update my Card on file prior to cancelling and finally gave up after running into the same problems. I would like my account cancelled as of 6/1/2020 not 6/26/2020.

Ticket: # 4070344 - 35 days to cancel a service

Date: 7/6/2020 7:53:13 PM

City/State/Zip: Sarasota, Florida 34236

Company Complaining About: Comcast

Description

To summarize my complaint, I have tried to cancel my Comcast internet and tv service since June 1st, I could not reach a live person by phone, covid 19 was used as there excuse each time, My log in didn't work, and their offices are closed. I tried to connect with them through there site, but they do not give you the ability to speak with a live person or cancel. When I finally connected with a live person It took 1hr and 15min to get them to cancel my account. They seem to make the cancellation process complicated and confusing. Connecting with a live person has been difficult, I tried to update my Card on file prior to cancelling and finally gave up after running into the same problems. I would like my account cancelled as of 6/1/2020 not 6/26/2020.

Ticket: # 4070367 - Consumer fraud

Date: 7/6/2020 8:29:48 PM

City/State/Zip: Shawano, Wisconsin 54166

Company Complaining About: Verizon Wireless

Description

Verizon wireless is charging me \$1560 per year for phone and internet and they dont provide hardly any coverage for the area of zip code 54166. I have complained to them many times before the pandemic and received no results. Since the pandemic, their coverage has become markedly worse and they wont even answer phone calls for tech support. Verizon seems to be more concerned with getting people in big cities with good 4 G coverage, 5G coverage, then they are about getting people in marginal areas a solid 4G signal. I have dropped phone calls, data outages for days at a time. 6 to 15 hours to send txt messages. Why do i have to beg my neighbor for his wi-fi password when i am paying for unlimited internet from verizon. This is consumer fraud at its worst.

Ticket: # 4070397 - Severe service disruption from Comcast

Date: 7/6/2020 8:51:05 PM

City/State/Zip: Downingtown, Pennsylvania 19335

Company Complaining About: Comcast

Description

I am existing customer of Comcast, Account Number: (b) (6)

For the last 3-4 months, we have been experiencing severe service outage and disruption in our Comcast internet services, which is significantly impacting our ability to perform business activities. Due to covid-19 situation, we have been working from home continuously and a stable, reliable internet service is critical to run our work. We contacted Comcast to complain about a series of outages that took place in our area since March and requested to either refund or reimburse for the internet services. We received no help from Comcast when contacted. Since we expect Comcast to provide 100% service continuity I would ask the company to refund/reimburse for the internet part of the service fees we had paid to Comcast since march. Comcast has reports on the number and duration of outages that took place in our service location, the latest being on Mon, July 6th from 9am till 12pm.

Ticket: # 4070561 - Optimum Not Providing Services

Date: 7/6/2020 11:31:46 PM

City/State/Zip: Brooklyn, New York 11207

Company Complaining About: Optimum

Description

I moved into my complex a week and a half ago- I inquired a month ago if services would be able to be done at my new residence. They said yes. I have now had 4 or 5 technicians come to my apartment, say something is wrong with the wiring and then refer me to their supervisors. No one has come out and installed a working internet line now for a month. I cannot be without internet - we are in a pandemic and I need to work from home.

Ticket: # 4070579 - MY MOBILE NUMBER IS CALLING MY VOICEMAIL

Date: 7/6/2020 11:55:51 PM

City/State/Zip: Mahwah, New Jersey 07430

Description

I get an average of 15 calls a day of my mobile phone number calling my voicemail. I only picked up once in curiosity and I heard the disconnect sound. I have not picked up any calls since on the advice of my husband. If I block my own number, I do not know what will happen, will I get my calls, will I have deleted my number?

I am unsure if I can visit my carrier(Verizon) because of Covid-19 and need to have this taken care of ASAP as it is very frustrating.

Ticket: # 4070589 - Att

Date: 7/7/2020 12:30:15 AM

City/State/Zip: Howe, Texas 75459

Company Complaining About: AT&T

Description

Bunch of lies. I was affected by the COVID-19 was out of work for two months I told AT&T this. AT&T said sure will work with you. And so all my accounts are paid a little bit here little bit there every time I have money to pay my bill. And so today my phone got cut off again which isn't the first time my phone has been cut off by AT&T. Once a week they cut my phone off and once a week I would have to go into an AT&T store to call AT&T. If AT&T says that they'll help customers through the COVID-19 process and they retract it without telling customers that you're going back to normal and that's just wrong. One guy told me that my account was a Bandan even though the Young ladies at AT&T said that it's not possible that my account was a Bandan. One lady tried to get me to pay for July even though I have a text on my phone that was sent Thursday of July at zero 752 stating that my bill is due on July 18. AT&T wouldn't even turn on my phone for two minutes so I can transfer money so I can pay my bill they've done it before so why couldn't they do it now.

Ticket: # 4070598 - Terrible service with Suddenlink

Date: 7/7/2020 12:46:51 AM

City/State/Zip: Canyon, Texas 79015

Company Complaining About: Sudden Link

Description

I've had suddenlink for internet for many years. When I moved into my place in Feb 2019, I started having massive issues, where my net blinks multiple times a day, disrupting my service ALL THE TIME. I've called I don't know how many times, I've had techs out several times, they replaced the box and then I ended up getting my own with no change. This became a serious issue when covid hit because I was working from home and both my kids were doing school at home. Most of the time when I call they just reset my box from their end (which does nothing) and otherwise just argue with me. Techs typically tell me whatever was xyz problem and that never solves it either. Getting my own equipment didn't solve it. I can't do work, school, or even just enjoy a game or tv because my net goes out every 20 mins or so on average (sometimes more frequently, sometimes less, but definitely consistently). I never had an issue with suddenlink until I moved here, and now I don't get my stuff fixed and they're almost always rude on the phone.

Ticket: # 4070640 - Frontier

Date: 7/7/2020 5:31:24 AM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: Frontier Communications

Description

Frontier's service is very poor. My internet drops all the time. Now it's not working again. The bill has increased to over \$170 a month. When I called, the representative had to nerve to tell me to pay \$300 more a month for adequate service. This is frustrating as I have to work from home during the pandemic, so their poor service is affecting my income as well. Please look into their specious practices.

Ticket: # 4070722 - Sprint cell phone suspensions

Date: 7/7/2020 8:44:35 AM

City/State/Zip: Bradenton, Florida 34203

Company Complaining About: Sprint

Description

July 1st sprint demanded payment from months prior of covid-19 help. I was told if we had hardships from March to June the service would stay on. I kept in contact, I asked questions. July 1st hit, and it was pay 20% or we shut you off, and that's what has happened. I, along with many others, are still affected by Covid & are trying to catch up. It doesn't help that sprint is demanding payment after racking up our monthly bill from March to June because we couldn't pay due to the Covid hardship. I've been with sprint for 11 years. This isn't right.

Ticket: # 4070791 - T-Mobile COVID-19 Keep America Connected

Date: 7/7/2020 9:14:41 AM

City/State/Zip: New York, New York 10029

Company Complaining About: T Mobile

Description

The consumer states that he has cell phone service with T-Mobile.

The consumer states that he was told he has to pay over \$1,800 to get his services back on.

They also told him that he doesn't have a code to get his service back on.

On July 5th the consumer had no service.

The consumer is struggling with COVID-19 going on and you guys continue to shut peoples service off.

The consumer needs time to get back up and having phone service during all of this is important.

The consumer needs his service back on.

CTR-415

Ticket: # 4070805 - Optimum complaint

Date: 7/7/2020 9:21:01 AM

City/State/Zip: Edison, New Jersey 08817

Company Complaining About: Optimum

Description

On July 7, 2020 at 8:19am, Customer Service Rep Augustine was rude, argumentative and verbally abusive. He kept talking over me and repeating that Cablevision is a business and I should be offended for asking for free handouts. He repeated several times that I should be offended for asking for free handouts when I didn't ask for anything free. I pay Cablevision close to \$200 monthly and have never been late on a payment. I was calling to see why the took channel 130 away when i had it last week. He told me it would be an additional charge. I asked if there was anything they could do as I have been a loyal member and paying on time even through the pandemic and while im on unemployment, he said no and that Cablevision is a business and accused me of looking for free handouts. I felt very insulted and offended by his tone and comments. He was argumentative and even after I stopped talking he had to get the last word that Cablevision is a business and then kept me on hold after I requested to speak with a supervisor who he said would tell me the same thing he said. He was very abusive on this call.

Ticket: # 4070878 - Optimum Internet No Availability

Date: 7/7/2020 9:54:47 AM

City/State/Zip: Norwalk, Connecticut 06853

Company Complaining About: Optimum

Description

The consumer has internet service with Optimum.

The consumer states that he has been without internet the last 2 days.

The consumer needs his service back on.

The consumer states that in the past he has had issues like this.

The consumer and his wife are working from home and its costing them their paychecks during COVID-19.

The consumer states that he needs his wires replaced since a technician came out and told him the issue is in his wires.

They told him they had 7-14 days to get the wiring done and they have yet to do anything.

The consumer states that he needs the wires replaced as soon as possible and credit for the days he is going without service and his service back on.

CTR-415

Ticket: # 4070985 - Unable to cancel Internet service

Date: 7/7/2020 10:31:00 AM

City/State/Zip: Hewlett, New York 11557

Company Complaining About: Verizon

Description

I have been trying to cancel my internet subscription with Verizon for days, I called Verizon Fios twice, was on hold for over an hour both times before hanging up. Then I contacted Verizon using the Chat feature on their website and was told that I cannot cancel my account through chat and I have to call the number again. Then I completed an online form to have Verizon call me. A gentleman called me and when I told him that I want to cancel my service he said that he is having trouble with his system and will have to call me back. I gave him my mobile number and was promised a call back within 10 minutes. That was 15 hours ago. To test if this issue was COVID related and the impact it has on Verizon's staffing, I tried calling again but instead selected the option for sales to subscribe to a new service instead of customer service. I got someone on the phone in less than a minute. She told me that she cannot cancel my account and need to call Customer Service again. Verizon is clearly making it very difficult to cancel a service.

Ticket: # 4071064 - Spectrum Business Fiber Internet - COVID-19 response

Date: 7/7/2020 10:56:07 AM

City/State/Zip: New York, New York 10011

Company Complaining About: Spectrum

Description

Hi, reaching out because my firm is unable to work in our offices (NYC and LA), two of the most heavily impacted areas by COVID-19.

I have spent months trying to work with spectrum to suspend our service. Shut off our internet and pick back up once we are back. They have provided 0 support and are not willing to work with us.

Ticket: # 4071172 - Broadband High Speed Internet Service Availability

Date: 7/7/2020 11:27:31 AM

City/State/Zip: Saint Johns, Florida 32259

Company Complaining About: AT&T

Description

I am a physician and desperately need broadband high speed internet service at home, to continue medical services/Telehealth, especially due to COVID-19 pandemic and also for online studies of the children. Current DSL service from AT&T is not supporting these services.

Ticket: # 4071307 - Bundled issues

Date: 7/7/2020 12:04:11 PM

City/State/Zip: Harrison, New Jersey 07219

Company Complaining About: Comcast

Description

Consumer used to have Verizon Fios bundle.

Consumer changed back to Comcast.

It took them 10 months to address an issue.

They have been having issues with every single service.

Consumer did file a complaint with the board of utilities.

Consumer claims Comcast was at her home 4 times.

Consumer told them she needed a modem upstairs because she works from home.

Consumer's system cannot handle her working from home and now she has to go into the office during COVID-19.

Consumer was told she would get a credit of \$100 for the service issues over 10 months.

Consumer always pays her bills on time and should be provided better service and a better credit.

Consumer was without TV on Sunday due to a technician error.

Consumer wants a credit for the entire bill over the past 10 months due to terrible service.

CTR404-phone

Ticket: # 4071598 - Billing issues

Date: 7/7/2020 1:00:09 PM

City/State/Zip: Denver, Colorado 80222

Company Complaining About: Sprint

Description

Due to covid Sprint has said they would work with people to keep phones on in emails. SEVERAL times they have turned off my phone going against the covid 19 standards they presented. This company continuously bullies customers who are having a hard time paying for there phone. They set up billing payment arrangements with extensions then go against them. I was schedule to make a payment on July 14th and its July 7th and they turned off the usage of my phone. Again going against their commitment to their covid guidelines. This has happens at least three times.

Ticket: # 4071630 - refund to Credit Card after technician took the router/modem and charged us

Date: 7/7/2020 1:07:32 PM

City/State/Zip: Fair Lawn, New Jersey 07410

Company Complaining About: Optimum

Description

In April we changed accounts with Optimum to cancel cable and only have internet through Altice. Due to COVID-19, the local office was closed and unable to return the equipment. The technician who came out to do the work took the devices. Optimum still charged us the \$100. After 6-7 phone calls still unable to get money back to the Credit Card. They say they cant refund to the acct. number as it was subsequently closed. I have tried to get supervisor and with multiple times saying someone would call me back they did not. If they did, the same excuses and forms needing to be filled out. I have been dealing with this since April! Please help. Thank you.

Ticket: # 4071843 - Lack of High Speed Internet

Date: 7/7/2020 1:56:15 PM

City/State/Zip: Delevan, New York 14042

Company Complaining About: Verizon

Description

As an educator and parent, I am finding it hard to virtually learn and teach during this pandemic. I have been promised for years that high speed is coming, it's two miles up and down our road.

Ticket: # 4071931 - Verizon Wireless

Date: 7/7/2020 2:14:00 PM

City/State/Zip: Goochland, Virginia 23063

Company Complaining About: Verizon Wireless

Description

Since COVID I have been working from home which uses a lot of data. Although I have the Verizon Wireless "Unlimited" plan, I am going over each month and in order to continue working I have to pay \$35 for a "Data Boost." But that doesn't fix the problem. You then have to spend another 4 to 6 hours on the phone with them to get them to turn the throttle off. I have gone through this March, April, May, June and now July. Please help this is horrible as we have no other internet options other than Verizon Wireless.

Ticket: # 4071936 - Unwanted spoof scam call

Date: 7/7/2020 2:14:43 PM

City/State/Zip: Manassas, Virginia 20108

Description

This scam call came in from a Canadian number today 07/07/2020 at 2:01pm US EASTCOAST time. The number is 905-664-5846. It's malicious and unwarranted as well as terroristic. It seems to have been placed in Stoney Creek, Ontario, Canada. Please note that it threatens to freeze my SSN, this threat was received as a phone call to my cellphone. Please catch these criminals as this is unacceptable behavior with or without COVID-19.

Ticket: # 4072155 - Extremely poor internet and phone service

Date: 7/7/2020 3:07:31 PM

City/State/Zip: Hawthorne, New York 10532

Company Complaining About: Optimum

Description

We have had extremely poor internet and phone service with optimum. This has been going on for months. We finally had an appointment for today and they did not show up. They appeared to have canceled our appointment because on their end they think it was fixed. However we have absolutely no service and have not had it for days. They are now giving us an appointment for two days from now meaning we will continue to have no service until then. Our TV also goes in and out. They have also raised our bill by \$15 and we have no explanation for this. We can't reach billing because we are continuously disconnected. We now have to wait another two days for the next appointment even though they cancelled the one we had for today without our knowledge. I am working from home on account of COVID. I need my internet back to do this. They have admitted to us that our box is old and in need of an upgrade. My entire neighborhood also had an outage this weekend which is most likely contributing to this. Their service has been horrendous yet we pay quite a lot for the service. Please look into this since they need to be held accountable.

Ticket: # 4072169 - Unfair

Date: 7/7/2020 3:10:31 PM

City/State/Zip: Raleigh, North Carolina 27614

Company Complaining About: AT&T

Description

Due to the Corona virus i have been off work since Jan 27. I haven't pay my bill since then . ATT throw me a bill of \$1300 demanding me to pay now my phone is disconnected.

I don't understand why can I make a payment plan ?

Ticket: # 4072208 - AT&T and Ebay Posing Scammers

Date: 7/7/2020 3:16:44 PM

City/State/Zip: Irving, Texas 75063

Company Complaining About: At&t, Directv

Description

We were looking for a bundled rate for our AT&T services and DirecTV and had several hours of phone calls with actual AT&T/DirecTV agents starting July 1. The scam callers left a voicemail posing as AT&T/DirecTV and offered a bundled rate. When we called back, they gave us a discounted bundle but asked us to purchase an Ebay gift card, load it with the amount equal to a 3-month advance on billing (they said because of COVID, they were taking payment in blocks), and call a separate AT&T billing number that they provided to make the payment to, with an authorization code and extension number. After we did not do this, they called all of our numbers (four mobile phones) constantly. After blocking their numbers, they called with No Caller ID and Unknown, which we cannot block.

Ticket: # 4072236 - TDS

Date: 7/7/2020 3:23:11 PM

City/State/Zip: Sheboygan, Wisconsin 53083

Company Complaining About: Tds

Description

I live, and thanks to COVID, usually work, in the Town of Mosel, in Sheboygan County, WI., which is a TDS-designated "Speed Restricted Area". We have ONE internet provider available, and town residents are struggling with antiquated service, especially since the onset of the pandemic and its attendant self-quarantining. TDS tells us that they have no plans to ever upgrade from what they have available now. It was suggested that if we have a problem with this, that we contact the FCC. So here I am, advocating for myself and my neighbors, Town of Mosel residents - what do we need to do to get ANY sort of decent, workable service in our area?? It seems that rural broadband issues have been addressed in many areas, but we are somehow outside of the 'lucky' zones. Thank you

Ticket: # 4072251 - Verizon Billing

Date: 7/7/2020 3:28:42 PM

City/State/Zip: Calverton, New York 11933

Company Complaining About: Verizon

Description

The consumer states that since COVID-19 her parents have been having issues with Verizon landline so she had to cancel service with them.

The consumer states they switched to Optimum but yet Verizon keeps charging her parents.

The consumer states that Verizon keeps charging them for services they are not receiving any more.

The consumer has been calling Verizon and they say they understand and will notate it to stop billing her.

The consumer continues to receive bills.

CTR-415

Ticket: # 4072360 - Consistent internet issue with Optimum/Altice

Date: 7/7/2020 3:54:34 PM

City/State/Zip: Old Westbury, New York 11568

Company Complaining About: Optimum

Description

Four months ago, we moved into an area that Optimum is the only service provider. Since then, we've had more days than not where the internet was either completely down or was not working during business hours. With two doctors working through the pandemic and two students in the household, this put a huge strain on our ability to complete our work. Optimum has given a variety of reasons why the internet is not working and has come in several times to replace or fix cables and equipment. We have contacted every internet provider in the area to change our service, but they have stated they do not provide service to our house.

Ticket: # 4072464 - Charger/text message from carrier Issues

Date: 7/7/2020 4:18:05 PM

City/State/Zip: Coral Springs, Florida 33071

Company Complaining About: AT&T

Description

Consumer said he has been trying to call AT&T Mobility and cannot reach anyone

Consumer is trying to reach Scott White, with the Office of the President

Consumer has a problem with his cell phone

Consumer said he went to the manufacture store and they are all closed due to Covid-19

Consumer called again today and still nothing

Consumer said he is having issues with his charger, but not sure if it's the cable or the cube that plugs into the wall

Consumer called Apple Care and told them all the stores are closed and he was told about a repair center (best buy)

Consumer said he is still receiving text messages about if he does not pay his bill it would be disconnected

Consumer states this was all taken care of, so why is he still getting the texts

Consumer just wants AT&T to send him a replacement charger, and stop sending him and his wife text about his billing being disconnected

CTR402

Ticket: # 4072635 - Regional Sports fee charges

Date: 7/7/2020 5:01:52 PM

City/State/Zip: Victorville, California 92392

Company Complaining About: AT&T

Description

Att/Directv satellite company is charging monthly fee for Regional Sports Programming which has not happened since Mid March due to pandemic shut down on all sports league play including college level. This fee is based upon zip code area of which I am charged \$9.99 per mo. As a loyal customer in good standing for over 20 years I expected to get a rebate for these fees paid for previous 4 mos. I was told I would have to cancel my programming package not to get charged for the fee. I was not requesting to delete the programming when sports returns but to be credited for this period of non programming. Being charged the fee at this time is fraud. I am aware all cable/satellite companies are doing the same. The Attorney General in states of NY and Mass. have already weighed in on the issue, stating customers need to be credited at this time. Regional Sports Networks need to renegotiate their contracts with the companies but this is not the responsibility of the customers they service.

Ticket: # 4072693 - Internet speed availability

Date: 7/7/2020 5:19:10 PM

City/State/Zip: Wapwallopen, Pennsylvania 18660

Company Complaining About: Frontier Communications

Description

Back in late March/early April 2020, I contacted Frontier to find out about getting a higher speed internet connection than the current one I have which is 3 mbps because it is too slow for what I need to do. Because of COVID-19, I was forced to work from home earlier than expected. The rep told me that there are several other packages available to explore with higher internet speeds but would require some rewiring in my home and were not sending out technicians at the time due to COVID-19. I waited until the state was in the green phase and called Frontier again on 6/22/20. The rep I spoke with then informed me that we already have the fastest internet speed available. Online they boast of having internet speeds of 6 to 115 mbps. I need faster speed than 3 mbps to be able to do my job efficiently online and find it difficult to believe that in this day and age, only 3 mbps is available to me. The phone/internet bill is in my husband's name, Michael F Rospendowski.

Ticket: # 4072815 - billed for phone and internet after I cancelled the account

Date: 7/7/2020 6:02:02 PM

City/State/Zip: Purcellville, Virginia 20132

Company Complaining About: Verizon

Description

I transferred (due to slow internet speeds) to Comcast on June 26 but I have been billed \$78.38 for phone and internet service from June 28 to July 27. When I called to make it clear that the account had been closed, I was transferred to a different office. Then I spent 1 hour 40 minutes on hold and the call was never answered (their phone closing time occurred). I also wanted to know how to return the internet router and they could not answer this question. My bill was on autopay through American Express and there is no way for me to prevent that being withdrawn around July 10. Money is tight during coronavirus and I don't want to pay for an extra month and await more time for a refund. They have a long history of extremely delayed phone waits....

Ticket: # 4072817 - Premium price for piss poor service.

Date: 7/7/2020 6:02:32 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

contacted my provider to cancel a transfer of service due to covid-19 rep confirmed transfer was cancelled. On the morning of 7/7/2020 my service was disconnected. I spoke with 12 reps beginning @8am being transferred in circles, left on hold unattended for 30 minutes or greater throughout the day. Each time I'm transferred I have to explain myself to the new rep or I'm dropped into a queue. Suddenlink has a monopoly over Kingwood, TX that should be lifted. Their internet service is hit or miss and their customer service is always a miss. Something must be done to remove them as our only cable/internet provider.

Ticket: # 4072879 - Verizon Overage Charges**Date:** 7/7/2020 6:24:04 PM**City/State/Zip:** Reno, Nevada 89519**Company Complaining About:** Verizon

Description

Verizon provided false advertisement by utilizing COVID-19 to blanket unlimited voice for all accounts. This ability proves that Verizon can easily update older plans that are paying SUBSTANTIALLY HIGHER amounts of money to unlimited voice and text. It is malicious on part of verizon to consistently inform customers like myself that "the reason it cannot be done is because of programming code, we just cant let you keep your grandfathered unlimited data plan AND change your voice plan to unlimited." As a result of their malicious lie and false advertisement I incurred 80 minutes of OVERAGE which will cost me roughly \$50 additional one time cost all of which was avoidable of Verizon had any decent customer service skills and simply updated the GUDP plan to unlimited voice like 99.9% of their other monthly services.

Ticket: # 4072943 - ATT Wireless

Date: 7/7/2020 6:52:59 PM

City/State/Zip: Greens Fork, Indiana 47345

Company Complaining About: AT&T

Description

I am unable to access my router. The only way to access is through visiting <http://att.wirelessinternet>, and this page has not loaded for me since May 19, 2020.

Because of this, I am not able to control the wifi usage in my house nor troubleshoot connectivity issues. I have been working from home due to Covid and this has interfered with my ability to do so.

I have contacted ATT on 3 separate occasions and I have reached no resolution. They have attempted nothing. Two cases have been opened, but I have never received a response. I speak to front end reps who promise the IT team will contact me, and the IT team never contacts me, although they leave case notes that state otherwise.

The first time I called them, May 27th, I told them to send case updates to an email. Instead, they called the number assigned to the account (which is used only for internet and I mentioned this on the call). The second time, June 30, I provided a phone number. No one ever called me back. The third time was today, July 7th, and I was told my case would be open until July 21st.

This is unacceptable. I already pay way too much for the horrible connection I have, and I am unable to mitigate this because the company is not providing the access I need.

Ticket: # 4073034 - At&t takes advantage of Senior/AARP Members during COVID19

Date: 7/7/2020 7:38:57 PM

City/State/Zip: Broadview, Illinois 60155

Company Complaining About: AT&T

Description

Mother and Father (Seniors and AARP Members) and I have recently been taken advantage of by AT&T. I have attached the complaint letter that I've recently sent AT&T about the issue with sale of extra services including my monthly bill. I have also called AARP and explained to the CSR that my parents have been taken advantage and was inform they want nothing to do with it and that I should contact AT&T. Additionally I have contact both Attorney General offices for Illinois and was informed there's nothing they can do either. I have also, followed up with AT&T and nothing has been initiated. I'm hoping the reaching out to Investigations that something could be brought to light as this is involving COVID-19 and sales tactics used to cause Seniors being taken advantage of.

Ticket: # 4073182 - Fox news

Date: 7/7/2020 9:12:00 PM

City/State/Zip: Hingham, Massachusetts 02043

Description

Fox news is spreading harmful misinformation about the coronavirus.

Ticket: # 4073211 - Iphone security

Date: 7/7/2020 9:50:29 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: AT&T

Description

I am not able to disable the two factor authentication system on my Iphone because I can't login. I called AT&T and was on hold for about 30 minutes, hung up and was put back on hold for about another 20 minutes. Then a woman with a thick accent answered and was not able to help me but wanted to sell me another phone. Then she tried to transfer me but all I got was an automated that refused to give me to a live person. I'm very tired of this poor service. The Covid19 disaster is not an excuse for poor customer service. I'm still paying my bill and they have not reduced the cost to compensate for their extremely poor customer service. I intend to stop paying my bill and go to another company. Their customer service has been very bad and hard to get for 3-4 months now. They've gotten as bad as Comcast has always been. This is NOT acceptable!! I want a live technical support person to call me and NOT transfer me to someone else. I need someone to turn off the two factor authentication on my phone and Ipad. Both get service through AT&T.

Ticket: # 4073302 - Robocall

Date: 7/7/2020 11:11:45 PM

City/State/Zip: Sebastian, Florida 32958

Company Complaining About: Doctors Office

Description

Received a robocall identified as drs. Office re: Covid 19 info. Asked me to identify myself and asked if I could hear them so I said Yes. Asked me to call an 800 # for more info.

Ticket: # 4073358 - wrongly billed internet service with no response or way to contest

Date: 7/8/2020 1:04:10 AM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

Cable company suddenlink provided covid 19 supported internet service to our home at [REDACTED]

(b) (6) [REDACTED]

They then billed us for service calls and equipment fees, and also didn't disconnect service when we requested.

Ticket: # 4073363 - Predatory Policy (Comcast)**Date:** 7/8/2020 1:06:21 AM**City/State/Zip:** Pearl, Mississippi 39208**Company Complaining About:** Comcast

Description

I had bundled services with Comcast (internet, home security, and cable) when I experienced a house fire on March 6, 2019. I contacted customer service to make notification of the loss and suspend services temporarily. The temporary hold was not applied on my account for some time and I continued to receive a full bill for all services even though my home was uninhabitable. I contacted customer service a few more times and when they placed the hold, it still entailed paying a hefty amount of money for what they deemed to be a "seasonal hold" on my account. I told them that I was unsure of when I would be able to get back in my home. This resulted in a premature cancellation that cost several hundred dollars. Furthermore, I was charged for equipment that was destroyed; which I had already informed them of in the previous contacts. Again, I had to make several contacts to have the charges removed for the damaged equipment. It is a unfair policy that Comcast will only allow their consumer to suspend services temporarily without a fee if it is related to a natural disaster. There should be provisions to help loyal customers in a time of crisis such as a house fire, especially when I had proof that it was accidental. Fast forward, my home repairs are finally finished in 4/2020 and I had to pay connect fees, deposit, etc and due to Covid-19, home security installation is not even an option. There needs to be some type of oversight where this and other companies do not get to profit off their customers misfortune.

Ticket: # 4073443 - Misinformation on COVID-19 safety.

Date: 7/8/2020 7:34:53 AM

City/State/Zip: Coal Center, Pennsylvania 15423

Description

“Tonight with Tucker Carlson” on the Fox News Network continues to air false information about measures to limit the spread of COVID-19. Despite numerous studies that show the effectiveness of these measures being the only reason more people have not died. Tucker Carlson is intentionally endangering lives by spreading false information.

Ticket: # 4073447 - Billing Issues

Date: 7/8/2020 7:38:29 AM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: Spectrum

Description

A couple months ago, I needed to change my internet speed to be able to stream our church service from my home because the church was closed due to covid-19. I asked the spectrum rep. if i would be able to go back to my original speed after this was over. I was told that it would be no problem, all I had to do is call and make the request. Yesterday, I did just that. The first time I talked with a lady and she put me on hold, after 45 minutes I gave up and called again. The next person I talked to said it was no problem and tried but had computer troubles and she transferred me to a "specialist". I was then told that it was impossible and no one there would have told me that. I told her that indeed I was told that it would be as simple as a phone call. It seems that what you are told depends on who you talk to. I am disabled and had the internet assist package for more that two years but now I cant get it. Please help!

Ticket: # 4073506 - Xfinity Service Outage

Date: 7/8/2020 8:46:57 AM

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

I am 72 with lupus working from home during the Coronavirus Pandemic. My husband is 80 and has dementia. I am sole support. I have been without internet service for 3 days, and it has cost me over \$500 in wages. Xfinity believes it may be my modem, although they have been working in my area. However, they won't send out a technician. If I can't get back to work at home, I can lose my job.

Ticket: # 4073544 - Windstream No availability

Date: 7/8/2020 9:21:39 AM

City/State/Zip: Monroe, Georgia 30655

Company Complaining About: Windstream Communications

Description

The consumer states he has Windstream Communications for phone and internet providers.

The consumer states that their internet and phone went out about 2 weeks ago.

The consumer states that he has been trying to contact Windstream and they say a technician will come out.

The consumer states that he still doesn't have a working phone or internet.

The consumer runs a business from home and this is hurting him since he is not receiving a full income especially during COVID-19 and customers are getting upset with him.

The consumer was also told that there was an outage for everyone and they said it would be fixed in a week.

The consumer has been waiting for 2 weeks.

The consumer needs his internet and phone service on, he can't work!

CTR-415

Ticket: # 4073550 - Violation of telecommunications act of 1996

Date: 7/8/2020 9:25:58 AM

City/State/Zip: Chatsworth, California 91311

Company Complaining About: AT&T

Description

ATT is violating the telecommunications act of 1996. My father just recently passed away prompting us to move abruptly and I have to plan his services. His/my family is located in London, England and I have to keep in contact via Internet. We also do not have television which I canceled in March and use only platform such as Disney+ and Netflix. And we also do multi platform gaming such as Fortnite to pass our time. I just recently moved back to a rural area where I used to live since my fathers passing. I live about a block over and when we moved here I purchased Internet and television service with AT&T with my father because he needed a cosigner and they we're the only provider available to the area. my father and I moved to West Hills September 2019 where they recommended when we moved that we switched our service to fiber-optic which we proceeded to do. Now they wont transfer the internet service I purchased and every single person on my street including my next door neighbors, all houses up and down the street, and neighbors across the way are customers of AT&T because they're the only providers here. I have spent almost two weeks trying to escalate this as much as possible and take it as far as social media to see if they would reconsider and I just keep getting the runaround. I have spent countless hours of my personal time that I can not get back trying to find ways to move my service or get new service and this company is just making it physically impossible. I type in my old address which is directly behind this current new house, as well as type in my neighbors addresss and and I can purchase service but I can not get service at my new location? I also find out if they would allow me to open an account for business Internet for \$550 but not regular home internet?? I cannot afford that because I am not currently working due to the pandemic and I was my dad's full-time caregiver and have not been able to find work since my dad's passing. I was asked for my account number which I don't have anymore because they scheduled to close my account due to their lack of inability to transfer my service. I've spoken to multiple supervisors One of which who's name is Claudia and she said the service was available at my address you just have to ask for it properly and say you want copper wiring. I called back the number she gave me and tried to do so and failed to get anywhere with that as well. I contacted the homeowner of this location that I just moved to who also try to get Internet in her name for us and reestablish her old account with AT&T and she was also denied. They just keep saying

"We don't service that address"

"There's no available ports"

"Your address does not qualify for service"

"We are no longer servicing that area"

"We have discontinued service with that address"

I even went to a store and spoke with the store manager at a corporate office and they said that they can try sending a technician but they looked at our account and noticed that they just keep closing tickets that keep getting opened about the situation and they don't call us to contact us and inform us like they say they're going to as to WHY we can't get service here. I'm 26 years old and haven't had the opportunity to mourn my fathers passing. Everything about his death was extremely traumatic. I have been left with all responsibilities of putting together his funeral and can not contact family and friends back in London if we do not have internet. Our whole home fully stems off of internet service. they try sending me an directions of third parties like Viasat, EarthLink, frontier, Digitron, Hughes net,

spectrum, Verizon and every single one of them does not offer a service to this address either.

Literally AT&T is the ONLY PROVIDER to this address.

In addition they have also added my dad's \$300 Collections account into my name and put it on my credit already since my dad's passing and just recently did this when we tried getting Internet service. It has never been brought to my attention or else I would've paid it when I was notified of it or disputed it because it was in my fathers name or taken care of it when I had the funding available to me.

Ticket: # 4073587 - Suddenlink/Altice, Internet/phone, service and billing

Date: 7/8/2020 9:40:12 AM

City/State/Zip: Cyclone, West Virginia 24827

Company Complaining About: Sudden Link

Description

Since June 19, 2020, Suddenlink/Altice internet has had sporadic connectivity. Technician comes out and says everything on our end is fine and he will have "Robbie" check the amp on the pole Monday. Since his visit the connectivity went from sporadic to chaotically sporadic all throughout the day and night. Notified Suddenlink/Altice again and they cannot get a technician out until the July 7th, Well he was a no show "due to corona virus" and we were rescheduled for July 15th. Our bill has increased from \$80.00 a month to \$160.00 with added service fee from the first technician for repairing wires in home (can provide witness statements this is false) and added TV Franchise Fee and TV state tax fee and we just have internet and phone service.

Ticket: # 4073661 - Comcast Availability

Date: 7/8/2020 10:13:04 AM

City/State/Zip: Planterville, Mississippi 38862

Company Complaining About: Comcast

Description

- about 3 weeks ago Comcast stated to the consumer that he would have to change out his TV boxes.
- Comcast sent the boxes out and consumer had hooked them up but not receiving reception
- Tech came out and looked at the lines on the outside and found nothing wrong and stated that the consumer would need a code for the tech to come out to come into their house due to the COVID which they received the code but still no tech came out to assist on the issue.
- consumer is receiving different answers to this question and it's all very confusing.
- Cell number (b) (6)
- consumer wants this issue resolved by having Comcast send out a tech to assist in restoring the service to the TV/phone/internet

CTR395—phone

Ticket: # 4073691 - Service/Billing

Date: 7/8/2020 10:30:57 AM

City/State/Zip: Shreveport, Louisiana 71115

Company Complaining About: Comcast

Description

Comcast is his carrier.

He has Internet coverage.

If you have data overages.

March 13 through June 30 you should not have been charged because of the COVID free data.

They took the two courtesy months away from him.

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July 1 they took all the courtesy months away.

How could they say he had overages on the three months that there were to be no overages.

They charged March, April, May, and June.

Resolution:

He wants the two courtesy months restored to him.

CTR394-phone

Ticket: # 4073743 - Billing Issues**Date:** 7/8/2020 10:44:50 AM**City/State/Zip:** Grand Prairie, Texas 75052**Company Complaining About:** T Mobile

Description

My issue started. Ack in March of 2020. I was changing one line from Sprint to TMobile, because that phone was paid off. I would have still had an account with Sprint with 2 other lines. I received a sims card from TMobile that I was never able to use, because I could not get the phone activated because it was my only means of communication. I went to a TMobile store but they were closed due to COVID. I didn't have phone and live alone, so I went back to Sprint and had to pay a new activation fee. I have been getting bills that I can't pay, because when I call the number on the bill they answer Sprint and say this account is under somebody else's name. The bill keep going up. They keep telling me to call TMobile, who answers as Sprint. Also I lost my number of (b) (6) that I've had for many years. I would love to have it back.

Ticket: # 4073768 - Porting number from Verizon Landline to Verizon Wireless

Date: 7/8/2020 10:50:02 AM

City/State/Zip: Potomac, Maryland 20854

Company Complaining About: Verizon

Description

We had the number (b) (6) on a Verizon Landline account. In march we closed the account because of health issues and corona virus threat. The last month, I have been asking Verizon landline to put the number in a position to help Verizon Wireless port it into their system and assign to my cell. Verizon wireless says all they need to do is generate a record into SOA giving the number to Verizon Wireless and they can port it over. Verizon has been unable to do that. They won't reactivate to copper line for us so it would be "active" and available for Verizon wireless to take. They say someone needs to come to the house, wiring brought through the roof of the house, stay at the house, have FIOS installed at the house and then it can be ported over. Their customer service has had me on hold and calls for hours over the last month including call centers in the Philippines and no one really seems to have a clue on how to help just get this over to Verizon Wireless. I should not the Verizon Wireless people have all been helpful and trying their best and have been a true pleasure.

Ticket: # 4073840 - DirecTV

Date: 7/8/2020 11:07:23 AM

City/State/Zip: Maysville, Kentucky 41056

Company Complaining About: AT&T

Description

My service was suspended because I have been out of work due to Covid-19 and I ran out of my savings. I go back to work this weekend I asked to have my services turned back on and give me three more days so my son had something to watch. between the employee and their supervisor I was basically told tough not my problem. They are the only business that has refused to work with me. This is absolutely crazy. I know you probably don't handle this type of complaint but someone needs to know how they are treating people with all this going on and some are just getting back to full time work.

Ticket: # 4073864 - Comcast Shut Off Our Business Phone

Date: 7/8/2020 11:13:02 AM

City/State/Zip: Livingston, New Jersey 07039

Company Complaining About: Comcast

Description

Our business has been closed on and off due to Covid for 2 months now. I was spoke with a representative from Comcast and explained to them we were having problems finically due to Covid because our business has been closed and they still shut off our service. How am I supposed to try to make any type of money to pay them if they shut off our service.

Ticket: # 4073929 - Optimum Interest Service

Date: 7/8/2020 11:28:35 AM

City/State/Zip: North Bergen, New Jersey 07047

Company Complaining About: Optimum

Description

Service interruptions multiple times a day. Speeds are consistently changing up and down. No complaints on the up when it actually works.

Tried to upgrade but constant cancellations of tech service to the home which for now are reasonable because of Covid but at least make sure to keep everyone who's paying for the services with the service promised. Upgrade cables if you have to to support new heavier usage.

Ticket: # 4073942 - Fox News manipulation of information

Date: 7/8/2020 11:32:05 AM

City/State/Zip: Sanborn, New York 14132

Description

With the current rising cases of Coronavirus outbreak, Fox News continue to spread misinformation for the crisis.

Ticket: # 4073995 - Xfinity is billing for Unlimited Data

Date: 7/8/2020 11:47:24 AM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Due to COVID19 pandemic, Xfinity is offering complimentary Unlimited Data to all subscribers. I continue to be billed for this service at \$50.00 per month. I have contacted the escalation and Executive groups to no avail, and my account has not been credited. I'm not certain if this still applies but I should have received a credit for the last 3-4 months. I also own my own my router/gateway, therefore, I should not be billed for equipment. And if billed, it should be at a reduced rate.

Ticket: # 4074067 - Internet Availability

Date: 7/8/2020 12:07:33 PM

City/State/Zip: Greenwood, South Carolina 29464

Company Complaining About: AT&T

Description

The consumer states that he has a complaint against AT&T his internet provider.

The consumer states he has a consumer box from AT&T to use for internet which he pays \$60 but if they go over the gbps they charge him.

The consumer wants the AT&T internet for \$49 or something a month which his neighbor has and states its great, since they do live in a rural area.

The consumer has called AT&T and they give him a run around and when he called the one representative told him it was \$60 something a month.

The consumer needs the internet for his children since they are going to be home schooled due to COVID-19.

The consumer doesn't have the funds to pay for the box he currently has from AT&T.

The consumer needs his internet switched.

***CTR-415**

Ticket: # 4074092 - Unwanted Calls - number on DNC

Date: 7/8/2020 12:14:16 PM

City/State/Zip: Dundalk, Maryland 21222

Company Complaining About: Account Services

Description

Call claiming total debt forgiveness due to Covid-19. Turned out being for 0% APR for credit cards. I sleep during the day. Calls need to stop.

Ticket: # 4074128 - COVID Predatory phone service

Date: 7/8/2020 12:21:53 PM

City/State/Zip: Weehawken, New Jersey 07086-5878

Company Complaining About: Optimum

Description

Altice had a representative reach out in April under the guise of offering Optimum customers special phone rates and services. I signed up 28 April with specific confirmation that I would need to have uninterrupted service while carrying my current business phone number. I received Altice's sim card on 6 May but there was a different phone number. Since 6 May I have been unable to reach customer service to CEASE SERVICE. from 9 May through 11 June I attempted daily online and phone calls to cease service, including a service call to their parent company Optimum. Altice continues to send me bills and service suspension notifications.

Ticket: # 4074147 - TMobile Complaint

Date: 7/8/2020 12:29:02 PM

City/State/Zip: New York, New York 10014

Company Complaining About: T Mobile

Description

Consumer to pay his bill said that the provider is trying to get consumer to pay his bill

Consumer said that he is covered under the consumer protective hold under the covid law

Consumer lives in NY

The provider gave the consumer until July 27th

The consumer is getting harassed

Consumer has proof of screenshots that his proposal was good

The consumer wants this resolved by getting his protective hold back on and for the company to stop harassing him

Ticket: # 4074177 - Equipment/ COVID-19

Date: 7/8/2020 12:36:54 PM

City/State/Zip: Mount Airy, North Carolina 27030

Company Complaining About: Boost Mobile

Description

(b) (6) is having problems with her cell phone. Consumer states that her volume bar stopped working out of sudden and she is unable to hear when she receives calls from her doctor to check about her conditions. Consumer states that she already has hearing problems and this is affecting her a lot. Consumer wants to know why her device is not working properly, Consumer wants her device to be fixed, Consumer wants a replacement device if they cannot fix her phone. Consumer cannot be in the middle of a pandemic without a working or reliable phone service

ctr408-phone

Ticket: # 4074190 - AT&T Billing Issue

Date: 7/8/2020 12:40:52 PM

City/State/Zip: Webster, Texas 77598

Company Complaining About: AT&T

Description

As a result of the pandemic that is still keeping thousands of people out of work, I am one of those that have been affected. I have asked AT&T to work with me, and as well agreed to paying on my balance on a weekly basis. However their systems and procedures are flawed and need immediate changing to continue to address the needs of people during these times.

Ticket: # 4074294 - Xfinity

Date: 7/8/2020 1:03:39 PM

City/State/Zip: Port Monmouth, New Jersey 07758

Company Complaining About: Comcast

Description

This is the email that was sent to Xfinity. Please read below

Good afternoon,

I am hoping that there can be some type of resolution with a matter that is going on for months, way before Covid.

We had new service added when we moved to a new home. It has been something that is unbelievable with the technology that is available today.

Please look up our address. (b) (6). The amount of calls, chats and technicians here, has been something that I can only imagine would happen in several homes, offices or businesses in several years.

We have had each chat and more concerning, each tech here, say that the problem is fixed to within minutes after they say it is "fixed" to happen again. We have purchased 3 new phone systems because we were told it was our new phones. We have lost work time due to not having internet or phone service. We have tried to even give substantial gratuities when the tech comes out in hope of it being "fixed". We have tried everything at this point and have just exhausted every way possible to try and receive the service we pay for.

At this point, we do not know how to proceed. We have exhausted every way possible.

As a customer and business person, I could not imagine someone being treated as we have or not being able to do our jobs because of the lack of service.

Can you please tell us what we can do from this point.

Respectfully,

(b) (6)

Ticket: # 4074541 - robocalls from spoofed numbers**Date:** 7/8/2020 1:58:15 PM**City/State/Zip:** Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona and Crystal Springs, MS. For the call I am reporting today, caller id did not identify the location, but an internet search for prefix 850 indicates Byhalia, MS.

For a brief period, calls came in from out of state as well. The out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. Those have since stopped. Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and

peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4074569 - AT&T complaint

Date: 7/8/2020 2:05:59 PM

City/State/Zip: Maryville, Tennessee 37801

Company Complaining About: AT&T

Description

I initiated new service with AT&T for internet at a newly purchased home. I was sent a home install kit but was unable to use it due to the home did not have an existing broadband jack installed by AT&T. I called to request one be install. I was told I would be billed for a service call and the service was scheduled. On the day of the scheduled service (3/31/20) a technician did not show. After 30 minutes waiting for a chat agent, I was told to call and waited another 45 minutes. I was then told the tech reported the service was completed. After some research I was told that the tech had activated my service from a remote hub. I explained that doing so did not accomplish anything because I still need a broadband line to be ran to my house by AT&T. The rep offered to reschedule but no appointments were available for several weeks. I was also told I should not have been charged for the service since it was an install for a new account. On 4/7/20 I obtained service with another company and cancelled by phone with AT&T. I was told there would be no charge on my account. On 4/29/20, I called again because my account still showed a balance of \$160.31. I was told my account balance would be zeroed out since I never received the service call or used any data. On 5/12/20, I called because my account still showed a balance of \$108.65 for the service call. I was again told my account would be zeroed out and the only reason it had not yet was that the company was behind due to the Covid pandemic. On 7/8/20, I was called by Credance on behalf of AT&T and told my account had been sent to collections for the \$108.65 and would be reported to my credit if not paid. I again called AT&T and was told my balance would be cleared within 24 hours. Each time I have called has been between 30 to 45 minutes on hold. I tried numerous times to resolve my bill only for them to continue to try collecting money from for a service call that was never performed.

Ticket: # 4074583 - AT&T Billing

Date: 7/8/2020 2:09:15 PM

City/State/Zip: Lake Elsinore, California 92523

Company Complaining About: AT&T

Description

The consumer called about 3 months ago because he is having an issue with AT&T.

The consumer has cell phone service with AT&T provider.

The consumer purchases a deal with AT&T that was 3 phones for the price of 1. (buy 1 get 2 free)

The consumer was told it would be around \$140 a month including the payment of the phone and the monthly service charge.

The consumer got 6 lines on his account instead of replacing the 3 lines.

The consumer was told he had to pay \$2,200 for this last month of they would shut his service off.

The consumer paid it in fear of getting his service cut off.

The consumer states that they owe him about \$1,400.

The consumer's bill should be no more than \$145 for 5 months which is \$725. (COVID-19 waiving bill)

So \$2,200 minus the actual payment \$725 is \$1,400 that they owe him.

951-294-8016 is the consumers cell phone number

The consumer paid \$2,200 last month so that they wouldn't shut his service off.

The consumer states they did fix the line issues down to 3 but they never gave his wife and son new numbers for the promotion.

CTR-415

Ticket: # 4074837 - FRS Radio Availability Inquiry

Date: 7/8/2020 3:03:51 PM

Description

From: (b) (6)

Date: July 8, 2020 at 9:36:00 AM EDT

Subject: FRS Radios authorized by the FCC

The honourable Commissioner

It is well-known that there are many low-cost FRS radios advertised on Amazon website. But there is little evidence to support these declared FRS units. An individual license is not required to operate an FRS radio provided you comply with the rules, according to the FCC website. It seems that a FRS radio is a good choice for a family when social distancing is important to help stop the spread of COVID-19.

As an ordinary person, I can not distinguish legal two-way radios from many of these radios. I do not want to be caught red-handed and risk a fine by the FCC. I think FCC should require all retailers and websites to show some evidence to customers that a FRS radio apparatus is authorized by the FCC prior to being advertised, sold, or operated in the United States.

(b) (6)

Ticket: # 4075201 - Billing Issues due to COVID-19

Date: 7/8/2020 4:35:55 PM

City/State/Zip: Rialto, California 92376

Company Complaining About: T Mobile

Description

- The consumer is struggling financially due to COVID-19.
- The consumer is having issues with T-Mobile.
- The consumer was paying them small payments here and there since she is not working.
- The consumer said T-Mobile asked her to call every 15 days so they wouldn't cut her services.
- The consumer asked to speak to a supervisor to get her into a moderate payment plan so they do not interrupt her services and he told her they wouldn't.
- The consumer said that Sunday, they cut her services.
- The consumer called them to reconnect her services and they wanted to charge her \$50 but the consumer was unable to pay only small amounts.
- The consumer was able to come up with \$100 and he told her that she had until 30th of June to pay the rest off.
- The consumer has a total bill of \$750.20 but she said they did not post the \$100.
- The consumer said about a week or 2 weeks ago she spoke with a Manager and she explained the incident and they apologized and told her they were going to be in touch with her to help her.
- The consumer asked the Manager what is going to happen if they cut her services again and the manager said if they did, she can call, and she will hold responsible for it.
- The consumer is a single mom of a 5-year-old and she needs some sort of communication.
- The consumer has been a loyal customer for 5 years until COVID-19.
- The consumer doesn't want them to cut her services anymore and let her enter a moderate plan till she can start working.
- The consumer has been without a job since March 20th.

CTR-382

Ticket: # 4075367 - ISP completely unavailable during covid19

Date: 7/8/2020 5:12:43 PM

City/State/Zip: Fort Polk, Louisiana 71459

Company Complaining About: Sudden Link

Description

The cable outside my home was physically damaged and I've lost internet access. Every office within an hour drive is closed temporarily, but offices in larger cities far away are open (I live in a rural area). The nation 877 number never answers and never calls back when I asked to a callback. I need to talk to an actual person so a repairperson can fix the damaged outside cable.

Ticket: # 4075415 - Att wireless disruption of service

Date: 7/8/2020 5:29:17 PM

City/State/Zip: Port Huron, Michigan 48060

Company Complaining About: AT&T

Description

On June 29th att suspended my service due to outstanding balance. Att website states that no consumer services will be disrupted due to financial hardship caused by covid 19 pandemic. Outstanding balance was 633.49 and I made payment arrangement to pay total balance by July 15th, 2020 and my service was restored on June 29th. On July 6th, 2020 I made a payment of 349.95 to att wireless. On July 8th, 2020 my service was suspended again for outstanding balance of 283.54. I paid that balance today instead of my rent because I needed my phone for work. Att didnt adhere to there corporate covid promise, and att didnt adhere to the payment arrangement promise they made with me.

Ticket: # 4075469 - Billing Discrepancies

Date: 7/8/2020 5:47:28 PM

City/State/Zip: Atlanta, Georgia 30331

Company Complaining About: Comcast

Description

Hi! I've reached out to this company several times within the past month (June) about an billing issue. I was advised by that CSR to pay only \$195.98 as he to did not understand what was happening with the bill. The supervisor even reached out to me later on that day and advised to give them some time to correct the bill and assured that it would be corrected before the billing date of June 23 2020. Fast forward to today. I spoke to Terry, who stated that the bill is incorrect and I need a supervisor to fix the billing. I was then transferred to Amanda then Laura and finally I reached Monica, who said she's a supervisor. Needless to say that conversation went completely downhill. She was unwilling to listen and was very sarcastic and condensing. I am mortified by the level of customer service that I have received since this pandemic has started. I was advised that I was put on a payment assistance plan (that I was charged for) to help with my billing when it actually hindered me and now I'm looking at \$584.21 that I cannot pay when my monthly charges are \$208

Ticket: # 4075607 - complaint against ATT/Direct TV for damage caused by technician and inappropriate conduct by technician

Date: 7/8/2020 6:53:30 PM

City/State/Zip: East Elmhurst, New York 11369

Description

The signal of my Direct TV service stopped working on Saturday, March 21, 2020. I began calling ATT/Direct TV the same day in order that they send a technician to reestablish service to my home. After several days of calling finally I was able to get through to ATT/Direct TV on Wednesday, March 25, 2020. In that call the ATT/Direct TV representative scheduled a technician to arrive to my home on Thursday, March 26, 2020 between 8am – 12pm.”

On Thursday, March 26, 2020 the technician arrived between 10:30am – 11am. I was in my home alone with my two small children ages 5 and 7 years of age. The technician asked where the televisions and Direct TV equipment were located. I responded that two were located on the first floor and the third was located on the second floor in my room. I proceeded to show the technician where the three televisions and Direct TV equipment were located and where he could access the roof to inspect the Direct TV antennae.

Then the technician and I went down the stairs back to the first floor and he asked me if I had rubbing alcohol and he followed me first to the bathroom on the first floor and then to the basement. This felt strange since no previous technician has ever followed me after requesting something. They would ask for something, they would remain in their work area, and I would return with the item. However, this technician followed me as I attempted to first show him the location of the televisions and equipment, and then for the rubbing alcohol. After that the technician asked me for a tool with a sharp point. I told him I had pushpins and thumbtacks but he needed something bigger and I went into the kitchen to find something for him, and again he followed me into the kitchen and damaged the cabinet below the kitchen sink by pulling on it and pullet off one of the false, handleless panels that are cosmetic and not designed to open since there is no drawer or cabinet behind it, just the sink.

After that he returned to fixing the equipment and restored the signal to the two televisions on the first floor. Then he said he needed to verify that the television on the second floor in my bedroom was working. While we were standing in the room together, he asked me where he could find the cable that comes from the Direct TV antennae/dish. I then showed him that the cable entered by the window and I leaned forward to open the window so he could look outside to see how the cable ran up to the roof, and at that moment the technician came behind me in an inappropriate manner pressing the front of his body by his groin area against my rear end. Shocked, I turned around quickly and shouted what are you doing. He said he was sorry, but then with his hand touched my rear end again. I said this is over and walked out of my bedroom.

Since my husband was not home so I was alone in the house. This technician scared me, and I was even more frightened for my small children, and didn't want to have a conflict with him in the house where I was all alone with my two small children ages 5 and 7. When my husband arrived later that day I explained to him what happened, and the next day he submitted a complaint including a photo of the damaged kitchen cabinet by text in response to Direct TV's text asking about the quality of service provided by the technician. Following my husband submitting his complaint to Direct TV I had

attempted calling Direct TV on several occasions to report this incident but due to the Covid-19 situation I was unable to get through to Direct TV.

The name of the Direct TV technician is Julio and his number is (347) 387-9509. That is all I have since he ran out of my home and provided no paperwork for me to sign or a receipt of work completed, nor did he leave a card or any other contact information.

As a result of this experience with the Direct TV technician I no longer feels safe receiving technicians in our home unaccompanied by my husband. I fear for my safety and the safety of my two young children, ages 5 and 7 when alone in the house. The actions of the technician can be construed not only as sexual harassment but also child endangerment, as two minor children were present in the home at the time of this incident. As a result of the psychological and emotional trauma my wife has suffered, my husband will need to take off from work when it is necessary for a technician to come inside our home to perform a repair or service visit. This will pose both a financial and professional burden for time missed at my husband's job and the need to take vacation leave to be present in my home when a technician is present.

Ticket: # 4075623 - Unwanted Call Text

Date: 7/8/2020 7:01:02 PM

City/State/Zip: Murrieta,, California 92562

Description

I believe the following text that was sent to my cell phone number (b) (6) is fraud. The left text is as follows: "Recently you visited one of Our COVID-19 Testing Sites. We need additional information so that we may bill the proper insurance company. Please note that you, the patient, will NOT be billed for any part of the cost. Please return the requested information within 5 days through this link." The above text came from a Michigan phone number: 313-307-3829. Please check this out.

(b) (6)

Ticket: # 4075737 - Widely inaccurate data cap overage

Date: 7/8/2020 8:09:18 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

Suddenlink has an exclusive contract to provide a critical utility of internet service in either Nevada County or the Town of Truckee (not sure which) and are exploiting that relationship with service that almost never meets the download/upload speeds, as well completely inaccurate billing. The attached files show a significant discrepancy between daily and monthly usage reports and bills that have the same "data cap overage" charges on more than one bill. When attempting to correct it, on one morning I disconnected 4 times with Customer Support and gave up. After the next bill, I was able to talk to a Customer Support representative, who said it would need further review and I would be informed pithing 48 hours, which expired 3 days ago with no response.

Suddenlink does not provide the level of service they charge for and repeatedly, almost systematically, has online login errors, disconnected call and billing errors that frustrate the customer into giving up and overpaying for a critical service during a pandemic. A credit for both \$90 overage charges would resolve the issue.

Ticket: # 4076055 - Suddenlink internet and telephone

Date: 7/9/2020 2:07:37 AM

City/State/Zip: Milton, West Virginia 25541

Company Complaining About: Sudden Link

Description

We have made several calls to Suddenlink regarding our internet and phone service which is out more than it works. While working from home and having our children attempting to do remote learning during COVID

-19, we are forced to use our AT&T data plan because our Suddenlink internet is constantly cutting out. We are forced to exceed our data plan so frequently that our AT&T bill is has been over \$1200 per month since March and we are paying Suddenlink for service that it is not providing.

Ticket: # 4076059 - Internet fishing scam - unsolicited postcard

Date: 7/9/2020 2:17:01 AM

City/State/Zip: Oakland, California 94610

Company Complaining About: AT&T

Description

I received the attached postcard in the mail today. It is in Portuguese. It directs me to a website and provides an email to obtain Covid related resourcea.

Likely a scam/internet fishing/malware site.

I m not sure who to report this to

Ticket: # 4076080 - I have to turn off my phone everytime I call or send texts

Date: 7/9/2020 4:09:33 AM

City/State/Zip: Renton, Washington 98058

Company Complaining About: T Mobile

Description

I have had my phone replaced multiple times because my phone fails to stay connected to the network. I am a port of seattle security officer, and sometimes I have to call 911. These failures have kept me from calling 911.

So tmobile replaced my s9+ twice and it didnt fix the problem. Then they said to upgrade my phone. So I did, and it cost me almost \$400 to do so. I upgraded to the note10+. It didnt solve the problem. They replaced my phone 2 more times thinking it was a defect and it didnt solve the problem. So now I am stuck with this problem. I have to turn off my phone and back on every time I want to send a message or make a call. Then the pandemic hit. Tmobile has made a pledge not to disconnect customers during the pandemic. They violated this pledge with me three times now. All in the middle of the night when I cannot reach Tmobile

Ticket: # 4076095 - device and internet jamming

Date: 7/9/2020 5:53:28 AM

City/State/Zip: Fort Lee, New Jersey 07024

Company Complaining About: Sprint

Description

My family is severely impacted by interference to our five cell phones over the past three months. During a pandemic crisis, we are prevented from calling 911 or a doctor. We are good, law-abiding citizens and the disruptions to our lives and livelihoods are unjustifiable. Sprint admitted that two of our phones were completely damaged by interference technology but they've offered no solutions. We had to buy brand new phones, switched cellular providers and yet, Sprint has vindictively locked my daughter's phone that she owns outright, rendering it inoperable. She cannot access her summer classes. We need the interference to end, compensation for the damaged phones, and an end to the harassment from Sprint.

Ticket: # 4076180 - Fox News

Date: 7/9/2020 8:29:41 AM

City/State/Zip: Whitinsville, Massachusetts 01588

Company Complaining About: Spectrum

Description

The so-called 'opinioists on Fox News, particularly Tucker Carlson, are now telling people that wearing masks and social distancing will not help protect you from COVID-19. This is not only false, it is purposely and deliberately putting people in danger of sickness and death. All this to support a certain political view, and not in the best interests of American citizens. You are supposed to monitor the airwaves. Do your job. This has to stop.

Ticket: # 4076206 - Increase in bill every other month.

Date: 7/9/2020 8:49:33 AM

City/State/Zip: Columbus, Ohio 43228

Company Complaining About: Spectrum

Description

I keep geeting increases every other month with Spectrum. \$6.00 in 1 month. My cable is streemed. It does not cost \$54.82 for cable that is streemed. It states other charges \$6.00. It states that this money goes to all the channels that streem into my home. \$6.00 in 1 month is outrageous. Spectrum is like all the other companies that are over charging because of the Covid-10 virus. People have to stay home and Spectrum knows that and are ripping people off.

Ticket: # 4076241 - Frontier Internet speeds are never what they advertise

Date: 7/9/2020 9:10:29 AM

City/State/Zip: Bahama, North Carolina 27503

Company Complaining About: Frontier Communications

Description

Both my wife and I work from home due to COVID and the only internet provider we have is Frontier. It is often impossible for both of us to be working at the same time due to the internet speed. It fluctuates from day to day and makes it extremely difficult to work. Being the only provider, we have no choice but to use them. This is ridiculous and something should be done.

[Ticket: # 4076351 - Internet availability](#)

Date: 7/9/2020 10:03:21 AM

City/State/Zip: Barnesville, Georgia 30204

Company Complaining About: AT&T

Description

Paying astronomical prices for DSL and overage charges. New neighbors can't get DSL even though old residents had the services. Maps show DSL coverage for the area and that is not true. Update your maps most of the county can not get even basic DSL because ATT no longer accepts new customers of DSL because it's out of date. This is a major problem with COVID 19 and online school for the children.

Ticket: # 4076415 - US Cellular Service

Date: 7/9/2020 10:27:06 AM

City/State/Zip: Skowhegan, Maine 04976

Company Complaining About: Us Cellular

Description

The consumer is calling to complaint about her US Cellular phone service.

The consumer states they are upgrading their lines to 5g and are being told different stories.

The consumer states that she can't get on the internet to receive COVID-19 updates.

The consumer states that it drops her calls and turns into a one person phone call.

The consumer states she got 2 out of 5 months of credit for bad service.

The consumer states that she wants to know what is going on.

***CTR-415**

(b) (6)



Ticket: # 4076721 - I need a payment arrangement because of covid 19 and att cut off my service.

Date: 7/9/2020 11:43:43 AM

City/State/Zip: Whitehouse, Texas 75791

Company Complaining About: AT&T

Description

Our bill stacked up during the pandemic and i started getting unemployment a few weeks ago with little time to catch up on bills before June 30 when things would start being cut off. I tried many times thru June to set an arrangement to no avail. Now my service is suspended and they won't take less than 1200\$ to reconnect. Yesterday I was told i could pay 500 and then when i said i needed to get the money together to pay they retracted saying the offered a one time courtesy and i declined to accept the offer. Now it's all or none. I then received an email from Cynthia White with the office of presidency at att stating she wanted to discuss a complaint and wants me to CALL HER. I cant call anyone. I don't have phone service.

Ticket: # 4076724 - Bill

Date: 7/9/2020 11:45:02 AM

City/State/Zip: Miami, Florida 33126

Company Complaining About: Directv

Description

I was calling DirecTV in order to lower my bill.

Seems like every month it goes higher.

They refuse to help me out help out a customer that's been with the company for more than a decade, and they are charging me for regional sports fee \$10 where there is nobody playing sports due to the pandemic.

As a customer and being cheated and they DirecTV is refusing to lower the bill. They are charging customers said fee without any sports being played.

They refuse to help all they say is the system won't let me, the system can't find any credit, the system only allows to give credit to new customers..

Ticket: # 4076840 - Billing issues

Date: 7/9/2020 12:17:05 PM

City/State/Zip: Pea Ridge, Arkansas 72751

Company Complaining About: Centurylink

Description

- The consumer wants to know if Microsoft and century link merged.
- The consumer called century link to discuss about his bill and it said welcome to Microsoft services.
- The consumer said it took 3 calls till he got a rep from century link.
- The consumer asked rep if they partnered with Microsoft and they did not answer him.
- The consumer was told to pay his high bill, or they were going to cut his services.
- The consumer has phone and internet services with them.
- The consumer said he has never been late on a bill, but they are trying to get rid of him because he is on social security.
- The consumer pays \$60-\$64 monthly but they have increased it to \$70 without an explanation.
- The consumer said they are also refusing to provide him anymore discounts because it was taking their money.
- The consumer thinks they are pulling dirty tricks on their customers during this pandemic.

CTR-382

Ticket: # 4076900 - Credit Card Scammer

Date: 7/9/2020 12:30:47 PM

City/State/Zip: Tom's River, New Jersey 08755

Company Complaining About: Union Credit Bank

Description

Recording "Sarah with account services because of the current situation (I am assuming the situation is the pandemic) you qualify for credit card debt reduction....this is your last opportunity. This is a scammer going under Union Credit Card Bank

Ticket: # 4076988 - Service/COVID-19/ Service interruption

Date: 7/9/2020 12:52:42 PM

City/State/Zip: South Salem, New York 10590

Company Complaining About: Frontier Communications

Description

Consumer states that for the past months her brother that is special needs and lives alone in CT his service has been out for the past five days. Consumer states that her brother just got out of a cataract eye surgery and that was why he could not sent the payment on time. Consumer states that they send a payment already of \$184.00 to have the service restorer and they have not connect him yet. Consumer states that her brother is disable stuck alone in home, without tv or phone line, and he is special needs and they still have not restore his service. Consumer wants the service of his brother to be restorer immediately. Consumer wants a compensation for her brother for all this months that they have not provide him with a good reliable service.

ctr408-phone

Ticket: # 4077187 - Billing/Service Issues

Date: 7/9/2020 1:43:05 PM

City/State/Zip: Cottonport, Louisiana 71327

Company Complaining About: Sudden Link

Description

- The consumer is calling about Sudden Link as her carrier
- She has only Internet service thru them
- She states she has service issues all the time
- She states they were to come out and give her a new modem
- She states they called her and had to reschedule as they did not have a modem for her
- For the new appointment the consumer had to reschedule
- The carrier is charging her \$60 for a missed appointment
- The consumer states she called to reschedule the appointment
- The consumer states they are charging her late fees and extra fees for her service
- The consumer lost her job due to the pandemic
- She states they are trying to disconnect her service over this
- The consumer wants the charges removed

CTR405-phone

Ticket: # 4077224 - Assurance Wireless Lifeline

Date: 7/9/2020 1:56:13 PM

City/State/Zip: New York, New York 10065

Company Complaining About: Assurance Wireless

Description

The consumer has Lifeline through Assurance Wireless.

The consumer states that she has really bad service.

The consumer has been trying to re-certify and was on the phone with Assurance Wireless.

The consumer states that she has service but they are not helping her over the phone and they barely understand English and tell her to do it on the computer.

The consumer states that her computer does not work.

The consumer needs to re-certify by the deadline, she doesn't have the funds especially through COVID-19.

CTR-415

Ticket: # 4077236 - Slow to no internet

Date: 7/9/2020 1:58:05 PM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: Spectrum

Description

I have had repeated problems with Spectrum's internet service. I was bullied into paying my bill last month and still the service is spotty. Repeat technicians have come over the past 5 months even during this pandemic which puts my health in immediate danger. It costs me hours of work when my Internet is not functioning. My recent complaint was ignored. No one ever followed up with me. To day I have had repeated problems connecting to the Internet costing me time and money. These people are deceptive. I am continue to have problems and have videos and pictures showing some of the delay or no service. I expect to have some of my bill for last month credit it. It was paid under bullying of one of the supervisors blaming me for their lack of proficiency. I want this company fined.

Ticket: # 4077343 - Can't get internet access

Date: 7/9/2020 2:22:39 PM

City/State/Zip: Sedona, Arizona 86336

Company Complaining About: Sudden Link

Description

I am the only person on my block who can not get internet access. When I call Century Link and Suddenlink the sales person says sure they can. But the tech person comes out and says we are too far from the nearest access. When the cables were put in they neglected our lot because there was no house there yet but the lot was on the map. With Covid internet access is essential. We have contacted both companies numerous times. This is an issue with both of the above companies.

Ticket: # 4077361 - Can't get internet access

Date: 7/9/2020 2:27:04 PM

City/State/Zip: Sedona, Arizona 86336

Company Complaining About: Sudden Link

Description

I am the only person on my block who can not get internet access. When I call Century Link and Suddenlink the sales person says sure they can. But the tech person comes out and says we are too far from the nearest access. When the cables were put in they neglected our lot because there was no house there yet but the lot was on the map. With Covid internet access is essential. We have contacted both companies numerous times. This is an issue with both of the above companies.

Ticket: # 4077369 - Tmobile arbitrarily raised monthly fee.

Date: 7/9/2020 2:28:41 PM

City/State/Zip: Philadelphia, Pennsylvania 19145

Company Complaining About: T Mobile

Description

CONFIDENTIAL - Not to be published.

Good afternoon, I just spent 2hrs., exchanging text messages with Tmobile managers. They interrupted my service two days ago; I explained that I could make payment based on \$60/month Agreement; NOT \$75/month, as they arbitrarily are charging. I am Spanish Interpreter for City of Philadelphia, offices closed since March 13th, so no assignments/income. In addition, I need working phone, as in treatment for hip and back injury after bad car accident, and need functional phone line, as physical therapy sessions remotely due to COVID19. T-Mobile's management very mockingly insist on getting the amount of \$166.51; I offered to pay \$133.75, which is \$60/month*3 - \$46.25 discount. I am in treatment with Orthopedic Specialist and Physical Therapy. I live alone, with hip and back injury. No landline phone. Tmobile has been very professional and uncaring. When I forwarded FCC keep connected agreement link, they state that FCC has only extended until June 30th, that they could only reinstate my service if FCC extend to later date. Please help.

Thank you in advance, for your prompt response. Please do not publish this message.

Ticket: # 4077465 - Cable Billing

Date: 7/9/2020 2:49:50 PM

City/State/Zip: New Brighton, Pennsylvania 15066

Company Complaining About: Armstrong Cable

Description

Consumer is an unemployed school bus driver.

Consumer has not been able to get unemployment yet.

Consumer has been doing her best to keep her cable paid, having given \$288 in May, \$150 in June, \$220 in July and they would not turn her service back on unless she paid an additional \$150.

Consumer had to borrow the money to do this.

Consumer is under the impression that these providers were supposed to keep the service on due to the situation with the COVID Virus.

Consumer asked that we file a complaint on her behalf.

CTR412-phone

Ticket: # 4077555 - Service/COVID-19

Date: 7/9/2020 3:08:57 PM

City/State/Zip: Quinton, Virginia 23141

Company Complaining About: Verizon

Description

Consumer states that since Friday he has not have any internet service. Consumer states that his wife is a director for an organization, and she must go and shit outside of a grocery store to get into the meetings. Consumer states that Verizon is denigrating them by not fixing the issue. Consumer states that this is affecting with security system as well. Consumer has a complaint number with Verizon 0849329276. Consumer wants his service to be restore immediately. Consumer wants compensation for these problems caused by Verizon network.

ctr408-phone

Ticket: # 4077690 - Cox refuses to fix my issue and gives me excuses**Date:** 7/9/2020 3:38:22 PM**City/State/Zip:** North Las Vegas, Nevada 89030**Company Complaining About:** Cox

Description

My name is (b) (6), I'm a twitch streamer so when ever the net is unstable I have various ways of finding out, the main one being unable to stream. I've been a cox ultimate customer for years while living in this building and even moving apartments and finding the same issues. I have recorded my net for weeks multiple times to show the tech that my net is unstable, it's either packet loss, disconnecting or it's too unstable to maintain even half of my speed. I am paying for 300down and 30 up. When ever the tech is on the way my speeds rise and it becomes stable, when he leaves they return to the way they were. I've done my own tech support on the side and let them know that I have a very good gaming computer, updated drivers and updated software, 2 desktop computers in my room, a switch lite and a laptop in the living room that my mother uses on wifi. Everything was lagging. I have to change their modem out every 2-3 months because of how often they die. The techs come to try to solve the issue and simply hand me a new modem. I have asked them to check the lines and they tell me the lines are fine, They weren't able to enter my house this time so I assisted the tech with the installation of my new cable. It did not help. 2 different techs say they last tech was not doing things correctly and they have to keep fixing what the last tech messed up. My bandwidth is getting 0 quality on my twitch test program while a stable stream will get at least 80. My speeds tank to 2mbps, at this time of writing this, I'm barely getting 4 of my 30, which realistically I would get about 25 because of traffic. Cox now blames my neighbors and the covid, while I explain to them that even during peek lockdown here in las vegas I was able to stream at my usual settings with no issues. I also told them that this is the same issue I've been having for years before covid. I have screenshots and recordings of my issues and speeds. Atm 2mbps out of 30. tech says it's the node but they won't do anything about it, or that our tower is too far. My stream can go up to 6000 bitrate, my program auto tracks my bandwidth and tells me how high to set it, this is unstable, so i lower it to 4k and it went well for a couple of weeks, this is unstable, it now tells me the best i can do is 500bitrate and fluctuates between 1000, 500, 300, etc. My kbps goes from 8k to 400 to 7k to 200. It's so unstable my stream looks like a power point presentation. I have this all recorded. twitch.tv/aoreka my streams are lower quality and unstable. <https://www.twitch.tv/videos/670136325> . At this point I'm fed up, I make extra money via my streaming as my job as a care giver doesn't pay much. The techs on the phone have no idea what i'm talking about when i mention twitch or that I do IT support and know it's not my home hardware as more than 6 devices are affected. I'm paying full price...for this. I bought their elite gamer package but it does nothing because I can't log in and they won't help me, the elite gamer did nothing. The refuse to send maintenance, I've had supervisors come out here. It makes no sense, if the upload speed just stayed around 20-25 then that's fine, but it's so unstable I cannot use my net, I am paying full price for "this".

Ticket: # 4077816 - T-Mobile billing and collection call

Date: 7/9/2020 4:07:48 PM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: T Mobile

Description

Hello my name is (b) (6) and i have been quarantined since end of March. T mobile was holding our account due to the corona virus. Well on June 30 they lifted it. I have called numerous times trying to set up payment arrangements but they refuse to help me. My account is 140 days past due and they are shutting off my phone and gonna charge reconnect fees if I don't pay over 1300\$ within 24 hours. The only way they will help is my account is under 60 days past due. I have my phone health reasons only with an infant and 2 senior parents who have health issues. I'm not allowed to leave the house due to the virus per doctors and just started getting unemployment. They also had a rep call me for payment before 8am. When i called corporate the only thing they said was sorry. I have family members in New York sick with the virus that we need to be able to contact them. I did make 1 payment this week and was gonna make another on the 22 and the 30th to get caught up but they are refusing. I also went on their page on Facebook and they are doing this to alot of ppl

Ticket: # 4077868 - Internet- Modem Fee

Date: 7/9/2020 4:24:57 PM

City/State/Zip: Hutto, Texas 78634

Company Complaining About: Sudden Link

Description

On 4/1/2020, I contacted Suddenlink that I had purchased my own modem and needed to return the theirs. During my call the representative stated I had to physically return the modem to a Suddenlink store. The closest location is an hour away. I did drive there only to find the location closed. The number listed for the location is not a local number, but a general number for all of Suddenlink. I tried several times to call only to get disconnected due to Covid staffing. Finally in May I was able to return via mail. I sent the modem back through Fed-Ex, tracking # [REDACTED]. The shipping label was provided and prefilled by Suddenlink. I was charged again for the modem. I called on 6/19/20 and the representative on the line said it would take 7 days to research. No one called me back. I went through Suddenlink chat and was in contact with another representative for 30 minutes. The chat ended with the representative not resolving the issue but sending me another number to call. I kept screen copies of the chat. I am frustrated that this has taken over 3 months to resolve and I keep getting billed for equipment I no longer have.

Ticket: # 4077870 - Cox my only provider?

Date: 7/9/2020 4:25:42 PM

City/State/Zip: Scottsdale, Arizona 85254

Company Complaining About: Cox

Description

I have been having issues with Cox since November (way prior to Covid) where I cannot get a reliable internet connection. Issue is that we have no options. I cannot find anyone that can provide internet service to my home besides Cox.

Ticket: # 4077901 - Text message about census taking Survey on COVID-19

Date: 7/9/2020 4:36:36 PM

City/State/Zip: Nampa, Idaho 83686

Description

Survey on COVID-19 text message, twice. Wanting me to take this survey from the census bureau. I think this is a scam. Is there a way or email I can send this to? This is wrong. Need to get these guys. Thanks, Pamela

Ticket: # 4078018 - Slamming Attempt, AT&T & Covid

Date: 7/9/2020 5:05:15 PM

City/State/Zip: Charlotte, North Carolina 28205

Company Complaining About: AT&T

Description

In the last two days I was accosted at home by two AT&T representatives in an attempt to slam me into their service. I was floored they were unmasked, ringing doorbells, at the line was, "I'm here about the complaint you have with internet speed," and I've been setting up service in my new home with a competitor of theirs and have been having connection issues. So I listened for a second until I realized I was being slammed.

I have to say that door-to-door slamming is unexpected during any time, but during a pandemic is dangerous at best, deadly at worst...and there is no reason for this type of tactical approach to building business. When confronted with the fact that they were not wearing masks, the first said she had one (then asked me to provide a spare) the second slammer told me he had a mask (took it out of his pocket to show me). Slamming is bad enough; doing so in these times is ridiculous.

Ticket: # 4078044 - Frontier refusing to credit my account

Date: 7/9/2020 5:11:25 PM

City/State/Zip: Long Beach, California 90815

Company Complaining About: Frontier Communications

Description

5/2/2020 Spoke to Frontier about my sharp increase in bill. Frontier offered to credit my account \$16.00 due to Covid related job loss. On 6/4 got a late charge fee since I did not pay the \$16 that was going to be credited. 6/4 spoke to Frontier who said they will credit my account \$36.28. 7/9 saw that only \$19.74 was credited and had balance of \$16.54. 7/9 Spoke to Frontier rep who said (1) "someone" at Frontier arbitrarily rejected what 2 other supervisors had agreed to. (2) He said my only option was to pay \$16.54 or (3) disconnect my Frontier account. He said he had no address for FCC, was not able to connect me to his supervisor and that Frontier does NOT have a grievance department. I either pay what Frontier had AGREED to credit my account or disconnect my service. 3 times Frontier said I would get the credit and now someone rejected it. Rep said he doesn't know who and can give me no other information. Offered me no other option and I pay \$16.54 or lose my service. Take it or leave it and refusing me to talk to anyone else either by phone or email.

Ticket: # 4078052 - Text messages block/Covid-19

Date: 7/9/2020 5:13:32 PM

City/State/Zip: Newark, New Jersey 07107

Company Complaining About: T Mobile

Description

Consumer states that since the 2nd of the month, consumer has been unable to send text messages. Consumer states that T-mobile told her that this was a block place by the FCC because of the way of the messages and it was reported as scam. Consumer wants her texting to be restore and she also wants a compensation because of the lack of assistant and the inconvenience that this created.

ctr408-phone

Ticket: # 4078143 - Covid billing

Date: 7/9/2020 5:57:19 PM

City/State/Zip: El Cajon, California 92021

Company Complaining About: Viasat

Description

Viasat company cut off my service re a June 24 2020 bill. I called and told them I'm under isolation due to lupus and a kidney tumor. I asked to reinstate my service and that I can pay on July 23. They would not comply. My bills are paid using an on file method, my son's atm card, which is still on file with them. There's just no money in the account because he had to become my caretaker in April and has not been able to work since then. The money from our county for taking care if me , IHSS, had not paid him yet. But I let viasat know he is on the county payroll for this service. Also+ I can't scroll using this complaint form so any syntax errors please forgive. Please note I am a very rural customer with a home schooled child in the home which I also let them know. I've also asked viasat to comply with low income care type policies and provide service for a discount or free rate due to my student and my being disabled. They refuse. There is no other internet provider in our area so viasat has me monopolized. At&t provided us last with service for \$14.88 per month. Viasat is charging \$120 per month. I believe my internet should have been free from April to June due to rural policies. I'm going to ask for a supervisor and explain that I've filed a complaint with you. Thank you.

Ticket: # 4078255 - Internet

Date: 7/9/2020 6:45:41 PM

City/State/Zip: Jacksonville, Texas 75766

Company Complaining About: Frontier Communications

Description

We live in a rural area of East Texas, outside Jacksonville. We have been searching for reliable internet service and there is none to be found here! We are in the Frontier service area but they will not extend their line to service us. We are 1 mile from being able to tap into their service. We are not the only family out in this area suffering. I need to be able to work from home and now with the COVID pandemic my Son requires internet for school as well. If there anything you can do to help us out here in Cherokee County Texas?

Thank you for your time.

Ticket: # 4078328 - AT&T Is Not Helping Their Customers

Date: 7/9/2020 7:24:22 PM

City/State/Zip: Irving, Texas 75038

Company Complaining About: AT&T

Description

AT&T is disconnecting Customers' service amid a pandemic, and after our service is disconnected, we are unable to reach CS by dialing 611. We have to find another phone in order to reach an agent, and they are refusing to provide arrangements. I live in Texas, and we are shutting down again, so my hours are limited again.

Ticket: # 4078362 - Charter (Spectrum) Data Cap Early Contract Release**Date:** 7/9/2020 7:38:28 PM**City/State/Zip:** Taylor, Texas 76574**Company Complaining About:** Spectrum

Description

Charter (Spectrum) has filed to a petition to ask for the option to remove themselves prematurely from their Time Warner merger contract in regards to applying data caps. With an already questionable over-reach of power naturally granted by the merger/buy-out, asking to be let out of a contract early (to possibly begin charging customers for overages) is a bold and distasteful demand by Charter. I ask the FCC to please hold Charter responsible and deny any such requests.

While on the subject of data caps, I would like to take a brief moment to express my concern of the growing trend of charging and penalizing customers for using their Internet service. I have been in the IT industry for decades and have been fortunate enough to never have to deal with such absurd measures. I fear this is likely going to change in the near future if the FCC does not take corrective action right now and uphold an open and fair Internet. Unlike water, natural gas, electricity, and other utility services, an ISP is nothing more than a connection – an empty pipe. An ISP does not create data. Data is not a finite resource – it is not mined, created, or even owned in any way by an ISP. Yet Charter (and others) seem to believe they can accurately calculate and charge for “amounts” of data as if it is a natural resource which they have excavated in some manner. It makes absolutely no sense.

Lastly, with the Covid-19 pandemic, it has become abundantly clear that not only is Internet access an essential need/service but that data caps are nothing more than a sham – plain and simple. The compiled data from this year’s work-from-home labor force completely reveals all data caps are entirely unneeded and unnecessary. There is little to no competition for ISPs and these mega-corporations have been allowed to run rampant with their monopolistic practices. Please take action and ban data caps across the board for all American citizens.

Ticket: # 4078371 - Illegal charges on a 24 month contract

Date: 7/9/2020 7:48:57 PM

City/State/Zip: San Jose, California 95113

Company Complaining About: Comcast

Description

I was just informed by Comcast that they will charge up to \$10-\$100 extra on internet because people are using more very wrong we did not ask for covid or to be in shelter in place what are we to do I truly think this is illegal when most of us are Unemployed and struggling beyond are means unacceptable. And I'm sure Xfinity will find a way to financially abuse customers it's not about them did they not apply for ppp and want more.

Ticket: # 4078392 - Robocall, Covid 19 Scam

Date: 7/9/2020 8:02:51 PM

City/State/Zip: Greenbrae, California 94904

Company Complaining About: -----

Description

Robocall offering to help with current health care crisis.

Ticket: # 4078497 - Cox internet- massive ping spikes and outages

Date: 7/9/2020 9:33:49 PM

City/State/Zip: Tucson, Arizona 85701

Company Complaining About: Cox

Description

I have been experiencing large ping fluctuations and timeouts on my Cox internet connection, at least for the past two or three weeks. I was told there was a signal increase occurring in my area last week that would be resolved by the 4th, but I am still experiencing the same issues. When I attempt to resolve the issue with Cox support chat, they show no willingness to fix the issue on their end and instead choose to tell me that there are issues with my hardware, or simply not respond to my questions and end the support chat. I have spent countless hours diagnosing my own hardware (removing router from the network and wire directly to the modem, which is less than 4-5 months old, new coax, new ethernet cable) and have confidence the issue is on their end. I am unable to work from home effectively during this pandemic with a connection so spotty.

Ticket: # 4078531 - Constant cutouts in uplink due to node oversaturation

Date: 7/9/2020 10:20:00 PM

City/State/Zip: Coto De Caza, California 92679

Company Complaining About: Cox

Description

As stated above, we have constant outages during peak hours because of node over-subscription and the increased demand from Covid-19.

Ticket: # 4078586 - ATT providing slower internet then what I pay for

Date: 7/9/2020 11:08:52 PM

City/State/Zip: San Diego, California 92115

Company Complaining About: AT&T

Description

For the last year and a half, I have paid very high internet prices but my services are slower than 70 percent than the rest of the nation. ATT said I needed new modems, I asked them to send them but they won't because I was 30 days behind because of COVID 19, I file an FCC complaint the office of president has someone from U verse who leaves me messages but after I call them I hear nothing back then they shut off my service , so I pay off full bill cant get hold o

Ticket: # 4078594 - Suddenlink: Internet Outage

Date: 7/9/2020 11:16:22 PM

City/State/Zip: Montrose, West Virginia 26283

Company Complaining About: Sudden Link

Description

My internet, provided by Suddenlink, has been limited or not working at all since June 30th. I talked to a representative multiple times to resolve the issue. I was told it was an issue with the equipment in my house and a tech would come out on July 13th. I explained my next door neighbor and my neighbor across the street is experiencing the same issues at the same time. My neighbor and I are both government employees working from home due to the COVID pandemic and rely on our internet to perform our work duties. Our complaints were disregarded and we were all told it was an issue with the equipment in our homes and completely separate issues. We are all experiencing the same outages at the same time. My next door neighbor and I have appointments with the tech on July 13th and the neighbor across the street has her appointment on July 14th. We have been approximately two weeks with basically no internet service.

Ticket: # 4078852 - Sprint Covid 19 Billing

Date: 7/10/2020 9:56:07 AM

City/State/Zip: Canonsburg, Pennsylvania 15317

Company Complaining About: Sprint

Description

Her bill was not paid in full in March but she has been affected by Covid-19. She lost her job and was a waitress and she is still not back to work. She also still has not gotten unemployment. Sprint has told her they will turn her service off on Tuesday unless she pays \$360 and she does not have that.

CTR386-phone

Ticket: # 4078872 - Internet

Date: 7/10/2020 10:02:47 AM

City/State/Zip: Dubach, Louisiana 71235

Company Complaining About: Gotw3

Description

We have our internet through GotW3 which uses AT&T internet towers. We pay \$99 a month for unlimited. We received an email yesterday from the company stating “ Due to Covid-19 and excessive usage, our networks have issued the following effective immediately: Our carrier partners decided to remove Unlimited plans from their offerings.

The company has decreased the Internet usage but is not decreasing the cost. On their website, they are still offering unlimited internet access. Our internet was also abruptly canceled yesterday without any notification.

Ticket: # 4078961 - fraud w/direct tv

Date: 7/10/2020 10:42:59 AM

City/State/Zip: Traingle, Virginia 22172

Company Complaining About: AT&T

Description

I received a call from 678-327-6257 stating that they was Direct tv offering me a promotion asking me to paying 8 months in advance of \$315.00 - and my bill would be \$44.99 thereafter, they knew my address my phone # and the fact I had direct tv, I realize it was a scam when they ask me to pay with a eBay card!!

Once I had the ebay card I was to call 1-888-481-2062 and give a code of JADTV6214 - What I find disturbing is that when calling Direct TV I am told they would report it 1st time, I call about something else and inquired about the fraud I then was call to go to my local Police dept, - I thought that was crazy!!, then I was told oh they had a fraud dept, and was transferred the recording stated due to covid-19 that department was closed, I call the number I was given and 1-877-379-2319 and that agent told me they would transfer me to the highest office.

While given my statement I received a dead line - I spoke to Ms Teresa - She had my information to call me back rather then Me call in again on hold.

I want to make sure this compliant doesn't go on deaf ears..

Thanks so much for your attention to this matter.

Respecetfully

(b) (6)

Ticket: # 4078997 - Commercial Trump Campaign

Date: 7/10/2020 10:56:07 AM

City/State/Zip: Las Vegas, Nevada 89129

Description

The consumer states that she doesn't think the Trump Campaign commercial saying that if people call 911 they won't attend to them until 5 days later is appropriate.

The consumer is worried for children seeing this and the elderly especially during COVID-19.

The consumer thinks this commercial should not be aired on TV.

The consumer believes it is not about Joe Biden.

The consumer states that the commercial is an attack on the 911 service.

I advised the consumer to tell her story online on our website.

I provided the consumer with our web address.

The consumer states she will also contact her Senator.

Its not about Joe Biden.

The consumer states that the commercial is an attack on the 911 service.

CTR-415

Ticket: # 4079010 - Billing Issues

Date: 7/10/2020 11:00:18 AM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Dish Network

Description

- The consumer is calling about Dish Network as his carrier
- He states there are no sports on due to the pandemic
- He states he subscribes to a sports package
- He has reached out to the carrier multiple times
- The consumer wants a credit for all his sports channels that he has not received in months

CTR405-phone

Ticket: # 4079033 - Verizon Port Filing Issue**Date:** 7/10/2020 11:09:21 AM**City/State/Zip:** Brandywine, Maryland 20613**Company Complaining About:** Verizon Wireless

Description

My wife contracted Covid-19 at the end of March 2020 and was admitted to Walter Reed Military Hospital ICU for 10 days. During that time, we focused solely on her recovery and my 8 year old son's online school requirements. My verizon bill went unpaid as a result and although I didn't reach out to them during that time, I did call on July 2, 2020 to set-up payment arrangements which they agreed to do two payments on July 14th and July 29th. Approximately 24 hours after making that over the phone agreement, my phone service was interrupted by Verizon and I had to call back to get them to reactivate my phone. Despite numerous phone calls to resolve this matter, this pattern of turning my phone on and off continued. I called Verizon on July 8th and asked them to reactivate my phone and they told me if I paid \$400.00 on my bill that I would have no further problems so I struggled to find the money and was able to pay them \$400.00. Unfortunately, less than 24 hours later, my phone service was once again interrupted and now they wanted me to pay an even larger amount despite the fact that I had a payment arrangement in place. I work in the financial services industry as an insurance agent and phone service is critical to my livelihood. In order to have more dependability with regards to phone service, I went to AT&T and set-up new phone service and requested that they port over all my Verizon phone numbers but Verizon suspended my account and intentionally blocked AT&T from porting my phone number over. I called Verizon on 9 July 2020 requesting assistance in porting my number over to AT&T and they said until I pay the full balance, there was nothing they could do. My wife still has follow-up doctor appointments as a result of Covid-19 and having phone service is critical to her health continuity. All I ask is that Verizon, honor my request to port my phone numbers over to AT&T and stop this unprofessional business behavior which has cost me both money and time.

Ticket: # 4079074 - Over billing/ Cancellation of service

Date: 7/10/2020 11:21:13 AM

City/State/Zip: Vero Beach, Florida 32962

Company Complaining About: AT&T

Description

Vista Gardens monthly "Plans and service" is normally billed at approximately \$255-\$275 monthly. In January and February our invoices were \$602.11 and \$597.99 respectively. I contacted AT&T in attempt to straighten this out and was advised through a recorded message that their customer service department for issues such as credits due and things of that nature was currently closed due to COVID-19.

Further, on June 11, 2020 we contacted AT&T and cancelled our service as our numbers were ported over to Comcast on that date because we switched our service over to VOIP phone system.

On July 9th our office received an invoice with a brand new account number billing us in the amount of \$429.75. We are seeking reimbursement for the over-billing that took place in January and February as well as cancellation of this new account as we will be refusing to pay the \$429.75 for services that were not received.

Ticket: # 4079153 - AT&T harassment

Date: 7/10/2020 11:48:47 AM

City/State/Zip: Pittsburgh, Pennsylvania 15224

Company Complaining About: AT&T

Description

Received an unethical/misleading email from company threatening to shut off service after payment arrangement was fulfilled. Email made it appear no payment made in attempt to have me pay more. This bullying has taken up 2 hours of my morning during a time when people are dying during this heatwave mid pandemic. Corporate greed is inexcusable, and no doubt has pushed many people into extreme stress today...this bullying needs to stop! I paid \$100 over the amount required on 7/1 payment arrangement!

Ticket: # 4079196 - Phone Billing Payment Arrangements**Date:** 7/10/2020 11:57:02 AM**City/State/Zip:** Brandywine, Maryland 20613**Company Complaining About:** Verizon Wireless

Description

The genesis of my payment arrangement issue with Verizon Wireless began when my wife contracted Covid-19 at the end of March 2020 after our trip to New Orleans, LA. She was subsequently admitted to the ICU unit at Walter Reed Military Hospital and stayed there for 10 days. Upon returning home mid April 2020, she began her long road to recovery. During that time, I focused solely on her recovery, my 8 year old son's online school requirements and maintaining our household in the midst of this new normal. My Verizon bill went unpaid as a result and although I didn't reach out to them during that time, I did call them on July 2, 2020 to set-up a payment arrangement which they agreed to do in the form of two payments of \$1210 on July 14th and 1210 on July 29th. Approximately 24 hours after making that over the phone agreement, my phone service was interrupted by Verizon and I had to call Verizon to get them to reactivate my phone. This pattern of the phone working for a day or so and then being interrupted by Verizon continued until it reached a head on July 9th. The most frustrating aspect of this ordeal was receiving contradictory guidance from Verizon's customer service reps and finance department personnel. On some days they agreed that my payment plan was in good order and then depending on what customer rep I talked to they would contradict what was told me to the previous day. I called Verizon on July 8th and asked them out of desperation what had to be done to reactivate my phone and keep my phone service active and I was told if I paid \$400.00 towards my bill that I would have no further interruptions. I struggled to find the extra money but given this new hope I was able to pay them \$400.00 with the understanding that they would honor what they told me they would do. Unfortunately, less than 24 hours later, my phone service was once again interrupted and now they wanted me to pay an even larger amount despite the fact that I already had a payment arrangement in place. I work in the financial services industry as an insurance agent and phone service is critical to my livelihood. This has resulted in lost time and sales due to Verizon's incoherent payment arrangement policy. At this junction, I don't trust anything that Verizon is telling me and felt the only way to resolve this matter is to elevate this so that this does not happen to any other Verizon customers. I've served my country for 24.9 years as an Air Force officer and I have never had this type of treatment from any company. When companies don't have consistent and transparent payment policies, it creates confusion and frustration for the customers.

Ticket: # 4079228 - Xfinity , unable to resolve problem

Date: 7/10/2020 12:02:13 PM

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

I have spent hours on the phone with Xfinity and had a service call two days ago to replace my modem. It is now not working again I have no Wi-Fi no ability to check any security cameras or anything as I am not at my home for several months I am away. It's important that I am able to check my alarm and security cameras etc. I have now spent over two hours today on the phone trying to get someone to escalate my problem so I so a tech can be sent out. I was told somebody would have to call me back within 30 minutes. This is the second time they have told me this and never returned my call I am beyond frustrated with Xfinity I need to get this resolved. I understand the pandemic but this is just poor poor service

Ticket: # 4079289 - Service/COVID-19

Date: 7/10/2020 12:17:59 PM

City/State/Zip: Northwalk, Ohio 44857

Company Complaining About: Straight Talk

Description

Consumer states that she called straight talk consumer service and she was calling to check with them on how to recover a voice messages that she deleted by accident this message was highly important to her and when she was speaking with the agent she was unable to understand and he was unable to understand her. Then she requested a supervisor and they did not transfer her and she end up hanging the phone. Consumer wants to be able to talk to people who knows the basic English to communicate. Consumer wants her voice message back it was highly important. Please get in touch with her ASAP. This message it is link with the benefits that she is receiving for the COVID-19.

ctr408-phone

Ticket: # 4079425 - Spoof calls

Date: 7/10/2020 12:51:16 PM

City/State/Zip: Arlington, Massachusetts 02474

Company Complaining About: Many Different Caller Id Names

Description

I've been receiving an increased number of spoof calls since COVID-19. One particular call is to "renew" a computer service subscription - it's robo call coming from an variety of numbers - but always the same message. Call us at 1-281-846-1330 to renew or update subscription. States if I don't call my subscription will be automatically charged to my credit card. Message never gives name of company or any individual. Been going on at lease 3-4 months, I don't answer unknown calls, let them go to voicemail. Have not see any unusual or unauthorized charges on my credit card. But I get these calls 3-4 or more times a day on my land line and occasionally on my cell.

Ticket: # 4079466 - Significant Decreased Speed**Date:** 7/10/2020 1:02:36 PM**City/State/Zip:** San Angelo, Texas 76904**Company Complaining About:** Sudden Link

Description

Currently, Suddenlink in San Angelo, Texas is offering special rates for new customers for 1 Gbs/down for around \$80.00. Since this offer, there has been significant decreased speed to the point where we upgraded from 200 Mbs/down to 400 Mbs/down. Prior to their offers, we were averaging 120 - 170 Mbs/down. Since the new offer, before the upgrade, we averaged less than 100 Mbs/down. After the upgrade we are averaging 110 Mbs/down. I believe that Suddenlink does not have the bandwidth at my neighborhood node, or throughout San Angelo to support all of the bandwidth they have promised. I have attempted to call Suddenlink and even utilize their chat but spend on average 1 hour waiting to talk to someone and they cannot give me any information. I also know that I am not the only customer that is having these issues of slowed speeds as I have talked to friends who live in several other areas of San Angelo.

I feel that Suddenlink is using false advertising that they can promise "up to" a certain speed without any intention of ever getting close to the promised speed. Prior to the new offers, which we as old customers cannot get access to, our speed was within an acceptable margin of 10-15% of slower than promised speed. Now we are at an unacceptable loss of speed of well over 50% of the promised highest speed.

I do understand that there is more usage due to COVID-19, which stresses the network. But why then would they offer significantly higher speeds at significantly lower prices which would put even more strain on their service.

Example of difference in speed: \$80 for new 1 Gbs/down for life for new customers, \$120 for 200 Mbs/down for old customers and even more for upgraded speeds. I did get them to lower the price for the 400 Mbs/down to \$80 for the first year per month and after it will raise to \$110 after the 12 months. This is unfair for older customers who cannot even get close to the new customers' price for speed if they cannot even support their current network.

Ticket: # 4079482 - Verizon wireless letter

Date: 7/10/2020 1:08:37 PM

City/State/Zip: Homosassa, Florida 34446

Company Complaining About: Verizon Wireless

Description

I recieved a letter on or about July 7, 2020 from asurion on Verizon's behalf with Verizon's customer service nber in it to call. The letter was dated july1,2020 to participate in the program but you had to sign up by June 30.

When I called about it I was told it is too late to participate and she could understand my frustrations but nothing she could do.

I demanded to talk to a supervisor who told me the same thing and aaidnaw would have another supervisor call me back. I have not received a call and I am unable to get covid help now. I have a photo of the letter.

Ticket: # 4079533 - Cable tv internet and phone complaint, billing fraud

Date: 7/10/2020 1:21:00 PM

City/State/Zip: Long Beach Township, New Jersey 08008

Company Complaining About: Optimum

Description

I cancelled my service with Optimum. (TV ,Internet and Phone Service) The disconnect was held up as the Optimum office was closed to patrons due to the corona virus situation. I was given a web address instead and directed to the site to print a label and return my equipment. It took a period of time due to accomplish this due to the fact as I no longer had access to a computer or internet. However I was able to send the equipment back to cablevision and asap and was sent out on June 26th. I received a bill for \$ 272.03 for service through July 22,2020. I called and spoke with Nino and then Monte to resolve this bill and both refused stating this is their policy and I must pay even if I don't receive the service. They refused to prorate or assist in anyway and did threaten to go after me if I do not pay in full. I have had service for nearly 30 years never missed a payment but I do not believe I should pay for services not received especially when their office is closed and the delay is entirely their fault and not mine. Just because they decide to set a policy in their favor. I would like this bill adjusted properly and I did not give them permission to take the funds out of my checking account.

Ticket: # 4079538 - SPAM Calls

Date: 7/10/2020 1:22:19 PM

City/State/Zip: Boulder, Colorado 80304

Company Complaining About: <https://www.episource.com/>

Description

This organization is SPAM'ing Boulder Medical Center with unwanted calls at a time when we are short staff and dealing with COVID-19. The calls are placed to numerous different numbers within our DID range of +1 (303) 440 - 3000 to 3299. Please help us.

Ticket: # 4079543 - Billing

Date: 7/10/2020 1:23:12 PM

City/State/Zip: Humble, Texas 77338

Company Complaining About: AT&T

Description

I'm having issues with my current services within this company. I also stated to the company I fell under hardship due to COVID 19. I am unable to make full payments without having a steady income. However, the company stated they will work with me but they have not. I am in desperate need of assistance for my service.

Ticket: # 4079549 - Cable tv internet and phone complaint, billing fraud

Date: 7/10/2020 1:25:09 PM

City/State/Zip: Long Beach Township, New Jersey 08008

Company Complaining About: Optimum

Description

I cancelled my service with Optimum. (TV ,Internet and Phone Service) The disconnect was held up as the Optimum office was closed to patrons due to the corona virus situation. I was given a web address instead and directed to the site to print a label and return my equipment. It took a period of time due to accomplish this due to the fact as I no longer had access to a computer or internet. However I was able to send the equipment back to cablevision and asap and was sent out on June 26th. I received a bill for \$ 272.03 for service through July 22,2020. I called and spoke with Nino and then Monte to resolve this bill and both refused stating this is their policy and I must pay even if I don't receive the service. They refused to prorate or assist in anyway and did threaten to go after me if I do not pay in full. I have had service for nearly 30 years never missed a payment but I do not believe I should pay for services not received especially when their office is closed and the delay is entirely their fault and not mine. Just because they decide to set a policy in their favor. I would like this bill adjusted properly and I did not give them permission to take the funds out of my checking account.

Ticket: # 4079582 - Service/COVID-19/ Service interruption

Date: 7/10/2020 1:33:08 PM

City/State/Zip: Clarksville, Texas 75426

Company Complaining About: Sudden Link

Description

Consumer states that he has a bundle service with Sudden Link communications. Consumer states that since the 06.04.2020 they have not had any service in their phone, cable, and internet. Consumer has called customer service multiple times and they keep giving him a run around and they have not sent anyone to fix his equipment. Consumer states that this problem has been going on for the past three years and they have not done anything about it. Consumer cannot be without service in the middle of the pandemic and sudden link still have not done anything to restore Mr. [REDACTED] situation. Mr. [REDACTED] is requesting his service to be restore immediately. Also, he wants someone to check the whole system of sudden link and a compensation for been this patience and all the lack of assistant that the agents are giving to Mr. Helps.

ctr408-phone

Ticket: # 4079710 - Demanding too much at once

Date: 7/10/2020 1:59:18 PM

City/State/Zip: Lake Charles, Louisiana 70615

Company Complaining About: AT&T

Description

There was a special arrangement during the COVID crisis that they would not shut down the service.

Program ended at the end of June, now they are demanding payment in full.

They want \$223 on July 19th and a further payment of \$223 on August 1st.

The consumer had paid them \$190 in the beginning of July.

This does not seem very compassionate.

Things have not yet opened up yes.

What they are asking is that the consumer pay them \$636 in the course of one month.

Consumer is asking for some compassion - she has other bills to pay as well.

CTR412-phone

Ticket: # 4079716 - Fraudulent charges

Date: 7/10/2020 2:03:06 PM

City/State/Zip: Carnegie, Pennsylvania 15106

Company Complaining About: Comcast

Description

Hi, I am currently a Comcast customer and I was going to save money after removing internet from my services as I was told by the business specialist. Instead they add a expensive internet on my services to fraud us and told me I can't remove services , you need to have internet on your services. Need help with justice.. how can they do to this people while we are trying to make a living during this pandemic. Customer service don't have any suggestions for long time loyal customers.

Ticket: # 4079756 - Billing

Date: 7/10/2020 2:14:16 PM

City/State/Zip: Canadian Lakes, Michigan 49346

Company Complaining About: Comcast

Description

I contacted Xfinity 4 times in the last 6 weeks regarding my returned equipment they received in March 2020 when I left my rental in Florida during the beginning of the COVID 19 Pandemic. I was assured twice that I had a zero balance and would receive an e-mail to that effect which I have never received. Now Xfinity says they did not stop the service until May 2020 and I owe money even though they acknowledge have had the equipment since March 2020. I would greatly appreciate any help int his matter.

Ticket: # 4079894 - Billing for lack of service

Date: 7/10/2020 2:47:34 PM

City/State/Zip: Tyler, Texas 75703-8235

Company Complaining About: Sudden Link

Description

Intermittent or no internet and telephone service between 3-15 and 5-31. Mostly total lack of service, multiple service calls during pandemic. Suddenlink refuses to adjust billing. Verify dates of outage and adjust billing.

Ticket: # 4079914 - Service/COVID-19/ Service interruption

Date: 7/10/2020 2:52:15 PM

City/State/Zip: Washington, Pennsylvania 15301

Company Complaining About: Consolidated Communications

Description

Consumer states that he has unreliable internet service. Consumer states that he is always paying on time and that the internet service that he is receiving from consolidate is not worth it, (b) (6) states that he is paying \$80.00 per 30 Mbps. When other companies offer \$40.00 per 100Mbps. Consumer home location falls into his provider area and they do want to want to upgrade their equipment for them to receive more. Consumer states that he is constantly having issues with his internet. It constantly drops or the speed is very slow. Consumer states that once again they had another national outage, now consumer is afraid that if in case that he must put his son into cyber school his internet won't be reliable, and it will affect his child learning. (b) (6) is looking for a resolution on having his service fix permanently. Consumer wants a monetary compensation for all the months with poor service and all the times that he has complaint about the same issue.

ctr408-phone

Ticket: # 4080008 -

Corruption,fraud,harassment,desecration,abuse,torture,negligence.

Date: 7/10/2020 3:16:52 PM

City/State/Zip: Brooklyn, New York 11231

Company Complaining About: Assurance Wireless

Description

Attention to all this concerns, already having issues with assurance wireless prior to the present circumstances of covid I am now experiences the same once more during obvious crisis. I am diabetic and high risk for covid and they removed the free promotion unknown to me and cut off my services ,blaming this on returning to my regular minutes without notifying me. This promotion supposedly ended 06/30/20,but as I still had unlimited services to my understanding able to communicate without interruptions until 06/08/20 I had no idea my minutes returned to normal. All calls monitored, there were also conflicting statements as to why i lost these minutes,the representative retracting favorable accommodations unethically firsthand becoming docile when corrected that my device was interrupted prior to and bringing up previous cases as the reason for the retraction. This and other arguments as there were many and one in particular of perjury station I spoke after midnight at [REDACTED] to my sister on the line for 7,380 seconds ,123minutes, is the reason why I lost 350 I wasn't aware changed. Assurance reps and supervisors, claim to have extended the promotion without informing customers in text form, which is absolutely absurd and criminal,and to have minutes suddenly confiscated in morning hours during barely minutes in conversation . This is unacceptable,as even during covid public assistance recipients get account refilling or disconnection notifications during and prior regularly . None of the individuals I spoke to had an explanation that were the same as to why they allowed this and then snatched my minutes away. Many are working from home and reading past abusive comments to protect one another, such as telling me whether I'm on welfare or not I lost minutes and now I have to pay, mind you as I also insisted dire necessity for contact access for fighting financial hardships because I have no food stamps during covid and again I'm diabetic and also have sustained physical injury, and have a phone bound hearing with the state agency that violated these executive orders, to no avail there is no help or return of phone time. This abuse will not continue as I'm requesting proper recovery, assistance and discipline with advisory all accusations can be validated.

Ticket: # 4080207 - Corruption

Date: 7/10/2020 4:06:16 PM

City/State/Zip: Brooklyn, New York 11231

Company Complaining About: Assurance Wireless

Description

Attention continued: This forum requires me to choose a field that doesn't describe my issues, please be courteous to review, as there should be no reason for the behaviors of these individuals described. Here are some of the names, Abby Serie, Jesus, Flor, Marie, David, Sam, Billy, Michael, Matthew, Run, Micah, Lance, Charles, Rain, and several more to be added who seem to misunderstand the importance of legal, and professional conduct, violation of all rights to humans and customers unrelated to any policy or executive order. I will also be filing separate reports on companies by association who display the same atrocity of behaviors that are consistently derogatory, criminal, and inhumane always leaving me in predicaments as the present, that definitely during a pandemic there is no excuse for. There should be only one set rule and regulations standard for any policy with the consistency of these being available in all conversations to support any argument or action taken in the direction of the customer which Assurance refused to provide in reference to my deliberate contact disconnection. Please note these complaints will be forwarded to every department of discipline for past to current issues that should not be allowed at anytime and particularly during crisis a high risk low income recipient be deprived of any service and extorted, abused or tormented, being employees actually crossed every boundaries to the level of no return, calling the voicemail leaving a message to myself whom they were aware has no access to retrieve the message, because they intentionally removed services. Stand by.

Ticket: # 4080278 - Unreliable Internet Service Continues After One Year Of Complaints

Date: 7/10/2020 4:23:30 PM

City/State/Zip: Portland, Tennessee 37148

Company Complaining About: Comcast

Description

I began my service with Comcast in May 2019 at my new address in Portland TN. From the beginning the internet signal was up and down. AFTER replacing the modem four times, as requested by the technical support, the issues continued. I have now had the cables from the modem to the outside connection box, The connection box cable to the telephone pole replaced: Again with the same issues. It has now got worse. Having to stay on the phone for over an hour just to get a first tier agent has been a nightmare with hangups often. Each time I call they want to blame the modem although I describe the past and it is in my account. I continue to get a technician out to the address but in most cases they are ill informed of the issues. Even with Covid restrictions, unable to work from home because of poor service.

Ticket: # 4080409 - Century Link outage for 3+ days.

Date: 7/10/2020 4:56:03 PM

City/State/Zip: Denver, Colorado 80236

Company Complaining About: Centurylink

Description

Century link has had an internet outage for 3+ days. They just keep extending the estimated completion time with no explanation. Home internet is currently necessary during these times of COVID to be able to work from home while my partner's work is requiring employees to work from home.

Ticket: # 4080485 - Century Link Billing

Date: 7/10/2020 5:18:46 PM

City/State/Zip: Ninety Six, South Carolina 29666

Company Complaining About: Centurylink

Description

The consumer is calling on behalf of her mother who has service with Century Link.

The consumer was calling Century Link to make a payment arrangement since the waiver for the pledge due to COVID-19 is over.

The consumer wants to make a payment arrangement of about 4 payments.

The consumer was told NO by a nasty representative.

She said she had to make a payment.

She explained she was but she wanted to make a payment arrangement.

The consumer asked for a supervisor.

They put her on hold with music for an hour consumer eventually hung up.

The consumer was told that she could make a payment arrangement once the pledge was over but she just keeps getting told no.

The consumer wants to make a payment arrangement.

CTR-415

Ticket: # 4080541 - Internet Service Issues**Date:** 7/10/2020 5:35:06 PM**City/State/Zip:** Camden, New Jersey 08103**Company Complaining About:** Comcast

Description

My internet service has been blinking in and out for almost a month and as of the past 2 days (7/9/2020-7/10/2020) it has started to affect my work and not allowed me to do my job properly. I called and complained on 7/9/2020 about the issue and spoke with a gentleman by the name of Dillion who said he set up an appointment with a tech to come out to the pole on 7/10/2020 @ 12pm. He also stated he couldn't give me a confirmation number but provided me with an agent ID# 11915 he also stated he was from the Delaware call center and confirmed his name again. Today is 7/10/2020 and no tech came out to the area so I started an online chat to try to resolve the issue and see where the tech was because it was now after 3pm. I was chatting with Samarpal who didn't seem to know how to handle the situation after he informed me that he did not see a work order in place for today. Samarpal asked me what I wanted him to do and I stated his job and I asked for a supervisor. He transferred me to a queue that showed on the screen as NED ED support where it initially said I was 0 in the queue and change moments later to 1 in queue. I waited and waited until I was eventually disconnected and ended up calling the customer service line. I immediately ask for a supervisor and was passed from one department to the next. This issue has still not been resolved as I have been trying to speak with a supervisor for now going on 46 minutes. This is completely unacceptable and has made it nearly impossible to work. Me not being able to work puts my job in jeopardy as I am not able to go into the office because there is no child care for my children due to the COVID-19 pandemic. I have obtained a ticket number from the last agent I spoke with name Hope. The ticket number is [REDACTED]. She connected me with a supervisor by the name of Gio who scheduled me an appointment with a tech for 7/11/2020 and I was also provided with a Ticket #CR914661984. A text and email was sent to me as confirmation of the appointment. I am not confident in Xfinity (Comcast) at this point so I do not know what the outcome will be.

Ticket: # 4080681 - SPECTRUM considering data caps fro Internet service

Date: 7/10/2020 6:26:42 PM

City/State/Zip: Wayne, New York 14893

Company Complaining About: Spectrum

Description

S wants early relief from the restrictions placed on them regarding data caps. I do not approve of that during this time of covid-19.

Ticket: # 4080687 - canceled Internet and TV service but still billed for a whole month of charges

Date: 7/10/2020 6:29:15 PM

City/State/Zip: Millbrook, New York 12545

Company Complaining About: Optimum

Description

I canceled service with Optimum on June 23 for internet and tv as we were moving out of the service location. I returned the cable box and modem to them as requested using their shipping label. Nevertheless I received a bill from them payable on July 6 for a whole month of service in the amount of \$89.17 from 6/22 to 7/21. They say their contract permits this - I have to pay in advance even though they are not providing me with anything. It was impossible to speak to a representative on the phone until June 23 as they did not have available - no live reps or call backs. It took me until June 23 to get through to anyone even though I moved out on June 22. I have been trying to contact them ever since. All they do is try to make me take Optimum service at the new location or get the new residents to take Optimum. They never told me to cancel it in advance. This is theft and an appalling way to treat consumers. If this is indeed their contract terms it is unfair and predatory to consumers. I cannot believe the FCC regards it as acceptable practice to charge consumers for a whole month in advance for service that has already been canceled. This is especially so when it is impossible to speak to anyone on the phone (supposedly due to COVID) and there is no possibility online to cancel service. I am being penalized by their own unavailability. How can I cancel service if there is no means of doing so? It is appalling that I have to pay a whole month when they have failed to provide a means of cancelling - I can only assume they make it as difficult as possible to force people into paying an additional month of service. They should cancel this bill

Ticket: # 4080760 - cell phone never worked properly

Date: 7/10/2020 7:35:36 PM

City/State/Zip: Oakdale, New York 11769

Company Complaining About: At&t

Description

i received an i phone seven and had a two year contract. My phone kept dropping or i could hear the person that called but they could not hear me. I called them numerous times through the years but i kept getting the same thing. They had me call Apple once to fix the problem. I gave up thinking that it was lack of towers around my area. The phone was so bad but I could not get in touch with anyone because of covid-19. When I finally did get in touch with someone in June they said I had to buy a new phone my contract was over Mid May --- they were not available to me in March because of the virus. But what shocked me was what she said. Oh some I phone 7s were faulty. I said then why didn't you replace it for me at the beginning so i would not have had to go through this hell. I once had to leave my district just to get a dial tone. I said I think you need to replace this phone because you misled me all this time. She informed me that I had to buy an iphone 11 but I could get a discount. I told her I did not need an i phone 11 a 7 or 8 what ever they had in stock would be fine. I called their office so many times and they would keep me on hold for hours and never get back to me. It was continuous so this is why I am reaching out to you for help.

Ticket: # 4080802 - Price Gouging

Date: 7/10/2020 8:03:17 PM

City/State/Zip: Houston, Texas 77048

Company Complaining About: Comcast

Description

Xfinity marketed the Premier Package that included HBO, Starz, Showtime, TMC and Cinemax. In the middle of my contract Starz and Cinemax was removed and replaced with HITZ show old movies and EPIX with random up to date movies. I filed a complaint while in my contract and they would add Starz and Cinemax back into package for 3 months. This was ongoing issues now that my contract have ended they've added Starz costing 12.00 and Cinemax - 8.99 without my agreeing to it. I have a Premier Triple Play which should provide more premium channels. My bill jumped from 252.00 to 284.00 which is a 32.00 increase. I am in the process of weighing my options and checking on Xfinity website for deals to lower my bill while keeping the premium channels. Due to COVID, I've not been able to speak to a representative to discuss my past due bill and them assist me with selecting a package that would meet my needs.

I left DIRECTV because they would make changes in their Premier packages with premium channels. Why doesn't Xfinity have feature where the customer can build their plan to meet their financial needs?

Ticket: # 4080882 - Elderly COVID-19/Dementia Patient Phone Erroneously Disconnected

Date: 7/10/2020 9:31:31 PM

City/State/Zip: Dallas, Texas 75205

Company Complaining About: AT&T

Description

We called to get the Distinctive Ring dropped from the account. "Steve" (CSR) disconnected the entire service in error. This is the only method of communication she understands and now she has no way of calling for help. This needs to be restored immediately. Have called ATT 4 times tonight with no luck. Ryan and supv Brian were last employees we talked to.

Ticket: # 4080947 - Unwanted Text Messages

Date: 7/10/2020 10:47:35 PM

City/State/Zip: Elk Grove, California 95757

Description

I received this text today; “ Hi, is this Archie? I tried to arrange a delivery for you but you were not home, please go to j9svc.info/NSqF75sGBo GQ Transport “. Totally Bogus, I haven't ordered anything & I'm home all day due to COVID 19. SCAM.

Ticket: # 4081011 - Not receiving my text messages and t mobile not fixing problem

Date: 7/11/2020 1:23:38 AM

City/State/Zip: Lakeside, California 92040

Company Complaining About: T Mobile

Description

For approximately a month most of the texts sent to me I dont receive, I contacted t mobile customer service and they tried to talk to me about my complaint and tonight while I was put on hold for almost 45 minutes, they instead hung up my call, no one help me and didn't even bother to call me back to try and fix the problem after being a good customer for over 2 years, I take my service seriously specially when it's interruptin my work and were in this horrible COVID 19 PANDEMIC!! Action is required, thank you

[Ticket: # 4081056 - Slow Intermittent speeds even after renting a special "Cox" modem.](#)

Date: 7/11/2020 5:35:50 AM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: Cox

Description

Upgraded to the highest tier package, rented a modem from them that is not purchasable in full so you have to pay the monthly fee since it is there "Cox" branded modem, overall terrible quality internet over the past year since even before COVID-19, used to rarely have problems for years.

Ticket: # 4081073 - Fox Network broadcasting claims that the corona virus was a hoax

Date: 7/11/2020 7:09:42 AM

City/State/Zip: San Diego, California 92131

Description

Many times back in January/February of 2020, the Fox network was broadcasting that the corona virus was a hoax perpetrated by Democrats to undermine POTUS. There are many video instances of the virus actually being called a hoax and many more instances of Fox personalities saying it wasn't as serious as the Democrats were saying and that Democrats were raising alarms about the virus only to undermine POTUS. These lies by the Fox Network personalities and broadcast by the Fox Network has resulted so far in the deaths of 130,000 Americans and counting. Due to these many instances of misdirection by the Fox Network, far too many Americans didn't and still don't take the pandemic seriously. The Fox Network should be held accountable and shut down for its direct contribution to the spread and destruction caused by the corona virus.

Ticket: # 4081079 - Service was disrupted without warning/notification

Date: 7/11/2020 7:23:57 AM

City/State/Zip: Henrico, Virginia 23231

Company Complaining About: Comcast

Description

Xfinity put a hold on my account without warning and/or notification the day before I moved into my new house. I had transferred my service to my new location days prior with no problem. A rep walked me through the process and stated I was in great standing with them. I was told I could keep my equipment during the move. A technician would come the day I did move and if need be I could switch my equipment out with what he decided to give me. Sounds good... a day before my move, I get an automated text message saying my appointment was cancelled. Confused, I had to call customer service 3 times to finally find out that a hold was on my account due to a balance. I had the rep look at my account to see that I'm on auto pay and that I've never missed a payment. I had no balance. She tells me it may be another account, however I only have one. She gives me the number to someone she says is overlooking my account named Julie. She stated that this Julie person Left a note saying she tried to reach out and left a message which she didn't. I've called this woman over 5 TIMES and left messages over a 3 day period with no response. I am working from home due to Covid and need my WiFi. This is unacceptable. Now I'm forced to wait on Xfinity to do what they decide when they decide. This is not the first time Xfinity has done this and now it's really starting to effect my work and day to day living. I pay top dollar for Xfinity services. If they don't even have the decency to contact me regarding my account, I'd rather take my hard earned money else where.

Ticket: # 4081093 - Locked into a contract with Verizon without fair notice

Date: 7/11/2020 8:30:27 AM

City/State/Zip: Doylestown, Pennsylvania 18901

Company Complaining About: Verizon

Description

I called Verizon on or around April 2, 2020 asking for billing relief due to my salary reduction related to the pandemic. At that point, I knew that I was putting my house on the market in June (2 months later). The representative I spoke with was helpful and reduced my bill by around \$100 per month. What she did NOT mention was that this new bill would lock me into a 24 month contract with a \$350 early termination fee. Had I known that, I would have either asked what the option was without the contract or would have stayed with the existing plan.

It's now July and I have moved out of that location and no longer need the service. When I contacted Verizon they stated that the terms of the contract were e-mailed to me (they were in a very small font in light gray lettering well below the information about the new plan). There is nothing on the bill indicating I have a contract or how many months are remaining. I have attached my latest bill.

I am asking that the \$300+ service fee be waived and allow me to cancel my account and pay only the fees associated with the service itself.

Ticket: # 4081099 - Double billing and service not working properly

Date: 7/11/2020 8:34:06 AM

City/State/Zip: Landing, New Jersey 07850

Company Complaining About: Optimum

Description

Since last month Cablevision has been sending out double cut off notices one when the due date is due then again at the end of month. I've been making numerous calls to them to resolve this issue and it's still happening. They have incompetent people working for them that do not understand what you are saying or what they are doing. My premium service that I pay monthly for is not working properly, which I also called about and they told me due to covid. What does that mean. I called yesterday and set up return call. The called back 4 hours later and put me to the automated and the phone hung up. In my new Jersey area there is no other cable service I can buy so they can get away with this terrible service.

Ticket: # 4081140 - Repeated Robo call from same source

Date: 7/11/2020 10:11:52 AM

City/State/Zip: Ashburn, Virginia 20147-5525

Description

At 7:03 p.m. on 7/8/20 I received a recorded message from "Apple Support Advisor" telling me that my iCloud account had been breached. The address was "Lofton C." The telephone number from which the call originated was 434-865-9814. I was instructed to call 268-262-0000 to obtain help. Prior to COVID-19 I would receive this call at least on a daily basis.

Ticket: # 4081228 - SuddenLink Homewood CA

Date: 7/11/2020 11:49:46 AM

City/State/Zip: Homewood, California 96141

Company Complaining About: Sudden Link

Description

Suddenlink has failed to send an outdoor tech to fix the Suddenlink equipment on the pole outside my home. I have had 3-4 inside techs who have troubleshot all of the problems inside and they have repeatedly instructed me that Suddenlink needs to send an outside tech. I have reached out countless times to Suddenlink to try to schedule, it is nearly impossible to get a hold of anyone at the company and they even had an appointment scheduled for July 10 from 10-8 but never showed up, called or anything (now it says I have no appointment scheduled -- what company does that?). This is resulting in intermittent internet which is preventing my wife and I from working from home during the coronavirus pandemic. I need an outside tech to come troubleshoot the pole outside and they will not send anyone.

Ticket: # 4081328 - Tricked into Changing TV Package**Date:** 7/11/2020 1:15:26 PM**City/State/Zip:** Framingham, Massachusetts 01702**Company Complaining About:** Verizon

Description

For years I have had a Fios and Wi-Fi package with Verizon at a price that has worked for my family and I. On May 19th, 2020 I called into Verizon to inquire about changing our set-top box's remote controller, and the agent I spoke to informed me that she could get me a better package at the same cost. I informed the agent that I worked for the airlines and, with what has been going on with COVID-19, we had only budgeted for the price that I already had. She assured me that she could get me the More Fios TV and 400mbps for the same price. When she sent out the Live On Fios, I told her that it was showing the price as \$168 and she reassured me that it would update later to below \$148 if I would only click continue/accept. After everything was installed, the price still hadn't changed. When I contacted Verizon to ask them to listen to near the end of that call, no one would tell me that it was only for training purposes and not to resolve customers' complaints. In response, they then documented in the notes on my file that my package was to be downgraded. I spoke with a supervisor on July 11th, 2020 and she presented me with the option of downgrading from the More Fios Tv and sent me out the Live On Fios price which I informed her was not correct. Again, I was reassured that it would update later as long as I pressed continue/accept which is exactly what that previous agent had said to me.

The Verizon agents tricked me into accepting new prices and packages under the false pretense that I will get a better package deal once I accepted the Live On Fios terms and conditions before backpedaling and denying they ever said anything about lowering the price. Even worse, they apparently only record calls for training purposes and not the "quality assurance" that you hear at the beginning of every phone call with an agent. At the end of all of this, they won't go back and fix my bill to what it was supposed to be which is the \$148 which I was assured of in the beginning.

Ticket: # 4081331 - Live on Fios

Date: 7/11/2020 1:17:47 PM

City/State/Zip: Framingham, Massachusetts 01702

Company Complaining About: Verizon

Description

For years I have had a Fios and Wi-Fi package with Verizon at a price that has worked for my family and I. On May 19th, 2020 I called into Verizon to inquire about changing our set-top box's remote controller, and the agent I spoke to informed me that she could get me a better package at the same cost. I informed the agent that I worked for the airlines and, with what has been going on with COVID-19, we had only budgeted for the price that I already had. She assured me that she could get me the More Fios TV and 400mbps for the same price. When she sent out the Live On Fios, I told her that it was showing the price as \$168 and she reassured me that it would update later to below \$148 if I would only click continue/accept. After everything was installed, the price still hadn't changed. When I contacted Verizon to ask them to listen to near the end of that call, no one would tell me that it was only for training purposes and not to resolve customers' complaints. In response, they then documented in the notes on my file that my package was to be downgraded. I spoke with a supervisor on July 11th, 2020 and she presented me with the option of downgrading from the More Fios Tv and sent me out the Live On Fios price which I informed her was not correct. Again, I was reassured that it would update later as long as I pressed continue/accept which is exactly what that previous agent had said to me.

The Verizon agents tricked me into accepting new prices and packages under the false pretense that I will get a better package deal once I accepted the Live On Fios terms and conditions before backpedaling and denying they ever said anything about lowering the price. Even worse, they apparently only record calls for training purposes and not the "quality assurance" that you hear at the beginning of every phone call with an agent. At the end of all of this, they won't go back and fix my bill to what it was supposed to be which is the \$148 which I was assured of in the beginning.

Ticket: # 4081335 - Over All Package

Date: 7/11/2020 1:21:44 PM

City/State/Zip: Framingham, Massachusetts 01702

Company Complaining About: Verizon

Description

For years I have had a Fios and Wi-Fi package with Verizon at a price that has worked for my family and I. On May 19th, 2020 I called into Verizon to inquire about changing our set-top box's remote controller, and the agent I spoke to informed me that she could get me a better package at the same cost. I informed the agent that I worked for the airlines and, with what has been going on with COVID-19, we had only budgeted for the price that I already had. She assured me that she could get me the More Fios TV and 400mbps for the same price. When she sent out the Live On Fios, I told her that it was showing the price as \$168 and she reassured me that it would update later to below \$148 if I would only click continue/accept. After everything was installed, the price still hadn't changed. When I contacted Verizon to ask them to listen to near the end of that call, no one would tell me that it was only for training purposes and not to resolve customers' complaints. In response, they then documented in the notes on my file that my package was to be downgraded. I spoke with a supervisor on July 11th, 2020 and she presented me with the option of downgrading from the More Fios Tv and sent me out the Live On Fios price which I informed her was not correct. Again, I was reassured that it would update later as long as I pressed continue/accept which is exactly what that previous agent had said to me.

The Verizon agents tricked me into accepting new prices and packages under the false pretense that I will get a better package deal once I accepted the Live On Fios terms and conditions before backpedaling and denying they ever said anything about lowering the price. Even worse, they apparently only record calls for training purposes and not the "quality assurance" that you hear at the beginning of every phone call with an agent. At the end of all of this, they won't go back and fix my bill to what it was supposed to be which is the \$148 which I was assured of in the beginning.

Ticket: # 4081388 - Fake Covid

Date: 7/11/2020 2:14:21 PM

City/State/Zip: Renton, Washington 98058

Description

NBC News hired a doctor to pretend that he had COVID and followed his “progress.” This is beyond disgusting and is projecting fabricated fear into society. They need to be held accountable for this

Ticket: # 4081576 - Cox overselling their products

Date: 7/11/2020 4:04:12 PM

City/State/Zip: Williamsburg, Virginia 23188

Company Complaining About: Cox

Description

Cox is oversaturating their servic. I have had consistent internet problems for 2 years, and COVID has only made the problem worse. Cox is the only internet provider for my area, so I cannot switch. They have a monopoly on the internet in my area and it shows by their blatant disregard for their customers. They say it's problems from my end, but after rerunning all of our Ethernet cables, getting 2 new routers, their "newest modem" multiple times, and running many network traces, the problems are coming from their end.

Ticket: # 4081600 - AT&T/Directv Scam

Date: 7/11/2020 4:20:40 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: AT&T

Description

I am writing to let the FCC know about a scam that is being peddled to AT&T/Directv Customers. I received a call and a follow-up email from someone named Oscar claiming that he is from AT&T/Directv and that the company was offering a promotion of 50% off of the customer's monthly bill. He had my name, phone number, and knew the amount of my last AT&T/Directv Bill \$164.58. He then proceeded to tell me that I would receive a 50% reduction to my bill for the next 2 years. In order for me to take advantage of this promotional offer, I was required to pay my bill in advance for the next 3 months in the amount of \$270.00. I asked "Oscar" if I would receive a bill for this promotion and able to make the advance payment on the AT&T website. He told me that he could sent me an email verifying the offer and requested my email address. He told me to call him back once I received the email. In the interim I called AT&T/Directv Customer Service to verify whether this was a "REAL" promotion only to learn that the company is aware of the scam. There is nothing on the AT&T/Directv website to WARN CUSTOMERS about this scam, particularly given the economic devastation that so many are facing amid this COVID-19 pandemic. It is so senseless that major companies are doing nothing to warn its customers about such scams when they have knowledge of them. Apparently, AT&T/Directv systems have been compromised if customers are being contacted by these scammers. The email was sent from Oscar@directv-promo.com.

Ticket: # 4081640 - Suddenlink Customer Service

Date: 7/11/2020 4:35:01 PM

City/State/Zip: Sedona, Arizona 86351

Company Complaining About: Sudden Link

Description

Suddenlink has the absolute worst customer service I have ever dealt with. I've called them multiple times, they put me on hold and after a 50-60 minute hold they disconnect the call. The one time they did call me back I was again disconnected before my problem was resolved. Every good company asks for a survey after they talk with you. Suddenlink wouldn't dare. They are using Covid 19 as an excuse which really doesn't apply for calls.

Ticket: # 4081656 - Denied Internet by Optimum...the only service in my area

Date: 7/11/2020 4:48:21 PM

City/State/Zip: Brooklyn, New York 11234

Company Complaining About: Optimum

Description

I received a phone call from a manager on 7/10/2020 inciting that the outstanding bill accrued by my deceased Aunt needed to be paid. I already informed Optimum throughout her hospitalization and death (which was a span of 4 months) I am not working and was never bound by a contract with them. Their company needs to check it's records as to the longevity of the account.. My Aunt is dead: whether I was visiting her or living with her, her outstanding bill is not my expense.

I have called several times in reference to this only to be contacted by the fraud department. Please note that they did not have a problem taking my money when I was informed by their representative in April that I could place my Aunt's account on hold for \$30/ month until she recovered from COVID 19 (which unfortunately she did not) Only to speak to 3/4 reps who provided inconsistent information. I know that there are laws in place in reference to COVID, and they are hindering my professional business and income by denying me the opportunity for a lively hood. Optimum is the only service in my area and they should be ashamed of themselves for scrounging for pennies from a DEAD WOMAN!

I have attached the new account order that was placed and later denied. I also scanned my deceased Aunt's funeral program for your review.

Ticket: # 4081681 - Misleading and deceptive sales practices by ATT wireless

Date: 7/11/2020 5:16:23 PM

City/State/Zip: Dublin, California 94568

Company Complaining About: AT&T

Description

ATT wireless showed a free phone(with 30 montly installment credits) if i add a new line of service. As i went through the online offer page and signed up online it showed that i will get credits of 30\$ each for next 30 payments(negating the charge) for phone essentially get phone for free if i stayed with that service line and pay charges for additional line service. After 90 days ATT says that the service play that i have is not eligible for getting that offer.

There was no mention nor did ATT block or flag that the service with two lines i currently have is not eligible nor showed me that i could move to eligible plan during the sign up process.

ATT totally has the details of the plan and my eligibility and failed to implement check in their online ordering system and ignores to check the plan i am on for eligibility when signing up plan online.

Customers find out that they are not eligible for an offer

only after 90 days at time when there is no resort but to stick to 900\$ of montly payments. This is false/misleading and unethical practice. ATT misleads customers to believe that they can sign up and later informs them they have no choice as they are on installment plan and forces them to pay the 900\$ installment fees.

Upon reaching att customer service, only other option that was provided was to upgrade to new plan of service(unlimited elite) that costs lot more or pay the 900\$ in installments upfront to buy the phone.

ATT claims that in the disclaimers and foot note sections of the agreement they have posted requirements for plans that are eligible and that customers need to check on eligibility themselves but completely fails to check on the online ordering system when they could easily check this.(Intentional Unethical Sales Practice) and or atleast forwarn the customer on these eligibility/phone charges. There is absolutely no indication suggesting anywhere in the sign-up process nor the price pages about this non-eligibility

Request FCC to check on thousands of customers who ATT leads through the same situation with misleading sales tactics especially in this time of pandemic.

Ticket: # 4081709 - Verizon Wireless Charging for Additional Data**Date:** 7/11/2020 5:50:09 PM**City/State/Zip:** San Bernardino, California 92404**Company Complaining About:** Verizon Wireless

Description

I have been with Verizon for approximately 4 years. We have a 2 Phone plan that shares 3 gigs of data. We have never gone over that limit. Suddenly on June 25, 2020 I received a text that stated data overage. On the phones one is mine and the other is my husbands. In the history of billing my phone has always showed more data use. Suddenly, his phone is way over. The other thing is we always receive a 90% use of data text message. This month we received nothing. I'm appalled that Verizon would try to extort money from its customers in the time of Covid-19. A remedy would be Verizon removing the "over data" charge from my last bill.

Ticket: # 4081878 - Number porting issues

Date: 7/11/2020 8:50:29 PM

City/State/Zip: Walnut Creek, California 94597

Company Complaining About: Verizon Wireless

Description

Switched two wireless lines on the same account to Verizon 36hours ago. Vzw switched one line but did not switch to the other one yet. Call support holds on the line over 1h. Store cannot help, chat support cannot help. Customer services only work 8am-7pm. Verizon do not provide enough customer support during covid and causes communication issues to it's customers.

Ticket: # 4081952 - Request for assistance acquiring improved broadband services during COVID-19 pandemic

Date: 7/11/2020 11:01:03 PM

City/State/Zip: Byram, Mississippi 39170

Company Complaining About: AT&T

Description

I am a guardian of 2 grandchildren of grade level 5 and 7 who require adequate broadband access as outlined by the attached document provided by the Hinds County School District , Mississippi (<https://www.hinds.k12.ms.us/cms/lib/MS01001020/Centricity/Domain/1/HCSD-Reopening-Overview-July-10-2020.pdf>)

. AT&T has communicated to us that it has no current plans to accommodate our request in spite of the fact that we have been paying customers of their bundled services for the better part of 10 years at this location ((b) (6)) We are asking for your assistance in helping us facilitate acquiring improved broadband access (speed between 12 and 50 Mb/s with a 1 TB or better data cap) . Your assistance in this matter will be greatly appreciated.

Ticket: # 4081955 - Locked Cell Phones


Date: 7/11/2020 11:02:42 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: T Mobile

Description

On 7/10/2020 I ported my two iphones and two apple watches to AT&T from Tmobile. When I inserted the SIM card I got an error message and had to call TMobile. I was informed that my devices were locked even though they were paid for because TMobile's policy is that I have to fill out a form to request my paid for devices are unlocked and it takes 72 hours. I filled out the forms last night but not I have to wait for 72 hours to receive a decision and see if my request is approved. I own the devices and don't understand how this is a legal practice. I am now left with four devices that do not work and no guarantee that this will be resolved in 72 hours. Because of COVID we are forced to work from home and this is our primary method of communication and now it does not work. Phone numbers impacted (b) (6)



Ticket: # 4081961 - Device not working - no help

Date: 7/11/2020 11:18:20 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: AT&T

Description

We ported two additional phone lines and two apple watches to our existing AT&T account on 7/10/2020 in the evening. No one told us that our phones might be locked even though they were paid for. We ported out numbers and went home. Nothing worked when we got home and when we called our previous carrier, they told us our devices were locked and would take 72 hours to unlock. The person adding the lines to our account made changes that also rendered our existing home internet device useless. When we called AT&T on 7/11 in the morning to let them know our device said it had no service the agent on the call argued with me that we didn't even have that plan and the device didn't exist. After being transferred to a person I could not understand, I hung up and drove to the store on East Indiana in Spokane Valley, WA. They told me they could help then admitted they had no idea how to fix it so they suspended the device and reported it stolen and reactivated it with a new SIM card. This did not fix it. Then they told me they didn't have a manager on site and were short staffed but they could call customer service. The person helping us in the store called and when asked by the agent on the phone if it was a DSL line he said "I dont know what that is but sure" then he followed the trouble shooting steps we had already tried like removing the battery but then he couldn't figure out how to insert the batter properly. We told him we would call customer service ourselves and left. We called and were transferred around and finally told that they would escalate us to an expert and call us back. We got a text that they hoped to fix it by 7/15/2020. We tried to view our account from our computer at home but had to get a PIN text to verify the account. The only option was to send it to the number that was just added to the line which is not the primary number and is currently still locked and not active so we called customer service again thinking this was a simple fix. The person told us that number isn't even on our account. How could it be listed as the primary number if it's not on our account? Then they walked through the steps for how to log in to the site in case we were doing it wrong. We hung up and called back. We cannot find a competent person to help us yet they are taking our money. We are left with no working internet or phones in a time when we are forced to work at home because of COVID. We are being charged for devices we cannot use and now losing income because we do not have the required services to do our work.

Ticket: # 4081984 - Cox refuses to fix my issue and gives me excuses**Date:** 7/12/2020 1:09:44 AM**City/State/Zip:** North Las Vegas, Nevada 89030**Company Complaining About:** Cox

Description

My name is (b) (6) I'm a twitch streamer so when ever the net is unstable I have various ways of finding out, the main one being unable to stream. I've been a cox ultimate customer for years while living in this building and even moving apartments and finding the same issues. I have recorded my net for weeks multiple times to show the tech that my net is unstable, it's either packet loss, disconnecting or it's too unstable to maintain even half of my speed. I am paying for 300down and 30 up. When ever the tech is on the way my speeds rise and it becomes stable, when he leaves they return to the way they were. I've done my own tech support on the side and let them know that I have a very good gaming computer, updated drivers and updated software, 2 desktop computers in my room, a switch lite and a laptop in the living room that my mother uses on wifi. Everything is lagging. I have to change their modem out every 2-3 months because of how often they die. The techs come to try to solve the issue and simply hand me a new modem. I have asked them to check the lines and they tell me the lines are fine, They weren't able to enter my house this time so I assisted the tech with the installation of my new cable. It did not help. 2 different techs say they last tech was not doing things correctly and they have to keep fixing what the last tech messed up. My bandwidth is getting 0 quality on my twitch test program while a stable stream will get at least 80. My speeds tank to 2mbps, at this time of writing this, I'm barely getting 3 of my 30, which realistically I would get about 25 because of traffic. Cox now blames my neighbors and the covid, while I explain to them that even during peek lockdown here in las vegas I was able to stream at my usual settings with no issues. I also told them that this is the same issue I've been having for years before covid. I have screenshots and recordings of my issues and speeds. Atm 2mbps out of 30. tech says it's the node but they won't do anything about it, or that our tower is too far. My stream can go up to 6000 bitrate, my program auto tracks my bandwidth and tells me how high to set it, this is unstable, so i lower it to 4k and it went well for a couple of weeks, this is unstable, it now tells me the best i can do is 500bitrate and fluctuates between 1000, 500, 300, etc. My kbps goes from 8k to 400 to 7k to 200. It's so unstable my stream looks like a power point presentation. I have this all recorded. twitch.tv/aoreka my streams are lower quality and unstable. <https://www.twitch.tv/videos/670136325> . They refuse to check the nodes, they say the lines are fine, my cord has been replaced with my own money. They don't check the tap, they have no idea why mysteriously my speeds tank. I am paying full price for net I cannot use, they won't even lower my bill to accomodate me. I am getting 2-4mbps of upload speed while paying for ultimate. All they do is offer me gigablast, even this elite gamer add on I paid for doesn't work. I've had supervisors tell me it's probably the node or tower distance, but no follow ups happen. I am extremely frustrated with this. I just want stable speeds, I'm losing money because I can't stream but they charge me full price. Now they are telling me they changed the service without notifying me, from 30 to 10. I upgraded to gigablast which is 1000 down and 36 up, it lasted for 2 hours and tanked down to 300down and 12 up. This is infuriating!

Ticket: # 4081998 - Nudity

Date: 7/12/2020 1:45:14 AM

City/State/Zip: Seaview, Washington 98631

Description

CNN ran a story on 4 11 2021 at 1242 et "how countries around the world have responded to covid-19.. there is footage of patients being treated by medical staff.. in one clip a human penis is in the foreground.. for 2-3 seconds..

Ticket: # 4082103 - Simple mobil does not allow me to port my cell phone #

Date: 7/12/2020 10:13:41 AM

City/State/Zip: Long Beach, California 90810

Company Complaining About: Simple Mobil

Description

To whom it may be concern,

i had simple mobil service provider right now and i paid 50 dollars a month unlimited everything even out side of the country. Since the pandemic i had been residing in peru south america and i had been using the cell with out a problem. However, they just cancel my service"do to high rooming" (eventho i had paid) and since the account is cancel, i can not transfer my number to an other cell phone carrier because they do not want to acctivated my service so i can only transfer my phone numbee to an other company. Please help... what should i do.

Thank you.

Ticket: # 4082122 - No service

Date: 7/12/2020 10:29:35 AM

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

Company Complaining About: Verizon Wireless

Description

I am 76 years old and because of pandemic I phone is only means of communication. Cannot get e mail or internet without wi fi. Phone only goes to 3G with one bar. Payment current.

Ticket: # 4082134 - incorrect charges to my billing

Date: 7/12/2020 10:57:53 AM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: Sudden Link

Description

Being overcharged and charged for services not needed. I have bills for last 6 months showing that they are charging me for modem rental, I am not renting or using modem from suddenlink, I own my modem. I did not have cable service for almost 2 weeks when I signed up in January, techs were sent out 3 times with 3 different cable boxes during those 2 weeks to get it working. Now my internet service was down intermittently for more then 2 weeks again, between the month of May - June . After the first week, they explained they needed to send a technician to my home during this pandemic, technician arrived and found no issues as my husband had explained there were no issues in the house (HE IS A NETWORK ENGINEER) and he explained the issue was on Suddenlink network, he never wanted anyone to come to the house, but they insisted with technician at no charge. I got charged another \$60 for technician, they lied about this and claimed he fixed the issue, problem persisted for another week or more. My husband was finally informed that they were working on the infrastructure, a total of 5+ call were made during these several weeks.

Ticket: # 4082208 - Suddenlink's inability to comply

Date: 7/12/2020 12:45:38 PM

City/State/Zip: Fort Polk, Louisiana 71459

Company Complaining About: Sudden Link

Description

We have been lied to the past 3 days about when a technician will come to hook up service. I know covid 19 has hindered many bussiness, but I imagine not to the point where they are flat out lying to their customers. My husband is a military personal that works remotely and has been a customer with them for over a year. He has never been late with any payments so I do not understand why they can not do what they say they are gonna do.

Ticket: # 4082210 - Uverse services disconnected

Date: 7/12/2020 12:47:28 PM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: AT&T

Description

My services was disconnected twice within a 14 day span on June 5th and June 19th. Uverse updated bill reflects \$95.22 increase for restoration fee. As per Governor DeSantis there should be no disconnection of utilities due the pandemic. Why was there a disconnection in service twice in month? Why am I being charged a restoral fee?

Ticket: # 4082291 - Untraceable phone call

Date: 7/12/2020 2:43:59 PM

City/State/Zip: Merced, California 95348

Company Complaining About: Assurance Wireless

Description

I have physical evidence the CIA is committing treason. I called the inspector general and reported the truth. The inspector general called me from 703 706 2000 from virginia 4 days ago. The exact time of the phone call was July 8th, 2020 at 3:27 PM. My phone number is 209 285 3097. Since I really have physical evidence the President is being betrayed by the CIA and is not being briefed intentionally, and since the CIA director John Brennan is denouncing Trump's dignity, I believe I might have to, despite my poverty, greyhound from california to washington DC and stand outside the white house with a picket sign "I have physical evidence the CIA is committing treason/betraying the president!" I do not want to get COVID, so please just document that the Inspector General called me and is hiding the truth from the American People!

Ticket: # 4082307 - Internet bill

Date: 7/12/2020 2:57:26 PM

City/State/Zip: Ridgecrest, California 93555

Company Complaining About: Mediacom

Description

I charge the internet speed to from 100Mb to 200Mb. so bill was \$69.00 and now my speed is 100Mb to 200Mb and bill is \$79.99 and \$10.00 individual services, total bill for just internet only \$89.99 a month. Now with COVID-19 and kids at home for school this up coming 2021 school year . we are paying for \$90.00 for internet, this is not right. Ridgecrest ca. we have only 2 options for high speed internet.

Ticket: # 4082325 - AT&T canceled my low income / cost high-speed Wireless

Date: 7/12/2020 3:21:01 PM

City/State/Zip: Sacramento, California 95814

Company Complaining About: AT&T

Description

AT&T canceled/suspended my low income/cost high-speed wireless Account number: (b) (6) over \$57.00 and refuse to assist me pandemic.

Regardless of their pledge to assist their customers. I don't have internet or TV for days now, and I don't know what's going on or how to keep safe, plus I'm disabled.

Ticket: # 4082326 - Spectrum will not prorate final bill

Date: 7/12/2020 3:21:10 PM

City/State/Zip: Boerne, Texas 78015

Company Complaining About: Spectrum

Description

I just cancelled my service with Spectrum. My billing cycle just started a week ago, and I was told they do not prorate bills. They said this is how ISP's work. This is ridiculous. Especially during a pandemic when there are so many people out of work that really need the money.

Ticket: # 4082331 - Xfinity/Comcast will not fix problem

Date: 7/12/2020 3:30:02 PM

City/State/Zip: McMinnville, Oregon 97128

Company Complaining About: Comcast

Description

I recently started a position which I have to work from home via a computer and a VOIP phone. I had already been experiencing issues intermittently with disconnecting prior to taking the position and had called them, but figured my Internet company could figure it out. Well they kept saying it was my equipment, so I replaced all my own hardware with Certified Products they recommended and I still drop consistently during the day which disconnects me from speaking with my clients which is creating issues with my ability to make a living. I am told the technicians cannot come due to Covid and I explain that I see trucks driving around and I know they are still installing equipment, so why cannot they fix an issue that is affecting my livelihood. I have been told twice they are monitoring my situation and will let me know when they can fix it. I need assistance in getting them to troubleshoot the problem from my end because that is the only way they will determine and fix the problem. I might lose my job over this.

Ticket: # 4082377 - Comcast Deceptive Practices

Date: 7/12/2020 4:33:45 PM

City/State/Zip: Sandy Springs, Georgia 30328

Company Complaining About: Comcast

Description

On 7/10/2020 I worked with a Comcast agent to lower my bill.

I told the agent that no matter what we worked out, I did not want to change any of my channels. We were able to lower my bill from 219 to 178. Today , I find that I am missing channels. Now Comcast tell me I must pay more. Today they also dropped my phone service with no notice. These are deceptive practices and very troublesome during the covid-19 era. Please help.

Ticket: # 4082384 - Faulty internet service

Date: 7/12/2020 4:41:06 PM

City/State/Zip: Covington, Georgia 30014

Company Complaining About: AT&T

Description

90 homes in the Reserve at Bear Creek subdivision pay an average of \$40-\$50 a month and have inconsistent service. The front of the subdivision has 30mbps download and the end of the subdivision has 3mbps download. COVID-19 has forced many in our subdivision to work from and students to attend school virtually. With the poor internet quality residents in the middle to the end of the subdivision have difficulty with those tasks. Replacing the old cooper line with fiber optic or cellular could solve the problem.

Ticket: # 4082579 - Refusal to stop fraudulent attempts to collect charges showing in error

Date: 7/12/2020 7:51:33 PM

City/State/Zip: Corte Madera, California 94925

Company Complaining About: Comcast

Description

On 3/27/2020, shortly after our first local COVID-19 shelter-in-place order began, I contacted my local Comcast/Xfinity about a new order for Internet only I had placed for an apartment I MIGHT or might not be moving to. The COMCAST representative specifically moved the date to POTENTIALLY activate to 5/2, and he explained that since the order was on an "activate yourself telephonically" - if I did not endup moving the account and order would never go live and charges would never start. Due to complications and risks of moving during COVID and an ongoing serious medical injury, as I suspected I never moved to the new address (in Corte Madera). Unfortunately, COMCAST will not stop calling me (more than 10 times!), texting & harassing me. They ignore my explanation of the situation - which I have made to their representatives several times (and each time they act as if they have never heard of the situation, and want me to hold to talk to more people). I followed their instructions. There should be no charges for this account - for a place I never lived in and an account which was never activated - at least not under my name. If there are any - and aparrently there are - they are solely the responsibility of Comcast as they would be singularly generated by them due to their administrative errors. I never even physicially set foot in the premises as views & rental of apartments was all done at that time by internet and phone with on in-person visits allowed. Before ever travelling to the premises or even getting keys, all pre-rental activities were cancelled by me & the building management. Address: (b) (6)

Ticket: # 4082616 - windstream

Date: 7/12/2020 8:54:18 PM

City/State/Zip: Stanford, Kentucky 40484

Company Complaining About: Windstream Communications

Description

Windstream was part of stay connected till the end of June , because of the covid-19.i have been cut off last month and have been getting late charges all along. they done my telephone the same way.

Ticket: # 4082626 - Television Packages/Internet Service**Date:** 7/12/2020 9:17:16 PM**City/State/Zip:** Trenton, New Jersey 08611**Company Complaining About:** Comcast

Description

Good Evening. I have been trying to cut costs for awhile now, due to the COVID 19 pandemic; however it seems like Comcast Infiniti has almost made it impossible to do so. I have been trying to drop down to a lower TV channel package to save money (all the way down to the most basic one), but I was informed that if I do this - My internet speed will negatively be impacted as well. I am currently working from home and the children need to do their schoolwork/summer enrichment activities as well; therefore I cannot afford for that to happen. I asked if I would be able to cut all of the TV channels, which would drop the price significantly; but was told I still would not be able to have the enhanced internet package. I then asked if I could pay to have the increased internet speed and bandwidth, so all of us can use our devices without degraded performance; however I was told that is not an option either. Working from home is of utter importance to me right now and I cannot conduct business properly with any internet interruptions or lagging. The internet service was so poor a couple of months ago (even after paying for their premium package), that I was forced to rent a new modem from them. Then their physical store by me closed to the public, due to safety concerns brought on by the crisis, so I was unable to return the old equipment to them and they charged me for it. I was instructed to send it back via the UPS Store; but at that time the UPS store was closed as well. I have already cut an additional sports package and recently cut a premium movie channel - not to mention over the last year or so they removed several other premium channels from my package anyway. I really don't understand why my bill is still so high, while I am being informed I have no other options to rectify this Internet situation. There were at least 3 rate hikes again this year, ranging from miscellaneous fees (as always), to content up-charges and increased equipment prices.

Ticket: # 4082633 - Internet Service/Television Packages**Date:** 7/12/2020 9:26:24 PM**City/State/Zip:** Trenton, New Jersey 08611**Company Complaining About:** Comcast

Description

Good Evening. I have been trying to cut costs for awhile now, due to the COVID 19 pandemic; however it seems like Comcast Xfinity has almost made it impossible to do so. I have been trying to drop down to a lower TV channel package to save money (all the way down to the most basic one), but I was informed that if I do this - My internet speed will negatively be impacted as well. I am currently working from home and the children need to do their schoolwork/summer enrichment activities as well; therefore I cannot afford for that to happen. I asked if I would be able to cut all of the TV channels, which would drop the price significantly; but was told I still would not be able to have the enhanced internet package. I then asked if I could pay to have the increased internet speed and bandwidth, so all of us can use our devices without degraded performance; however I was told that is not an option either. Working from home is of utter importance to me right now and I cannot conduct business properly with any internet interruptions or lagging. The internet service was so poor a couple of months ago (even after paying for their premium package), that I was forced to rent a new modem from them. Then their physical store by me closed to the public, due to safety concerns brought on by the crisis, so I was unable to return the old equipment to them and they charged me for it. I was instructed to send it back via the UPS Store; but at that time the UPS store was closed as well. I have already cut an additional sports package and recently cut a premium movie channel - not to mention over the last year or so they removed several other premium channels from my package anyway. I really don't understand why my bill is still so high, while I am being informed I have no other options to rectify this Internet situation. There were at least 3 rate hikes again this year, ranging from miscellaneous fees (as always), to content up-charges and increased equipment prices.

Ticket: # 4082657 - inmate calls

Date: 7/12/2020 9:47:46 PM

City/State/Zip: San Antonio, Texas 78220

Company Complaining About: Bexar County Jail/ Ics Solutions/ Fcc

Description

the rate per minute 21 cent p/min + svc fee then the tax rate. tax rate that constantly changes. for adding \$50 i have paid \$67.26, \$66.46, and today it went up to \$69.91. WOW charging almost \$20 for adding \$ to inmate phone account. is there a way to have this looked into? this is outrageous. yes the inmate committed a crime, and he is serving his time. commissary is a privilege along with visits and phone calls. but they choose commissary according to budget the items are more than at a grocery store. but that's part of their punishment i assume. but to rob the families whom are lacking one less income, keep children close to inmate, pay for attorney, send money for hygiene then these outrageous fees for calls.. whom can i direct this complaint to? inmates are worried about ther families with all this pandemic. finances are hard on everyone. especially those whom have lost their jobs. some even died..

Ticket: # 4082669 - [cnn,nbc,washingtonpost,fox](#)

Date: 7/12/2020 10:09:11 PM

City/State/Zip: Clayton, Delaware 19938

Description

i believe when news organisations put out "fake news" like they have been doing for years they should either not do so or put something in the broadcast that its opinion. 90% of the news is fake nowadays. i mean nbc's Dr didnt even have covid and lied about it. also the trump speech at mt rushmore wasnt racist like they all called out. just pick a story and research its either worded to make the story look the other way or a flat out lie.

Ticket: # 4082670 - False health information

Date: 7/12/2020 10:09:18 PM

City/State/Zip: Woodinville, Washington 98077

Description

Fox News personalities regularly disseminate false health information re: COVID-19. Since they are considered authoritative by those that watch them, their promotion of going without masks during a pandemic is a health issue that has been shown to contribute to actual deaths. Please speak to them about this issue and tell them you will not allow actual, false health information to be promulgated by anybody.

Ticket: # 4082736 - Verizon Wifi

Date: 7/13/2020 12:06:33 AM

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

Company Complaining About: Verizon

Description

I have not had WiFi since March 2020 when the outbreak of Covid just started. I have called Verizon countless times with proposed dates on when someone can come and fix it for us. Unfortunately, after 4 months nothing has been done and we still do not have WiFi. This is directly impacting my ability to work from home and is unacceptable. I need someone to escalate this and amend the issue for me. Thanks.

Ticket: # 4082836 - Terrible internet service

Date: 7/13/2020 8:16:21 AM

City/State/Zip: Fairfield, Connecticut 06824

Company Complaining About: Optimum

Description

Good morning – we have a Optimum for our phone /TV/internet service . Throughout the pandemic we've had periodic outages but they were usually resolved. In the past month we have had pretty much daily outages for anywhere from 2:45 to 4 hours. We have called them almost daily and we get the same message there's an outage in your area we will send people to fix it because it's outside your home but yet we still have the same issue it's incredibly unreliable especially for the family members who have School or work from home. We can't even get a manager on the line. Is there anything you can do to help us?

Ticket: # 4082894 - Optimum Installation and Service**Date:** 7/13/2020 9:12:48 AM**City/State/Zip:** New City, New York 10956**Company Complaining About:** Optimum

Description

I signed up for Optimum internet service. On July 11, 2020 an Optimum technician came to install the equipment and wiring. He cut and disconnected my current providers wiring and put Optimum wiring in their place. He then left my premises and advised that a different installer would be coming to complete the installation and connect me to the internet. No one from optimum has returned and I have been without internet for two days. I am working from home during the pandemic and cannot access the internet to do my job. Also the installer damaged my homes brand new paint job while installing the wires.

Ticket: # 4082925 - No Internet service

Date: 7/13/2020 9:31:06 AM

City/State/Zip: Winchester, Kentucky 40391

Company Complaining About: AT&T

Description

I live at in Winchester, KY and am unable to get internet service (reliable). At & T provides service to almost all residence on our road except the last two houses on this road. I am one of those people. Our house is in a rural area but they also provide internet to other residence farther than my house. This I do not understand. Spectrum does not provide this service either. They expect us to use a satellite, which is very unreliable and not worth the money. I have ask, when At&T will complete the installation of fiber in my area and they cannot give me an answer. I cannot work from home because I have no internet. This puts me at risk everyday for catching corona virus. I would think that an effort would be put forth to help people during this pandemic . Getting tired of calling numbers given to me with no response or follow up. I live at (b) (6) . I need help in acquiring a reliable and affordable internet service.

Ticket: # 4082958 - Boost Mobile

Date: 7/13/2020 9:44:18 AM

City/State/Zip: Cape Canaveral, Florida 32920

Company Complaining About: Boost Mobile

Description

Boost Mobile chose to "upgrade" a communication tower within zip code 32920. The physical addresses affected is Long Point Road, Cape Canaveral, Florida 32920. I have spoken with Boost Mobile customer service and they have agreed that service has been out for 4 days now and that they do not know how much longer service will be out. Due to this, all customer of Boost Mobile in this area have not had any phone service. I had to go out and buy a second phone because of it. Because of COVID we are advised not to leave our homes. WE MUST HAVE SERVICE!

Ticket: # 4082966 - Billing Issues

Date: 7/13/2020 9:50:53 AM

City/State/Zip: Comstock Park, Michigan 49321

Company Complaining About: Comcast

Description

- The consumer is calling about Xfinity as her carrier
- She has a bundled package
- She states they are price gouging thru the pandemic
- She states they switched her to paperless billing
- She states this cost her an extra \$5/month
- She states they installed a cable line in her yard and never buried it
- The consumer wants a refund for her paperless bill that she did not turn off
- She wants them to pay her \$100 for the cable line

CTR405-phone

Ticket: # 4083047 - KETX Jacksonville

Date: 7/13/2020 10:20:11 AM

City/State/Zip: Oakwood, Texas 75855

Company Complaining About: Ketx

Description

I live in a rural area of Texas where the only signal my indoor antenna can receive is KETX. NBC, Grit, Ion, Antenna

Almost every weekend and sometimes during the week, these channels go black.

The signal is there but no picture or sound.

Thus they are failing the FCC mandate to provide OTA television.

I can't afford cable, dish or any of the other services.

SSI shitty \$783 a month only goes so far.

with this Covid shit and that moron in the White House fucking everything up, television is the only relief I get.

So, raise some hell and get me some local tv.

Ticket: # 4083071 - Internet service help

Date: 7/13/2020 10:29:23 AM

City/State/Zip: Piles Grove, New Jersey 08098

Company Complaining About: Hughes Net

Description

I am reaching out hoping to get pointed in the right direction for some possible help with basic amenities. I will start with whenever we have inclement weather we lose our phone service which prevents us from being able to call 911 in case of an emergency. We are in a cell phone dead zone (regardless what the coverage map says). We are unable to use WiFi calling because the only internet available on my street is satellite which is bad on the best of days. When the COVID outbreak closed schools my child was unable to attend online classes due to this poor internet option. Satellite internet is our only option (once again coverage provided is nowhere near what is promised). Comcast is available at the end of the road but want \$10,000 to run it to my home. Basic internet is now a utility and not a luxury. I love my area and would hate to move but due to the current situation I am not having many options. I am hoping I could get pointed in the right direction.

Ticket: # 4083088 - Disconnection through Pandemic

Date: 7/13/2020 10:39:49 AM

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Sprint

Description

Being with Sprint for over 14 years, they are disconnecting me in a pandemic since I'm not able to pay due to being furloughed in March.

When the FCC expiration date pertaining to phone providers not being able to disconnect customers expired July 1st, unfortunately that is when Sprint started threatening to cut off my service.

Furthermore, this has caused a lot of unwanted stress since my phone service is essential to be able to connect with family especially when I'm not able to see my family face to face due to me having a comprised disease preventing me to not be around family, friends, and associates as well small enclosed areas under doctor's orders.

Moreover, I'm making this complaint asking the FCC to not only extend the services until December of 2020 for all customers not allowing customer phones lines to be disconnected since phone service is essential, but also mandate phone providers to reduce customer's bills every month by half along with their current phone bill since many people like myself have either been furloughed, or unemployed, due to Covid-19.

Lastly, if you can also investigate phone providers customer service practices, along with looking into their billing practices that would be great as well because they maybe overcharging customers like myself especially on taxes, equipment, and phone lines making it impossible for customers to catch up with their phone bill during hard times through this pandemic.

Kind Regards,

(b) (6)

Ticket: # 4083148 - Verizon won't install our internet service for 4 month!

Date: 7/13/2020 10:58:34 AM

City/State/Zip: Jersey City, New Jersey 07302

Company Complaining About: Verizon

Description

I have ordered an internet service from Verizon but they don't install it. It is really hard to live without internet in this pandemic. I have contact them for many times and they don't give a reply

Ticket: # 4083168 - Internet connectivity

Date: 7/13/2020 11:03:28 AM

City/State/Zip: Edison, New Jersey 08820

Company Complaining About: Optimum

Description

I have optimum online and pay for 100 mbps plan. However for last few months the download speed is about 20 - 30 mbps. In addition, the connection has frequent interruptions with spotty service at least 5-6 times a day. We have tried to call Optimum several times and waited over a hour on the phone with no response from an associate. Many of the neighbors are facing the same issue. With Covid 19 situation, having to work from home and remote learning for the kids, it is essential that a quality service is provided so that our livelihood and kids education is not impacted. So far Optimum has been completely unresponsive and irresponsible in their approach. Please help fix this issue with Optimum.

Ticket: # 4083226 - Direct TV billing/account

Date: 7/13/2020 11:17:39 AM

City/State/Zip: Harrisville, Michigan 48740

Company Complaining About: Directv

Description

I was sold this service through Future vision, told I had Direct TV and received bills from AT&T. I began calling AT&T/Direct TV on 5/4/20 to cancel my service since my bill had more than doubled. It took over a month (many phone calls) to "authenticate" because the sales person who sold me the service set up my account with passcodes and security question and emails that I did not know. Once I was able to access my account (6/8/20) I called to cancel. I was credited the past due amount at that time and told the cancelation would take affect and the balance would not be charged since it was before the due date. However they did not process my cancelation on 6/8/20 they waited until after the next billing. I received yet another bill for the balance due. I called again 7/13/20 to get this charge removed and was told they could not because the cancelation did not take place until 6/22/20. In May when they could not "authenticate" my account, I was told I would have to go to a corporate store and show my ID (even though during Covid everything was shut down). The nearest corporate store is 2hrs away and I was NOT doing that, so I had to wait for temporary passwords to be mailed to me in order to set up my online account so I could then correct all the wrong information that was associated with my account. I was told in May by 2 different people, that they could back date the cancelation. I was told on 6/8/20 I would not have any more charges. Now they say they can't do anything about the charge still on the account. I demand this balance be removed and my already canceled account be at zero balance.

Ticket: # 4083388 - Comcast - Cable, Internet & Home Phone

Date: 7/13/2020 11:56:23 AM

City/State/Zip: Marietta, Georgia 30008

Company Complaining About: Comcast

Description

It's been since March 20th (after Comcast Tech came out and re-wired my internal wiring) I noticed that my cable boxes nor my home phone is working. My Internet goes out at least one time per week. Comcast refuses to send someone to repair....stating COVID. Just FYI I have been paying my bill every month.

Ticket: # 4083647 - Internet Provider failed to provide

Date: 7/13/2020 12:52:10 PM

City/State/Zip: Brewton, Alabama 36426

Company Complaining About: Sardis Telecom

Description

On March 13th 2020. Internet service was ordered via phone call to Sardis Telecom (b) (6). They took money from my account on March 16th 2020. I never received my internet equipment in the mail even though I called periodically to check on the status of my order. The person on the phone was the same woman each time and she could never give me a straight answer. So finally on July 1st I requested via their website for a refund. They responded with a ticket number but that was it. So I called again today exactly five months from the date it was ordered and again no clear answer of when my refund will be given. \$240 was paid to this company. Because of covid19 my son needs internet because he is doing online school this fall and I need that money to help pay for internet for another provider. This company is the most unprofessional, irresponsible company I have ever dealt with. The customer service is non existent. I have tried tirelessly to reach out to them with no resolution in sight. I need answers and at this point I just would like a refund. I no longer want any service from them at all.

Ticket: # 4083680 - Toll free number portability problems with Verizon

Date: 7/13/2020 1:00:25 PM

City/State/Zip: Providence, Rhode Island 02940

Company Complaining About: Verizon

Description

We switched from Cox Communications to Verizon. The Verizon sales rep, after being informed that our 4 toll free lines (that correspond to our local numbers that we were also switching to Verizon) are integral to our business, neglected to inform us that due to Covid 19, Verizon Long Distance was not porting numbers. Once I Learned this from Verizon Long Distance, I contacted my sales rep and she informed me that she would "find a solution". Verizon installed the service on 6-12-20 and we lost access to our toll free lines on 6-15-20. I was able to regain access to the toll free numbers with the help of Cox on 6-17-20. After speaking to Angela in long distance dept., I completed a Resporg form with Verizon on 6-17-20 so that the toll free lines could be transferred to Verizon in "5-7 business days." On 7-9-20 we lost access to our toll free lines. They were ported to Verizon but Verizon did not complete the porting correctly and as of today, 7-13-20, we are still without our toll free numbers. Our customers are getting a message when they call these numbers that says the number is disconnected, is not valid or just a busy signal. This has caused great financial damage to our company and I cant's even imagine how many of our customers think we are out of business. We are a national manufacturing company that offers 24 hour turn around on our products. Most of our customers reach us by phone and fax. The toll free numbers is how they reach us. We need these numbers working ASAP. It is catastrophically damaging our business.

Ticket: # 4083691 - Issues with channel 235

Date: 7/13/2020 1:01:55 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

- The consumer is unable to view channel 235.
- When the consumer called to address the issue, they told her they are unable to send a tech due to COVID-19.
- The consumer said they are refusing to help her, but the consumer wants them to fix the issue.
- The consumer is wanting the services she is paying for.
- The consumer has internet and TV services

CTR-382

Ticket: # 4083793 - Lack of landline phone & internet service; potential to be unable to contact 911 due to lack of cell coverage-Century Link

Date: 7/13/2020 1:26:13 PM

City/State/Zip: Ewing, Missouri 63440

Company Complaining About: Centurylink

Description

I've inquired multiple times for a phone landline and high speed / broadband internet service. While they have serviced this address before, they say that I'm at the end of the line, they do not have room for my address, and have no plans to expand. I have contacted 2 companies in the area, with the same response. Fiber is located within 3-4 miles (if not closer) of my residence. I'm a work from home employee of a technology company; due to COVID I'm unable to travel or work elsewhere. I've been fighting this battle for months. To solve this issue, I would require a phone landline and fiber internet/broadband services.

Ticket: # 4083834 - Lack of phone landline/inability to call 911, and no broadband/internet service-Mark Twain Rural Telephone Co.

Date: 7/13/2020 1:39:03 PM

City/State/Zip: Ewing, Missouri 63440

Company Complaining About: Mark Twain Rural Telephone Company

Description

I've inquired multiple times for a phone landline and high speed / broadband internet service. While they have serviced this address before several years back.

They have stated they cannot provide service to this address now and have no plans to expand their fiber out this way. I have contacted 2 companies in the area, with the same response. Fiber is located within 3-4 miles (if not closer) of my residence. I'm a work from home employee of a technology company; due to COVID I'm unable to travel or work elsewhere. I've been fighting this battle for months. To solve this issue, I would require a phone landline and fiber internet/broadband services.

Ticket: # 4084143 - False Broadcast of News Concerning COVID-19

Date: 7/13/2020 2:55:39 PM

City/State/Zip: Washington, District Of Columbia 20004

Description

Dr. Joseph Fair, a virologist on NBC, falsely claimed that he contracted the coronavirus by flying on an airplane. He claimed that he contracted the virus through his eyes. He filmed himself at the hospital repeating his false claims of battling the coronavirus, false claims which were repeated by NBC through the Today Show. The lies cost me to lose money in the stock market and I demand compensation

Ticket: # 4084231 - Internet Service continuously down

Date: 7/13/2020 3:15:00 PM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Clear Creek Communications

Description

Our internet service, and that of our neighbors has been going offline consistently the last 2-3 months. I have placed a service call three times in the last 3 weeks. They have replaced my modem twice. Once we learned our neighbor was also experiencing issues they are now telling me they have received complaints from many customers in our service area. Talked w/manager on 7/6 - he was sending tech out. Asked him to call me back with status and no call to date. Internet went down again evening of 7/11. Makes it a challenge working remotely and our son doing online college during the pandemic. We are not receiving the service we are paying for!

Ticket: # 4084348 - Optimum Wireless - charge for 200mbps speed only provides less than 10

Date: 7/13/2020 3:38:50 PM

City/State/Zip: Stamford, Connecticut 06901

Company Complaining About: Optimum

Description

I use Optinum Wireless for my internet. I pay for 200mbps speed but I only get less than 10mbps speed after Covid. Their customer service system is terrible - they make you wait for 1 hour on the phone and then tell you that you got to the wrong department. It is impossible to get a refund and given Optinum almost have a monopoly in the area. One representative told me that if I want to a better speed (for example, 40mbps), I have to upgrade to 300mpbs. I said that I paid for 200mbps already, why can't I get 40mbps? He said that sorry he can't help me and I have to pay more. This month, they just increased by rate by \$15 per month for the same 200mbps speed and still providing terrible service (I cannot even open websites). I hope the FCC looks into their operations as to me, this is false advertisement and almost a scam due to duopoly/monopoly.

Ticket: # 4084359 - Verizon FIOS

Date: 7/13/2020 3:42:23 PM

City/State/Zip: Flourtown, Pennsylvania 19031

Company Complaining About: Verizon

Description

Ordered internet service 3 weeks ago. Technicians out multiple times, citing a need to connect to underground cables. "Underground crew" non-responsive. Company has failed to give me an installation date, what the next step is, and who owns the issue. I'm in a new state, a new job, and entirely in the dark on what it will take to get internet access in the middle of Covid-19. I can't do my job without internet access - please help.

Ticket: # 4084466 - Billing

Date: 7/13/2020 4:06:05 PM

City/State/Zip: Eldorado, Arkansas 71730

Company Complaining About: Verizon Wireless

Description

Verizon wireless has been disconnecting my service for the past 2 months when I have already paid my bill. Then a reconnect fee mysteriously appears on my bill when my service should never have been cut off to begin with. I've spent at least 4 hours on the phone dealing with them over these issues and no one is compensating me for my time. Also they are deliberately slowing down data speeds in order to boost their revenue and that needs to be looked into as well. This company is trying to cheat people during the coronavirus and blaming the virus for their deception. They need to be fined, for what they're doing. I have some evidence to support my billing issues and the data speed as well but they definitely need to be fined for what they're doing because it could be harming kids in poverty that rely on internet to complete school. Instead they are trying to deliberately make them pay more for access because they are slowing down data.

Ticket: # 4084508 - Still no resolution

Date: 7/13/2020 4:17:32 PM

City/State/Zip: Paola, Kansas 66071

Company Complaining About: Sudden Link

Description

I filed a complaint previously about a tech leaving a "we missed you" sticker and leaving. The subcontractor finally is the one who reached out and sent another tech out since Suddenlink never did. We have lost internet EVERY DAY in July which is a HUGE problem since my husband is having to work from home due to Covid. Suddenlink still has failed to fix the problem and when I last spoke to a rep, they said would not give us any credit because we haven't lost internet for a full day. Only 15 minutes-4 hours every day. But yet just this year they decided to raise my monthly bill by \$10. Their service, or lack thereof is not worth this and I'm tired of them not being held accountable. I pay for a service, I expect it to work. Just like my husband is expected to be able to work his job or he doesn't get paid. I also requested 3x last week to speak to a supervisor. Each time I was told a supervisor would call me back. I have yet to receive a call.

Ticket: # 4084581 - Billing/ service/COVID-19

Date: 7/13/2020 4:35:46 PM

City/State/Zip: Grambling, Louisiana 71245

Company Complaining About: Directv

Description

Consumer states that he does not have any service since June, 26.2020. Consumer states that there was a problem making the payment to his AT&T account and the Direct TV account and they do not want to be responsible about it. Consumer states that he called them many times and they still do not want to help him to restore his services. Consumer has an uvers account. Consumer wants his service to be restore immediately. Consumer wants a credit for all the time that he was with no internet service.

ctr408-phone

Ticket: # 4084678 - Cell unfairly disconnected promise broken by AT&T

Date: 7/13/2020 5:03:40 PM

City/State/Zip: Vestal, New York 13850

Company Complaining About: AT&T

Description

I made a arrangement with AT&T I was told as long as I do my part all will be fine. I did. They still cut my service this has never happened to me. This all started with covid. They pushed back bill. But it was not pushed back or a new arrangement made like every other company. Instead they added the 3 months then 90 days later they wanted 3 months payment on one bill. I can't feed my family without my phone. I do grubhub and doordash besides my full time job. The dominoes affect is going to kill me, I help my promise but was truly burned. Please please help.

Ticket: # 4084690 - Portability Delays

Date: 7/13/2020 5:04:49 PM

City/State/Zip: Shelby, North Carolina 28150

Company Complaining About: AT&T

Description

I closed my office and asked for my phone numbers be advanced to my open offices. Due to covid I had to close one office and found that an office I closed last year did not get properly closed. I have been on the phone over several phone calls each taking over 2 hours. Each saying they have resolved my problem. AS of today I am on the phone again and still no one wants to take the trouble to resolve my problem. These are business lines and I am missing customer contacts as a result of my numbers not being accurate. I even had to apply for a business mobility account on my last call dates 7/7/20 with tech JM 2870. After applying I was assured that I would received 3 phones in the mail and my old phone numbers would be pushed to those numbers and then pushed to my current landlines which are Spectrum because ATT does not come to this area.

Ticket: # 4084727 - Mobile service disconnected during Pandemic

Date: 7/13/2020 5:13:21 PM

City/State/Zip: Newark, New Jersey 07108

Company Complaining About: Cricket

Description

My mobile phone was cut off by Cricket during the pandemic. I was trying to pay them and made a mistake of approximately 1 dollar short. They shut my phone off and said I had to pay a reconnection fee of 15 dollars. I asked to speak to a supervisor. Explain about the executive order in New Jersey not stop service. I also mentioned the FCC. but to no avail the charged me 10 dollars reconnection fee. I appreciate any courtesy you can extend. Thanks

Ticket: # 4084732 - Verizon complaint

Date: 7/13/2020 5:15:06 PM

City/State/Zip: Albany, Oregon 97322

Company Complaining About: Verizon

Description

I have repeatedly attempted contacting Verizon by phone and chat for over two hours to make billing changes. Verizon customer service will not answer their phone or live chat and have closed their Verizon store in my city (Albany Oregon) This is how a mega size corporation misuses corona virus for profit

Ticket: # 4084859 - Xfinity/Comcast billing and service issues

Date: 7/13/2020 6:02:54 PM

City/State/Zip: Palm City, Florida 34990

Company Complaining About: Comcast

Description

We are having issues with the cable box, and we figured out ourselves (Comcast couldn't figure anything out) the box was bad. We suggested Comcast bring a new box and we will leave the old box by the front door so no contact. My mom had to pay 99.00 for them to say no sorry we can't help you due to COVID 19 & they refused to help us at all. My mom is 83 and is sick (her heart) it's her account. They are bullies on the phone! They extort money before they will say sorry we can't help.

Ticket: # 4084898 - Caller ID spoofing?/unauthentication

Date: 7/13/2020 6:24:23 PM

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Puget Sound Energy

Description

Received robocall from Puget Sound Energy saying our power would be disconnected in 30 minutes due to nonpayment, which was absolutely untrue! We called our bank and verified that our last payment had in fact cleared the bank. We verified that the number on our caller I'd matched Puget sound energy's customer service number. We called Puget Sound Energy and confirmed that all is well with our account and they said that during Covid they weren't even disconnecting anyone's power anyway. The call came in around 2PM, Monday, July 13, 2020. The problem is solved as far as we are concerned. Thought you should know that this is happening, as it appears to be phishing to me! Thank you

Ticket: # 4084910 - Internet outages

Date: 7/13/2020 6:29:48 PM

City/State/Zip: Greenville, Mississippi 38703

Company Complaining About: Sudden Link

Description

I've been having internet outage on and off since I've been with Suddenlink and found out just a month ago when tech came out that they gave me a modem that could only hold 400 Mbps when I've been paying them for 1000mbps. Now this outage once again service been out since Friday and they say they can't get anyone out until Thursday. I just finished my certification for another position with my job working from home Tuesday July 7th. This is sad and I may lose my statement of work because of this. My kids are also homeschooled and we have this pandemic going on. This is all people have to look forward too right now is their internet. I'm very disappointed in this company and this is the only company that provides the amount of service I need in my area. I have never been compensated or given a credit for the services with this company.

Ticket: # 4084947 - DIRECT TV

Date: 7/13/2020 6:45:51 PM

City/State/Zip: San Gabriel, California 91776

Company Complaining About: AT&T

Description

I have Direct TV with Premier Protection. I paid \$50 back on March and sent my computer HP ENVY 27 ALL.IN ONE COMPUTER which my son is using for school lately since the Pandemic broke out. Direct TV has not fixed or replaced or anything to get my computer issue fixed. The claim no. Is SR# (b) (6). I have e-mail and left several calls but no one has address my claim.properly and promptly.

Ticket: # 4084964 - Xfinity dba Comcast

Date: 7/13/2020 6:52:07 PM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

From the month of Feb. 2020 to early July 2020 Xfinity I have repeatedly contacted X-Finity/Comcast to describe the horrible connection/service I have had for the better part of several years and STILL persisting in the last 5 months with TV, and recently computer and phone. This time period was particularly difficult because my husband is in a Nursing Home and the phone/computer were our ONLY modes of contact due to Covid Restrictions. The last few months have been horrible service with only VERY minuscule compensation/credit for such lack of services received. The credits offered in no way are commensurate for the lack of service and scheduled outages. A new box was recently placed in the 2nd TV room and I have seen a significant improvement, however it does not make up for months of minimal credit.

Ticket: # 4084969 - Centurylink Selling Service It Cannot Provide**Date:** 7/13/2020 6:53:58 PM**City/State/Zip:** Pine Grove, Louisiana 70453**Company Complaining About:** Centurylink

Description

Started working from home and schooling children remotely due to COVID-19. In order to handle the demands of work and school requirements we had residential service rolled over into a business account and added a second line. Was told each line would operate at up to 20 mbps download speed. Original line only capable of 10 mbps and work order to add second line contained a notation for the technician that second line was to be limited to 6 mbps. Several calls to Centurylink and I was told they would change the setting on the second line to 10 mbps because it ran exactly the same distance and into the exact same box as the first line. They never did. Several subsequent calls and Centurylink employee finally tells me that our location area is "in exhaust" and second line will never operate above 6m bps (despite having given me 10 in writing.) Now, the highest speed we can get on the second line is 2 mbps - we cannot even operate the most basic office functions with this speed. Centurylink will do NOTHING to correct the situation and we are now locked into a three-year business contract with an early termination fee of more than \$400. We went from paying \$49/month to paying \$119/month for services we are not receiving, and per Centurylink, never will receive. Centurylink is the only dsl provider in this area and they are defrauding our local community.

Ticket: # 4085028 - centurylink

Date: 7/13/2020 7:24:35 PM

City/State/Zip: Livermore, Colorado 80536

Company Complaining About: Centurylink

Description

I live in a rural area and depend on reliable internet to work from home during COVID 19. For more than two months CenturyLink sales, customer support and its own customer complaint department lead me on to believe that I could receive much faster service. CenturyLink technician came out mid-May, told me that there are two lines are coming into my home, only one is being used, but I am most likely being charged for both, that these lines could be merged for slightly better speed. He told me that I had to call and request this work, that he could not discuss with his superiors what he saw. Calls to CenturyLink customer support essentially accused him of lying about two lines coming to my home or that faster speeds are available in my area. Internet is my livelihood these days, and for my spouse, and for my 18 year old child who will need to do remote learning come fall.

Ticket: # 4085196 - Connectivity problems

Date: 7/13/2020 8:53:33 PM

City/State/Zip: Eastpointe, Michigan 48021

Company Complaining About: Comcast

Description

I have had connectivy issues for the past 3 months. LET ME SAY, I UNDERSTAND the COVID envirnment and everyone working from home, however, I pay extremely good money to COMCAST for my internet/cable and home phone - which I rarely use.

I have so many other things to write about, Like right now - i

I had internet issues about 5 years ago and it took an email to FCC to FINALLY get it recitfy (after 4 months). I have tried MULTIPLE times to contact COMCAST about these current issues, only to have a new modem sent and several threats of cancelation JUST TO SPEAK TO AN AGENT.

Currently I have been on hold/called Comcast for nearly 1 hour; with NO response. As a matter of fact, the only time i have EVER spoke to a LIVE agent in the past 3 months is when i "threatened" to cancel my service.

I just cannot believe that there are no people to HELP: with this issue. OR agents then can come out to figure out what the issue is. If i only paid \$25 a month - then i would understand I get what i paid for.

I dropped mutiple (what i was guaranteed) were FREE channels AFTER my last problem - and I still have a bill near \$200. I find this to be highway robbery.

If COMCAST has no loyalty to their clients/customer, then why should i have loyalty to them.

I NEED THIS ISSUE FIXED BEFORE I LOSE MY JOB. Then there will be a lawsuit.

FYI - i have been on hold over 1 hour - i am hanging up as it is 9pm ET.

Ticket: # 4085211 - Verizon Wireless Billing 4 Months After Leaving

Date: 7/13/2020 9:06:46 PM

City/State/Zip: Martinez, California 94553

Company Complaining About: Verizon

Description

On April 15 I moved my wireless numbers (3 of them) from Verizon Wireless to another wireless provider. That evening, April 15, I tried to call Verizon but the automated message indicated that due to Covid-19 they were not taking any calls. I then tried to sign on to my online account and it indicate I didn't have an active account. On April 25, May 25, June 25 and July 25 Verizon tried to bill me. On May 28 I received a letter from a collection agency. I called the agency and they indicated everything was OK. I asked for a different Verizon number and was able to talk to Mark who said everything was OK and my contract was canceled on April 15.

Ticket: # 4085266 - TV reporting from neighboring counties

Date: 7/13/2020 9:48:00 PM

City/State/Zip: Stateline, Nevada 89449

Company Complaining About: Charter

Description

Local access to neighboring Ca. counties was cut off a couple of years ago . WE used to be able to get news from Sacramento to up date us on local emergencies in neighboring counties . why is that no longer available to us . Pandemics and fire season ! we all don't all have good internet access !

Ticket: # 4085268 - large fee increases

Date: 7/13/2020 9:48:19 PM

City/State/Zip: Woodstock, Illinois 60098

Company Complaining About: Verizon Wireless

Description

There were many large increases on this newest bill!, AND THIS IS UNACCEPTABLE! PEOPLE ARE HURTING BECAUSE OF COVID AND YOU HAVE THE NERVE TO GOUGE US! THREE OF THE INCREASES WERE INCREASES OF 42%, AND 3 OTHER INCREASES WERE INCREASES OF 29%! THE OTHER INCREASES WERE NOT AS DRAMATIC BUT STILL EVERY BIT UNACCEPTABLE! I WATCH THE BILLS & I DO THE MATH AND YOU AREN'T GOING TO KEEP GETTING AWAY WITH THIS! I AM GOING TO WORK HARDER TO FIND A COMPETITOR THAT DOESN'T GOUGE THE WAY YOU DO! THE SOLUTION TO THIS PROBLEM IS TO STOP THESE LARGE INCREASES NOW! AM I CLEAR? I HAVE CONTACTED VERIZON IN THE PAST BUT NOT THIS PARTICULAR TIME! THEY KNOW WHAT THEY ARE DOING TO US & FRANKLY THEY DON'T CARE!

Ticket: # 4085336 - AT&T Internet Service**Date:** 7/13/2020 11:07:14 PM**City/State/Zip:** Leander, Texas 78641**Company Complaining About:** AT&T

Description

Hello, I have had AT&T internet service since Sept of 2019 and I have the 1000 mbps plan. Since they installed the equipment, I have not had higher than 268 mbps. I filed a complaint previously and they had me purchase 2 pieces of equipment and sent me a booster, then closed the complaint and the letter they sent to the FCC was a lie and it wasn't my faulty equipment (it was now new) and they were unable to get my speed higher than the 268 top speed. When I tried to contact the person at ATT, he would not answer my calls. Now that covid 19 has sent everybody home, my internet service is even lower. I am unable to stream movies , get error messages on my computer saying the speed is too slow to load a page. The service goes off and on all day and it gets worse at night. I work from home and am unable to complete my work in a timely manner. I have lost work during covid and then with no consistent internet service, I am suffering financially. I looked at current ads of AT&T and they are still promising 1000 mbps to new customers. I would be happy if I got half that amount. False advertising if you ask me. I think i have the last phone call with them where they were unable to fix my problem after i bought what they said was causing the problem. Same speed before and after I installed the items. Booster did not help either.

Ticket: # 4085425 - Speed throttling

Date: 7/14/2020 8:12:34 AM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: Optimum

Description

I pay for 400 mbps internet speed. My internet speeds appear to be capped at 40mbps download and 40mbps upload. This began at the beginning of the pandemic.

Ticket: # 4085442 - Internet outage since July 2nd, 2020

Date: 7/14/2020 8:39:40 AM

City/State/Zip: Lapel, Indiana 46051

Company Complaining About: Centurylink

Description

CenturyLink is my internet provider. My internet has been out for the majority of the month of July. Since I'm required to work from home, due to Covid, I depend on my internet to work. I may be furloughed if I cannot get reliable internet. CenturyLink is not offering any reason behind the continued outage, just that it will be restored in (fill in the blank with a random number of hours). Then when that time line passes they give you a new one.

Ticket: # 4085517 - Tucker Carlson says “there is no evidence” masks help stop the spread of coronavirus

Date: 7/14/2020 9:23:55 AM

City/State/Zip: Cleveland, Ohio 44135

Description

Misleading the public on matters of life and death for ratings:

<https://www.mediamatters.org/fox-news/tucker-carlson-says-there-no-evidence-masks-help-stop-spread-coronavirus>

Ticket: # 4085567 - Unscheduled Maintenance from Xfinity/Comcast Techs during Peak hours

Date: 7/14/2020 9:53:43 AM

City/State/Zip: Upper Marlboro, Maryland 20774

Company Complaining About: Comcast

Description

I am an essential worker providing needed communication support to our communities. I have Xfinity Comcast not by choice cut by requirement from my lessor. As a result, of COVID19, I I know telecommunications companies have been asked not to perform maintenance during peak hours. However, despite the federal funding they receive they have failed to comply with that arrangement

Ticket: # 4085616 - Customer Service Complaint**Date:** 7/14/2020 10:06:47 AM**City/State/Zip:** Hephzibah, Georgia 30815**Company Complaining About:** Comcast

Description

I have previously been able to get a payment arrangement with the company to extend my services for TV, internet, and security with no problem. I have always kept my services active by paying the past due balance. Now Xfinity is not willing to allow me make a payment arrangement. I feel the company does not value its customers at all. Even through the pandemic, I still paid my bill. Everyone can have hard times and as a single parent mine are more than others. But I feel as a loyal customer I should be treated fairly and not be put down for not being able to have a zero balance on my account.

Ticket: # 4085642 - Do Not Call - CallerID Spoofing, comercial misrepresentation

Date: 7/14/2020 10:15:27 AM

City/State/Zip: Spencerville, Maryland 20868

Company Complaining About: "at&t Direct Tv - Sales And Promotion Department"

Description

Received a call from "Max" with a heavy accent purported to be from ATT Direct TV Sales and Promotion, saying I was entitled to a 30% discount for 1 year, maybe 2 years. I kept asking for the account number, she kept saying phone number, also wanted to know name. Refused to say what city she was calling from when asked. Call transferred to David, supervisor in Texas, who asked for pin code to my account, but when my made up number didn't work he wanted to know if I had other ATT services since it could be bundled...information he didn't get. He also explained due to Covid-19 people were at home and the callerID wouldn't show ATTs phone number, especially when I asked who Mable Horton was.

Ticket: # 4085730 - TMobile COVID

Date: 7/14/2020 10:47:02 AM

City/State/Zip: Newark, New Jersey 07103

Company Complaining About: T Mobile

Description

TMobile has refused to support through the pandemic despite information that was provided by in-store teams that provided specific instructions.

Ticket: # 4085753 - Rural America Needs Internet

Date: 7/14/2020 10:53:33 AM

City/State/Zip: San Augustine, Texas 75972

Company Complaining About: AT&T

Description

AT&T has capped data every which way they can, including hot spot data, while not providing real internet solutions to rural customers. Remote schooling during the pandemic will require data. We pay taxes and fees and are owed reliable internet in rural America. People who live in urban areas are no more deserving of internet than rural Americans. AT&T's greed needs to be capped.

Ticket: # 4085775 - Seasonal Billing / Covid-19

Date: 7/14/2020 10:59:56 AM

City/State/Zip: Harvey Cedars, New Jersey 08008

Company Complaining About: Comcast

Description

We have a summer home that was on a seasonal plan. It was originally supposed to end in April, which is typically when we come back from Florida. Due to Covid-19, we were not able to return to New Jersey. Comcast agreed to extend the seasonal billing rate of approximately \$20 per month, through the end of June. Unfortunately I was diagnosed with cancer, had a kidney removed, and was told by my doctors that I could not return to NJ this summer. I therefore canceled my internet and TV services with Comcast in NJ and had a relative return the equipment to their office. I have received multiple bills with the full billing for May and June and have had multiple discussions with Comcast employees explaining my situation. I was told that they have a recording of a representative telling me that the Seasonal plan would be extending through the end of June; however, now they are telling me I still owe for those two months. First they said I owed \$450, then \$350, and now \$300. I have not used any of their services since no one has been at my summer home, and I am asking for help in resolving the issue. I will pay the Seasonal rate through the end of June. Thank you.

Ticket: # 4085796 - Comcast Billing/Internet Basic Plan**Date:** 7/14/2020 11:04:06 AM**City/State/Zip:** Barrington, New Jersey 08007**Company Complaining About:** Comcast

Description

Dear FCC:

Comcast is raising my internet bill service from \$29.99 to \$49.99. I am on a fixed budget. My children and I are on Medicaid, and I cannot afford a higher priced fee on our internet. They told me that I received notification via mail and that my price was going to change. I did not receive any notification via mail because I am paperless. I also do not receive any kind of billing in my email. I do not receive my bill in my email even though I am paperless. I always knew what my bill was each month. I was not aware of any change until I went to pay for my current bill then saw my next bill is \$49.99. I called Comcast and spoke to several people who spoke to me unprofessionally ("you need to open your mail and read it", when I asked for Comcast Corporate's phone number, I was placed on a long hold and given a wrong 215 area code number, not Comcast, 215-324-7500). I had to search for the phone number and spoke to several people who, again, were not helpful. I was given a Corporate Case # (b) (6)

I should be in the Internet Essentials program because I am low income (fixed budget), and my children and I are on Medicaid. I work and my children are in school. My one son is 13 years old and my is 21 and is entering into his last year of college at Franklin & Marshall. In order to apply for Comcast's Internet Essentials, I must be without internet for three (3) months. I cannot afford to be without internet as I need the emails for work and my sons are in school, especially now during this crisis (Covid-19). I asked Comcast if they could keep me at the \$29.99 rate as it has always been or place me in the Internet Essentials. I spoke to an Executive Customer Relations gentleman, Drew, on Friday, July 10, 2020. He said they could not keep the \$29.99 price and that he would contact the Internet Essentials Department to find out if I could be placed in that plan. It is Tuesday, July 14, 2020 and I still have not heard back from anyone at Comcast. My bill is due on July 24, 2020 for the amount of \$49.99. I do not want to have any late fees or a late bill. Can someone please help me?

Ticket: # 4085886 - Unfair Billing Practice

Date: 7/14/2020 11:29:52 AM

City/State/Zip: Cantonment, Florida 32533-7509

Company Complaining About: Directv

Description

DirecTV took our Vermont account off suspension and began billing for services we were not receiving since we were in Florida and not Vermont. Because of the COVID-19 Pandemic, we may not be able to travel to Vermont this summer. Requested DirecTV stop billing, apply credit for past billing, and reinstate the credit balance to our account. See attached letters to DirecTV.

Ticket: # 4085888 - Device Return/ Exchange Issue**Date:** 7/14/2020 11:30:35 AM**City/State/Zip:** Moseley, Virginia 23120**Company Complaining About:** AT&T

Description

Waiting over 20 days for an exchange and refund for item sent back after following AT&T instructions. The will do nothing for a loyal customer-13 yrs. I ordered an upgrade of the iPhone 11 Pro for my current iPhone X early June and received it upon my return from the beach on June 21st. Immediately upon seeing it, I realized it was not the larger screen I had anticipated so began the return process- actually exchange process (I wanted the iPhone Pro Max instead) right away with a customer service rep that day. She advised me that I COULD NOT return my device to a store, despite my asking several times to please be able to do exactly that. She said any purchase ordered online had to be returned online. I am now seeing that is not the case at all and I could have in fact returned it to a corporate store so was given bogus information from AT&T's own rep straight out the gate. She sent me a return label (same as the one included in the box) and instructed me to affix it to the box and leave it in my mailbox or blue drop box at USPS for pick up. I did as she said and as the email from AT&T returns themselves instructed. The package was picked up by USPS the following day. After being unable to see any data on the whereabouts of my package after a solid week, I became nervous and called customer service. The girl told me sometimes it takes up to two weeks and if I still had not been notified of it's delivery after the following Thursday to call back. She told me not to worry, they have everything noted and it will all be ok. The following Thursday came and went. I called customer service once again who assured me to continue to wait even though over two weeks had gone by. She told me to give it until the following Thursday and then to call again if nothing had shown up. I gave it past Thursday and now as my iPhone X has begun giving me major difficulty, I had no choice but to call once again yesterday to follow up on this return so I can finally get the Pro Max I wanted and NEED after 20 days of nothing. This brings us to yesterday wherein my husband and I spent two hours having the most stressful and frustrating conversations and witnessed some of the most poor customer service practices we have seen. After escalating our issue to the Supervisor at AT&T's Customer Service location, I was told not only should the original rep have told me that yes, I could return the Pro to the local corporate brick and mortar in person especially after I expressed my concern sending it via the mail, but that either way, there was nothing they could do until the item showed up at the warehouse (if it ever does!!) I would have to begin the process of calling USPS themselves and jumping through a million more stressful hoops in hopes that somehow they will locate this item even though everything was done the way AT&T instructed! I was told the item is still my responsibility even though I did everything THEY told me to do 100% properly and also was given FALSE information! I was told I would have to continue to pay for this item, even though it is not in my possession and they have the usage report to prove it. My questions for AT&T are: 1. Why would a company with the necessity to be so competitive in this day and age have such terrible return policies and procedures? I know am absolutely not alone in this nightmare. 2. Why use USPS as your main return vendor and request that your customers drop their returns in the mailbox or blue drop box and then place the responsibility on the customer if the item goes missing in transit? And why do this without insuring an item that is over 1k? When you return something to Amazon, you get a label or a even just a code. You take it to UPS, they scan it, and voila, you receive an email and full refund within a HALF AN HOUR! How is AT&T not up to speed with returns and customer service in our day and age?? 3. Why are the reps giving wrong and misleading information about returns being done in

store if the purchase is made online? If I had been given the proper info to begin with, I would have had my Pro Max three weeks ago and not going through this.

My Desired Resolution:

This has been a huge blow to us as a family, who actually hold three AT&T accounts and as a VP at a large company who uses AT&T as our service provider (this will be amended). The stress that this has brought us- especially now that I hold a phone that is not working properly- as I either continue to wait with no end in sight or realize that this indeed has gone lost in transit, and then surprise! now be expected to continue to pay for it in full!!!?? To boot, during the era of Covid-19 when we are all just doing our best, is at the very least disappointing and profoundly upsetting. All I want is for AT&T to do right by their loyal customers- to understand my situation seeing as it has happened to countless others, to take responsibility for the poor communication, wrong information provided their own reps in this situation, the bad return practices, (asking your customers to drop the device in a blue box or their mailbox?? Knowing that their returns may take a ridiculous amount of time yet not communicating this to their best customers) lack of insurance on their devices when returning and also the end customer service where no one seems to be able to help me AT ALL and is in fact condescending and difficult. Is the cost of the (POSSIBLE) loss on this phone really worth losing my business which over the next 10 years, my account alone would add to over 25-30k in business?? My husband and 17 year old daughter's, another 25-30k, and then the addition of lines for my now four and two year old? Is it worth that of the companies we are VPs at? I mean, really, AT&T?? I just want AT&T to send me the device I want and need since I have returned their device as instructed, as waiting over three weeks for a product to be exchanged in this day and age, even with Covid, is absurd and not how you proceed with your most loyal customers.

Ticket: # 4085943 - Internet - HughesNet - account no. SME00142973

Date: 7/14/2020 11:45:01 AM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Hughes Net

Description

On June 19, 2020, I was put in the COVID Assistance Program. I was told if I made \$147.26 payment that day and for the next billing cycle that \$905.00 would be forgiven and as long as I make my payments my internet would not be interrupted. I have not had internet service for 1 week. I've lost 3 clients and one has reported me to the real estate commission. I am unable to log on to make Commission changes as needed. Therefore I will not be having any closings. On Thursday the 9th of June, this issue was escalated to Corporate. On the 10th of June, I asked if my contract could be terminated as I could get another internet service, I was told I had to pay a termination fee. I have spoken to 12 agents to no avail.

Ticket: # 4085996 - Spectrum WiFi Continuously Losing Service

Date: 7/14/2020 12:01:11 PM

City/State/Zip: Duluth, Minnesota 55805

Company Complaining About: Spectrum

Description

Our spectrum WiFi has random outages for minimum 30 minutes at a time. Everyone in my household is an online student or works from home due to COVID and it is impairing our abilities to complete our work.

Ticket: # 4086087 - t mobile taking advantage of the elderly

Date: 7/14/2020 12:18:26 PM

City/State/Zip: Stockbridge, Georgia 30281

Company Complaining About: T Mobile

Description

my name is (b) (6) i had a phone malfunction and i contacted t mobile i explained the issue in full they wouldn't charge and couldn't hear without speaker phone i have full warranty on phone i sent back by UPS like they said they received the phone by UPS then i get a notice that they didn't receive the phone so i called t mobile explained that i had UPS confirmation of delivery to t mobile after several minutes man came back now saying phone was damaged and cracked which it simply was not when it left here t mobile has a history of bullying customers i ask if it was possible it was dropped at t mobile but man just continued to tell me that i was going to have to pay for the phone period he had said before to file a case against UPS i explained that t mobile paid for shipping so it was a t mobile problem not mine non the less i did exactly what i was told to do the phone was not damaged in any way other than issue i had explained earlier so t mobile is trying to make me pay for a phone that they received under warranty and in perfect physical condition when it left here i personally think they are using the pandemic to scare people into staying with them knowing how dangerous it is for elderly people to go out and change service please help ive done nothing wrong yet t mobile is trying to force me to pay for something i have not done my phone number is (b) (6) the number for phone in question is 4(b) (6) thank you for any help you are able to give stay safe and god bless

Ticket: # 4086177 - Service Issues

Date: 7/14/2020 12:39:11 PM

City/State/Zip: Penbrooke Pines, Florida 33332

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T as her carrier
- She has a bundled package
- She states she is having issues with network interruptions
- She has reached out to the carrier
- They advised they could send an agent
- The consumer requested an Ethernet cable
- She states she cannot have anyone in her house due to COVID-19
- She states they never get a credit
- The consumer wants her service to work properly
- She also wants a proper credit

CTR405-phone

Ticket: # 4086226 - high billing - unable to contact Optimum

Date: 7/14/2020 12:50:44 PM

City/State/Zip: Brooklyn, New York 11214

Company Complaining About: Optimum

Description

I am a low income individual. I signed up for triple play service (TV, internet, phone) as a promotion. My bill went up significantly. I try to contact Optimum for a month now and I am unable to. I can't pay my bill anymore, but TV is all I have - I am home confined and scared to go out due to COVID 19.

Ticket: # 4086245 - Spectrun / Charter Communications false advertisement

Date: 7/14/2020 12:55:57 PM

City/State/Zip: Fond Du Lac, Wisconsin 54935

Company Complaining About: Spectrum

Description

I received a flyer because I am on EBT and it stated I would receive Internet at a certain rate that some how has now mysteriously ended and even the phone rep could not explain why, but could not put it back. This current bill the price went up and they dropped a discount. I tried to review all the old paperwork and no where did I find that the discount was a limited time. The difference isn't large, but for someone who is disabled, receiving EBT and needs to keep a monthly budget as tight as possible, this couple of dollars a month is a large change. Over a year that is now over \$25. I have dealt with problematic companies in the past giving false information about promotions, and this promotion really seems to be a false advertisement. The rate I am on is not a normal rate they give to anyone, except those that are on low income. It is not advertised on their websites and only is only by invite. This change happened the exact same month they removed the COVID-19 discounts they were giving to regular customers. This why it feels fishy to me.

Ticket: # 4086260 - WEA text alert

Date: 7/14/2020 12:58:23 PM

City/State/Zip: Kalamazoo, Michigan 49048

Description

On Monday July 13th a WEA text alert was issued by Michigan governors office regarding executive order for wearing mask in public due to covid19. I feel this is an over reach of the intent of WEA system.

Ticket: # 4086287 - Fraudulent charges

Date: 7/14/2020 1:03:06 PM

City/State/Zip: Carnegie, Pennsylvania 15106

Company Complaining About: Comcast

Description

I have a business account with Comcast. I been with Comcast for few years. I was trying to save money during this pandemic but instead company adds most expensive internet to my services to make money out of small business owners. It's such a monopoly so far. I am paying for something I don't need and there is nothing company will do. Looking for justice.

Ticket: # 4086307 - Optimum

Date: 7/14/2020 1:06:34 PM

City/State/Zip: Centerport, New York 11721

Company Complaining About: Optimum

Description

I have called, been on chat with this company. I cant send emails , Im 65 live in NY and am staying at home due to Covid. They don't call back then when I finally reached someone I was told I had to go on their chat, I did this 6-10 times, they tell me after not responding on thw 11 th try that they cant help either. I asked for a supervisor I was told there wasn't any one available.

Ticket: # 4086405 - robocalls from spoofed/faked numbers

Date: 7/14/2020 1:26:03 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs and Byhalia MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. The call I am reporting today was in fact identified by my caller id as coming from Nevada. An internet search revealed the location as Indian Springs, NV.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4086572 - Direct TV

Date: 7/14/2020 2:08:48 PM

City/State/Zip: Grapevine, Texas 76051

Company Complaining About: Directv

Description

Greetings:

I called Direct TV on today to pay my final bill online. I was told that my account was closed and I could not make my payment online. Instead the person asked for my credit card information and I refused because it was clear that every word coming out of his mouth was a lie. I did not feel comfortable giving him my credit card information. I asked for a Supervisor and he refused. He said everyone was in a meeting. Now, I have a \$152 bill with Direct TV that I cannot pay because he suggested for me to go out and catch COVID 19 by paying the bill at a local ATT store. I had an online account up until today to make payments. I was with Direct TV for over 13 years with no problems until I decided the leave mob. The employee gave me his name which was SID and employee ID 121095. I put my current address on this email. The address of the services were at

(b) (6) .

Ticket: # 4086610 - 30+ Homes NO VIABLE INTERNET

Date: 7/14/2020 2:18:32 PM

City/State/Zip: Nashotah, Wisconsin 53058

Company Complaining About: Spectrum

Description

Our neighborhood is a black hole. Also the FCC 477 form is misrepresented, and it appears no available funds were considered. We have all been quoted over \$10,000.00 by Spectrum to have service installed. We have no other solution today than poor performance wireless. Despite heart condition, throughout COVID pandemic I had to go to work to perform my job b/c internet is so bad. Homeschooling kids is a nightmare. Have to drive to closest cell tower to send homework.

Ticket: # 4086643 - COX Communications and outages or interruptions to service

Date: 7/14/2020 2:27:02 PM

City/State/Zip: Phoenix, Arizona 85008

Company Complaining About: Cox

Description

COX Communications blames internet outages and interruptions on "increased traffic due to coronavirus." I believe they have oversold or overbooked available services in our area. COX requires consumers to call in and request a credit or refund for the down service times. I believe COX knows these outages or interruptions and are over billing for services not provided to their customers. All customers must "opt-in" to receive credit or refunds, this should be an automated internal billing policy instead that COX does not charge consumers when unable to provide services.

Ticket: # 4086693 - AT&T Availability Complaint

Date: 7/14/2020 2:37:06 PM

City/State/Zip: Arlington, Texas 76005

Company Complaining About: AT&T

Description

I moved from Arkansas to Texas on April 25, 2020. My MicroCell was being monitored by Arkansas Heart Hospital and I am now being treated at Medical City Dallas. Due to Covid -19 precautions I only recently met with Medical City Dallas personnel to arrange for the Texas facility to monitor my MicroCell.

I have been informed by AT&T that my MicroCell will be deactivated unless I contact a specific site. The site listed does not inform on how to prevent deactivation. Additionally, my AT&T cable was cut by a contractor this week. After at least 100 minutes of wait time I finally reached a repair tech and scheduled a repair 48 hours later. The cable is above ground and will be buried approximately three weeks later.

I can only imagine the difficulty in finding the correct support if my MicroCell is deactivated.

Ticket: # 4086827 - Direct TV customer service/billing

Date: 7/14/2020 3:04:32 PM

City/State/Zip: Miami, Florida 33127

Company Complaining About: Directv

Description

Direct TV is consumers provider. Consumer states she was speaking with Miguel #NG415L. Consumer asked what they are doing to help consumers with their bill during the Pandemic. Consumer is still out of work. Provider stated the Country is now open now and she has to pay her bill . Consumer asked to speak to a supervisor and the agent would not connect her. Consumer feels that the agent was very rude to her and should not have spoken to her that way. Consumer wants provider to review her call and have someone from Corporate contact her.

CTR 392-phone

Ticket: # 4086899 - Billing Issues

Date: 7/14/2020 3:21:19 PM

City/State/Zip: Chicago, Illinois 60637

Company Complaining About: AT&T

Description

Consumer said AT&T offered him free internet as long as he got the phone service, with HBO free and U-Verse

Consumer said U-Verse was not offered in his area

Consumer decided to get DIRECT TV

Consumer was offered \$65 for Direct TV a month with the NBA League pass \$40 a month for 5 months

Consumer said he had a premium HBO sports package

1/1/2020 his bill was \$102

Consumer said there after his bill jumped to \$140 and they credited the \$40 back for the sports package

March comes and Covid set in and they sign an agreement not to cancel services for non-payment

Consumer said in June he gets a message through his AT&T to get AT&T streaming service

Consumer called AT&T to get the service

Consumer he called in May and was told to pay his cell phone bill

Consumer went in and paid \$695

Consumer was sent the AT&T streaming box

Consumer was told by AT&T that his internet needed to be upgraded to get the AT&T streaming TV

Consumer agreed to the upgrade

Consumer called DIRECT TV to cancel the service on 7/14/2020

Consumer was told by DIRECT TV that his service was suspended

Consumers internet was free, but since its bundled they are holding it hostage until he pays \$835 for service that was suspended and then he canceled so he would not have to pay anymore monthly

Consumer said because he signed the covid agreement his bill has increased and there was no sports, and he was paying for them

CTR402

Ticket: # 4086944 - Questionable spoof?

Date: 7/14/2020 3:29:35 PM

City/State/Zip: Rockville, Maryland 20850

Description

My roommate tested positive for covid and I now have to quarantine as well. I was just called by (202-422-9290) who claimed to be part of dc health coronavirus contact trace task force. She got my name wrong (thought it was 'Sam') and after being corrected asked me a lot of questions about my age race and demographics. It seemed sketchy to me but I want to take covid seriously, so I told her to call me back tomorrow afternoon... is this a scam???

Ticket: # 4086949 - Xfinity claims Covid Assistance plan but doesn't invoke it

Date: 7/14/2020 3:30:17 PM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: Comcast

Description

I was told in a text message on April 10 and again by email on May 3 that my account was being put on the Xfinity Assistance plan and that my charges through June 30th would only be \$14.95 per month and that would show up on my bill, without other balance accruing. However, on my bill, even though I made the \$14.95 payments on time, they charged the regular fees plus late fees. All of the late fees and excess charges beyond \$14.95 per mo for April-June should be removed. Further, in Jan the rate they were charging suddenly changed without any email or text msg notification. When I realized it in March (I am on autopay) they said my contract had ended. But they had not made any effort to contact me to remind me. 160% jump in price is excessive.

Ticket: # 4087162 - AT&T disconnected phone service

Date: 7/14/2020 4:22:41 PM

City/State/Zip: Sherwood, Arkansas 72120

Company Complaining About: AT&T

Description

AT&T disconnected my phone service in the middle of the pandemic even though they falsely advertise that they are keeping customers connected during the pandemic. I was even assured by a representative that my service would not be disconnected.

Ticket: # 4087185 - Internet service in rural area

Date: 7/14/2020 4:27:30 PM

City/State/Zip: Culleoka, Tennessee 38451

Company Complaining About: None

Description

I live in Culleoka, TN and our area desperately needs access to high speed internet. Especially with the possibility of doing virtual classroom and learning due to Covid 19, this is the time when we need it most.

I have lived on Dodson Gap Rd. for almost 10 years now; you would think as much as we use technology this day and age, we would have access to high speed connections.

Please consider getting this in our "neck of the woods"; we can't be the only ones who are willing to pay for reliable internet in the area.

Ticket: # 4087207 - Optimum/Altice Service

Date: 7/14/2020 4:33:21 PM

City/State/Zip: Brooklyn, New York 11230

Company Complaining About: Optimum

Description

She just got off phone with Optimum/Altice. She attempted to speak to them about their bill. She is behind a bit. However, she has a past due of \$437 and they refuse to work with her. She has been with Optimum for 27 years and they refuse to work with her.

She did make payments during the Pandemic but she simply could not keep up. They have been affected by Covid-19 and are still not working. Resolution the caller seeks is for Optimum to work with her and provide her with a payment arrangement. ***CTR386-phone***

Ticket: # 4087208 - Corruption Continued

Date: 7/14/2020 4:33:35 PM

City/State/Zip: Brooklyn, New York 11231

Company Complaining About: Assurance Wireless

Description

Attention to all this concerns, in finalizing reports and also replying to correspondence via email, I contacted assurance wireless to put report confirmation in the notations and further converse with supervisors to request for them to openly oblige release of all notations written and recorded, that are within legal standing and equivocal to all policies, guidelines and regulations of the company and government executive orders- regarding any actions taken on my account ,any behaviors conduct related professionally and personally on the line,etc. Please be advised as you've already asked for my account info that in the midst of these conversations one of the last conversations on yesterday disclose a supervisor not only admitting to the inappropriate ,criminal, and unprofessional behaviors of her peers and self, and unable to produce good reasoning for all accusations and liabilities against me for the unlawful confiscation of my covid time, also her refusal to budge and make corrections I was suggested to call 911 for my dire emergencies of not having food and being able to contact any agencies including the mayor via phone ,nor attend an up and coming homebound hearing in this matter to dispute the unlawful actions taken against my food supply during crisis. Her actions as per many others are clear and verbatim without hesitation to be deliberate in the attempt to cause harm. The number of contact requested is my only availability, my sentiments exactly that you are unable to reach me due to the criminal negligence and also endangerment by the hands of these individuals, who also constantly leave messages with the admittance on the line of calling me to address unresolved issues, intentionally doing so with the knowledge that I have no way of retrieving them which is the demonstration of harasment and torment . My hearing date as I still have no food with diabetes and already am addressing this violation of mandated executive order is on 07/21/2020, I complained to this same representative who exclaimed all I would have to do is pay, and then I could get the messages the supervisors are leaving, adding extortion as well. I fathom to understand your request to speak to me necessarily being my account number is in your file since evidently you are also aware this is a service I acquire attached to my government case, and I've already listed this as my only contact . Yet do be strongly advised all confirmation numbers to this complaint in entirety are being forwarded to other departments for investigation review without hesitation since it should be clear to this department i obviously feel strong enough to take these steps toward justice because I should not be in this predicament. Therefore since you cannot contact me to go forth in your investigation it should be only up to you to do this with the constituents involved with this complaint as to why. Thank you.

Ticket: # 4087314 - Over charged

Date: 7/14/2020 4:59:22 PM

City/State/Zip: Chicago, Illinois 60625

Company Complaining About: AT&T

Description

I paid my internet and cable service last month in the amount of 400 dollares and according to them i owe them 123 for last month and 136 for this month and i asked for sometime and they decided to disconnect my service.. I wasnt working cause of the closer due to covid19 but they seemed not to care please help me out.

Ticket: # 4087375 - Frontier Communications No Availability

Date: 7/14/2020 5:17:19 PM

City/State/Zip: Westwood, California 96127

Company Complaining About: Frontier Communications

Description

The consumer is having issues with Frontier Communication whom she has landline and internet service with.

The consumer states that she has been at her new address for over a year now.

The consumer transferred her service when she first moved, even though they claim she didn't.

The consumer states that her billing has been messed up for a year now.

The consumer states that she has been paying her bill during COVID-19 and they are still cutting her service off.

The consumer states that she needs her billing needs corrected and she needs her service back on both landline and internet service and credit for the days she is going without service.

CTR-415

CTR-415

Ticket: # 4087457 - Sprint not honoring what was told during pandemic

Date: 7/14/2020 5:51:59 PM

City/State/Zip: Hanover, Virginia 23069

Company Complaining About: Sprint

Description

I was told during a chat with Sprint that my services were secured until 7/17/20. My services were disconnected today and will be again tomorrow because they will not honor the Chat.

Ticket: # 4087480 - Unacceptable Internet Performance - Constant dropped Zoom calls - No resolution from Comcast

Date: 7/14/2020 6:07:07 PM

City/State/Zip: Novato, California 94947

Company Complaining About: Comcast

Description

There are three of us working from home due to Covid and we are all experiencing serious problems with WiFi connectivity making it difficult to do our jobs. Unstable connectivity causes constant dropped calls on WiFi calling and constant drops of Zoom calls. I have updated our Comcast modem and deployed Comcast WiFi pods as recommended by Comcast. This has not resolved the issues. I live on a country road and believe there are larger problems with connectivity to my entire neighborhood. Comcast tells me there are no problems. My results confirm that there are.

Ticket: # 4087490 - throttled and spotty internet connection for years

Date: 7/14/2020 6:11:05 PM

City/State/Zip: Winston Salem, North Carolina 27103

Company Complaining About: Spectrum

Description

We have had the best tier or nearest to the best tier of internet service provided by our ISP for years and have never received speeds they say we should be able to reach. Nor do we have total coverage in our very small house. Even doing distance learning for my university is a trial when it requires less rigorous signal than streaming does. I have complained and people staying at home due to Covid is always blamed, however, my problem has been consistent and predates the pandemic.

Ticket: # 4087503 - no internet services and no refund

Date: 7/14/2020 6:15:06 PM

City/State/Zip: El Paso, Texas 79932

Company Complaining About: Tek 1 Wired

Description

We hired a internet system for one year, two months later the internet stop working, the company said that can't offer the internet, and they are not doing refunds. we are asking for a refund that the company are refusing to give us.

We hired three internet systems, equivalent to \$ 1,220.00 with the company Tek 1 Wired at El Paso Tx. Their office is at 11426 Rojas Dr. Suite 4, El Paso Tx. Their contact number is (915) 803 9500. This company left us without internet service that we paid for advance, and they refuse to give us a refund. Also we had the worst customer service ever. They make the costumers pay for a full year to hired their internet system. After two months later that we hired their internet system, they called us to inform us that there was something wrong with their modems and they would need to replace them, but they would need to bring those modems from China and it would take three months. However, over the curse they were changing the story. So they asked us to hire another internet company while they fix their problem, but they were not going to give any refund. So, I told them that I don't agree with that, because they were making other companies solve their problems, and they were not taking responsibility. One month later, their internet system stop working and we we contact them they told us that they were not going to offer more internet services and to compensate their costumer they were going to give a door camera, that actually they were offering for free in their presentation card for any installation, or one year of cable. I told them that I don't need the door camera or nether the cable, that I want the internet that I paid for or a refund. But they insisted that they don't do refund, although they couldn't offer anymore the system that the clients paid for. We explain them our delicate situation that my mom was posing for a cancer situation, and that we were depending on some apartment rents. Our guests started complaining because they needed the internet to work at home, and saying us that they were going to cancel their reservation. We ask to speak to a supervisor, they refused, then we told them that we were going to record the call and their respond was that they can't do anything for us. and that we do whatever we need to do. After that, we urgently went to hire the internet company Spectrum, because our guest were going to cancel their reservations. Spectrum told us Because the covid-19 situation they were not sending technicians, and it would take three days for us to get the modems by mail. So I went to the offices, although we are trying to avoid public areas because my mom's cancer situation and her risk with the covid-19 situation, and explain them the situation. The gived me the modem and instruction to install them. Because this situation one of my guest canceld his reservation that they had with us for several monts. When we continued to contact Tek 1 Wierd, so we could solve this issue with them, I notify them that we were going to record the call, and they responded in an impolite way with: do whatever you need to do, and you have 40 second to say whatever you need to say. "Now they told us that on October, three months from now, they were going to start offering internet again, and we need to wait, and for any reason they are going to give a refund. I have the recorded calls. and we are looking for help.

Ticket: # 4087529 - AT&T Says They Have Not Received My Returned Phone - Still Paying + 1 Month Later

Date: 7/14/2020 6:27:41 PM

City/State/Zip: Williamsburg, Virginia 23188

Company Complaining About: AT&T

Description

My husband was eligible for an upgrade and on 4 JUN 2020 we placed an order for a new Apple iPhone SE (2020) - 128GB - Black, which was expected to be delivered between 19-26 JUN 2020 (see email 'Email Phone Order Confirmation_20200604').

We received the phone earlier than anticipated, and ended up not wanting to keep the phone. So we contacted AT&T and followed all instructions for returning the phone within the designated timeframe. We used the AT&T provided return label and dropped the phone off with USPS on or around 10 JUN 2020 (see return label 'AT&T Return Label').

I received a USPS text message on 12 JUN 2020 and also tracked the package on my phone to confirm that the package was delivered to AT&T (see screen shot labeled 'USPS Return Confirmation_20200612').

I contacted AT&T on 18 JUN 2020 because we hadn't heard anything from AT&T and the contract on the new phone hadn't been reversed yet, which means we were still unable to get a new phone and still paying on the phone we returned. I chatted with an AT&T representative named Nicolas, who transferred me to Aaron (see attached transcript 'Gmail - Fwd_ AT&T Chat Transcript_Nicolas & Aaron_20200618'), who told me that the issue would be completely resolved and the contract reversed within 48 hours, "Aaron : Have no worries, once I have submitted the case after 48 hours your upgrade eligibility will be reversed."

48 hours passed and the contract was still not reversed, so I began making phone calls to AT&T customer service. I spoke to at least 10 different agents, trying to get somewhere. I called multiple times on different dates prior to 6 JUL, but I also called again on 6 JUL and received a case number (b) (6), and was told that I would hear from someone by 8 JUL. I did not hear from anyone, so I called back on 9 JUL and provided my case number and additional details and was told that I would hear back from someone again. After not getting anywhere on the phone, I chatted with Anderson (see attached transcript 'Gmail - Fwd_ AT&T Chat Transcript_Anderson(b) (6)'). He now tells me that this needs to be handled by the billing department, but once again reiterates that I should have resolution.

On 14 JUL, I contacted AT&T again and spoke to 2 people, including a Supervisor named Jess (EMPLID: JE3665) in the Loyalty department. Still no resolution.

My husband does not have a working phone and it has been over a month since this saga began. We have been AT&T customers since the mid 1990s; this is completely unacceptable, regardless of COVID. The utter lack of any proficient customer service is leading us to very much consider

switching providers. I will not be held reliable for charges for a device that is not in my possession and that I have proof has been received by AT&T.

This needs to be resolved ASAP.

Thank you,

(b) (6)

Ticket: # 4087596 - Atlanta station live broadcast of Trump political commercial labeled as Coronavirus update

Date: 7/14/2020 6:54:05 PM

City/State/Zip: Atlanta, Georgia 30319

Description

Hello,

I live in Atlanta GA. Channel 2 WSB-TV an ABC affiliate broadcast a live update of President Trump on the July 14th 6pm news and labeled it as an important Coronavirus and China update. President Trump spoke about why we should fear immigrants and specifically Joe Biden. There was no information about the Coronavirus or China. Channel 2 News was the only station in Atlanta to show this live broadcast. When I called their newsroom I was told they thought they were broadcasting a Coronavirus and China update but the content "reportedly took a turn". Yet they didn't revert to their normal broadcast. Please investigate as it smells like Channel 2 News is financially profiting from broadcasting a live Trump political campaign message under the guise of an important Coronavirus and China update. Channel 2 News also runs Trump commercials in heavy rotation.

Ticket: # 4087675 - Hawking false COVID cure

Date: 7/14/2020 7:43:28 PM

City/State/Zip: Las Vegas, Nevada 89123

Company Complaining About: Kbet Las Vegas 790am

Description

On 7/14/2020 at 1628 PST, on the Wayne Allyn Root, on 790 KBET, Wayne Root spoke for many minutes about the great benefits of Hydrochloriquone and Zinc in combination for a cure for COVID19. He spoke very highly of a doctor Zalenski who had cured 100% of his COVID patients using this method. Mr. Root said that all of his listerners should immediately take up the curative.

Ticket: # 4087748 - Billing and equipment issues

Date: 7/14/2020 8:35:01 PM

City/State/Zip: Portland, Oregon 97233

Company Complaining About: AT&T

Description

We sent in fully paid off phones as trade-ins however, three months later there has been no credits applied but when I called (I've had more than a dozen phone calls trying to ascertain where these very expensive phones are) I've been told they never received them or they just hang up on me. I have receipts with tracking that show the dates, times, and signatures of those who received the phones so why can't they locate them and apply the credit? During COVID we have been charged late fees, upgrade fees and our service has been turned off twice, all between April and June. I was told I could return the phones within 90-days of receiving them if I paid the restocking fee, but when I tried I was rudely told that couldn't be done. Two of the three phones on our account is used for work but when they shut us off my husband and son could not work but when I called to make some sort of arrangements, they refused to help in any way; we had to go to a different carrier because we have to be able to work in order to pay our bills.

Ticket: # 4087767 - Direct TV

Date: 7/14/2020 8:45:31 PM

City/State/Zip: Manalapan, New Jersey 07726

Company Complaining About: Directv

Description

I had DIRECTV for two years every year they kept upping the cost of my service from \$70 all the way up to \$157 when I found a cheaper with going back to optimum and canceled they insisted even though they built ahead and they were shutting my service off I need to pay that 157 for services that I was not even getting any longer because they shut it off when I switched optimum I feel that this is totally wrong especially during a pandemic to make someone pay \$150.07 dollars for something they're not even getting

Ticket: # 4087769 - Direct TV

Date: 7/14/2020 8:46:29 PM

City/State/Zip: Manalapan, New Jersey 07726

Company Complaining About: Directv

Description

I had DIRECTV for two years every year they kept upping the cost of my service from \$70 all the way up to \$157 when I found a cheaper with going back to optimum and canceled they insisted even though they built ahead and they were shutting my service off I need to pay that 157 for services that I was not even getting any longer because they shut it off when I switched optimum I feel that this is totally wrong especially during a pandemic to make someone pay \$150.07 dollars for something they're not even getting

Ticket: # 4087831 - STOP Charter data caps NOW

Date: 7/14/2020 9:38:08 PM

City/State/Zip: Sanford, Florida 32771

Company Complaining About: Spectrum

Description

To Whom It May Concern:

Please reject Charter's request to sunset the deal conditions it agreed to as part of its merger with Time Warner Cable and Bright House Networks.

A deal is a deal, and Charter agreed not to impose data caps on its customers for at least seven years. It now wants that prohibition lifted two years early, arguing competition has flourished over the last four years. In fact, little has changed for us. Competition has not flourished. We still do not have choices for broadband service and although there are more streaming video providers, most are owned by large cable, satellite, and phone companies or giant media conglomerates. Data caps will make me reconsider using these services because I cannot afford an even higher internet bill.

Competition is supposed to bring pricing down in a healthy marketplace. But my bill is only going up. What kind of company would ask for permission to slap usage limits on customers in the middle of a pandemic, after telling everyone their networks were more than robust enough to handle increased stay-at-home usage? The answer is a company that faces little competition and has no fear a competitor will use this request against them. Internet affordability is already an enormous problem, and data caps just make internet service even more expensive. We already pay among the highest prices in the world for service.

My family did not ask for this merger, and the FCC in 2016 determined it was not in the public interest to approve it without imposing a handful of conditions to allow consumers to benefit from the transaction. The FCC should insist Charter be true to its word and not impose data caps. Charter told the FCC in 2016 it had an "aversion to data caps, stating that instead of enforcing usage limits it chooses to market the absence of data caps as a competitive advantage" and that "there is a strong business case for not implementing caps" and that caps "undermined" its marketing messaging. Was Charter being honest with the FCC in 2016? Their current request for permission to lift data caps seems to ignore the positions Charter itself took with the FCC just a few years ago.

We urge you to deny Charter's petition, which will allow Charter to continue making plenty of money from the sale of unlimited internet access and continue honoring its advertising commitments to sell internet service "with no data caps" as it does now.

Ticket: # 4088015 - URGENT: ISSUES W/VeriZon

Date: 7/15/2020 7:16:22 AM

City/State/Zip: Elk Grove, California 95758

Company Complaining About: Verizon Wireless

Description

Interference with communication lines (emails, cell phone, devices)

My communication lines are critical because i have elderly relatives undergoing critical medical care, so my cellphone is my lifeline. It is also connected to my bank accounts, credit, etc.

My location is usually wrong. I use to work disasters, which as you are aware seem to be happening more often than not, especially during this pandemic. I know that critical resources are wasted simply trying to locate people during a disaster. If my location is wrong, this is not good. Also, I've encountered extreme identity theft—I believe it started with my AT&T account (b) (6). The person or people seem to be persistent & may be someone i know or who knows me very well because many problems i am encountering seem to be happening once again with my VeriZon account (b) (6). I have been in contact with Verizon's Executive Relations Office (latest case#(b) (6) 5), but that does not seem to help matters. My email (b) (6) may have been 'hijacked' like my previous emails.

Ticket: # 4088081 - Cramming practices of Comcast- late fees incurred by provider, when autopay is set for timely payments

Date: 7/15/2020 9:04:35 AM

City/State/Zip: Sunrise, Florida 33323

Company Complaining About: Comcast

Description

I've had 2 instances where Comcast has been charging me a late-fee to my bill, stating that I've paid my internet/ tv bill late, when I have authorized for timely auto pay for on-time bill payment. What Comcast has done is conducted a late payment by charging my credit card and payment to my account at a date later than what I have authorized. I feel this is an example of Cramming practices, and a form of a deceptive consumer practices.

Each month I have set my autopay to charge on the 5th of the month. This is something which I have authorized comcast through the inception of my internet/cable relationship. However, I have had 2 occasions during 2020 where they've charged me a late fee, due to them charging my account past the date in which my payment is due. 1st occasion they charged my credit card on the 7th, and the other on the 15 of the month. During each instance

While I've been credited back to my account on both occasions after having spent over 2 hours conversing with a representative about these altercations, I feel that this might be an intentional deceptive practice being performed by Comcast to incur additional income through late fees from their customers. I'd also like to note that during my 2nd occasion, they intentionally lied stating they could not credit back my account due to their error. It was not until I noted I would be reporting this issue to the FCC that they responded and credited me back. As a consumer, I should not have to leverage reporting to their regulators/ fcc to be alleviate this situation.

I am also filing this compliant on behalf of other americans that might be struggling a little more during this pandemic, where a service provider like comcast might be taking advantage of them during a situation which they are struggling to pay bills.

Ticket: # 4088106 - Sprint Services

Date: 7/15/2020 9:26:04 AM

City/State/Zip: Brooklyn, New York 11222

Company Complaining About: Sprint

Description

- scar of the lungs - positive for COVID
- consumer has contacted Sprint asking about for extending his service for his phone until August.
- Sprint stated that if he did not pay by tomorrow July 16th, 2020 that his services would be turned off.
- Alterative number - 718-246-5000
- would like this issue resolved by not having Sprint turn off his service and giving him time to come up with the money to pay the bill since consumer has not been working due to the COVID.

CTR395--phone

Ticket: # 4088121 - Sudden link / altice. Internet billing

Date: 7/15/2020 9:33:07 AM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

I have issue with the billing dept. I had internet issue that required a tech to fix. They sent a tech out tried to fix only to last about half a day. The problem was intermittent internet service that affect my TV cable. Suddenlink charge me \$60 service fee to not resolve the problem. I have called several time to get is resolved. The telephone support was called several time and was told the was an outage in the area many time. This then they would reset the system. Still unresolved a total of 4 tech were sent out and finally the forth tech found wire issue that required the cable from the pole to the house. This fix the problem of both internet and Tv.

Since the pandemic started the billing office closed called many times to get bill corrected this was to no avail. I get someone from Asia with broke English saying they are not authorized to edit the bill. Each month they charge \$10 late fee for there error. I pay my normal bill on time yet they still keep adding up late fees.

Ticket: # 4088186 - Lack of Internet Options in Area

Date: 7/15/2020 10:09:52 AM

City/State/Zip: Wayne, New Jersey 07470

Company Complaining About: Optimum

Description

This complaint is against the lack of internet/cable options in my area. As of right now the only company I can use for internet/cable is optimum. Due to the fact that my wife and I work from home, and lack of funds coming in because of COVID-19, I have no other options than optimum. Fios is available in town, but they do not cover our area.

Ticket: # 4088209 - Billing Issues

Date: 7/15/2020 10:20:17 AM

City/State/Zip: Temple, Georgia 30179

Company Complaining About: Verizon Wireless

Description

- The consumer is calling about Verizon as his carrier
- He states he went to upgrade his phones
- They offered him a BOGO offer
- They could not honor that as the promotion was expired
- He states his bill keeps going up
- He states he received a letter from the carrier that stated they are protected by COVID-19
- They will not receive any late fees
- The consumer has reached out to the carrier multiple times
- The consumer wants the BOGO deal that was promised to him
- The consumer wants an Unlimited Plan
- The consumer states his bill is to be \$125/month

CTR405-phone

Ticket: # 4088367 - State of Louisiana - COVID Contact Tracing Number has been Spoofed

Date: 7/15/2020 10:54:09 AM

City/State/Zip: Baton Rouge, Louisiana 70802

Description

Good morning! We have received complaints from citizens that they are receiving calls from our Louisiana Department of Health designated phone number for COVID-19 Contact Tracing. I am reporting this to the FCC so you can assist preventing this, if possible. Our number that is believed to be spoofed is 8(b) (6) Please contact me with any questions or guidance: (b) (6)

Ticket: # 4088403 - Internet Provider

Date: 7/15/2020 10:59:53 AM

City/State/Zip: Georgetown, Florida 32139

Company Complaining About: Viasat

Description

I subscribe to Viasat's "Unlimited Service" for \$150.00 per month. When the new cycle begins each month I receive bandwidth slightly higher than SD. The issue is; after approx 6 days into the new cycle it takes approx. 10 minutes to load Netflix, Hulu, etc.. Once loaded the cycle just spins until it times out during the 00:00 - 24:00 hr. cycle. A Viasat Rep via phone explained that as long as any device was connected via Wi-Fi to the MODEM; data was being accrued even though the devices (cell phones, TV, Laptops, etc.) aren't streaming. My wife's job depends on video conferencing with the school district, teachers, and students. All devices must be shut down in order for her to even get online. Even if a device is not streaming but connected to wireless modem; her connection fails. We have no other means of internet where we live except Viasat. This service takes advantage of the rural area we live in. This service is worst than just gauging. We are receiving service on the continental U.S. not in a tent in Afghanistan. RESOLVE: We would like to at least be able to watch the T.V. before we go to bed during this "PANDEMIC." We live in a remote area that has no off air signal and little to no cell phone service.

Ticket: # 4088433 - INTERNET SERVICE**Date:** 7/15/2020 11:10:34 AM**City/State/Zip:** Sabillasville, Maryland 21780**Company Complaining About:** Directv

Description

I've lived here since 2007 and have not been able to get internet service. Residents on our road have signed petitions and been told we would need to pay thousands of dollars for them to run lines up our road for availability. Internet service would benefit all residents but why should WE have to pay to out of our pockets to have service ran and available to us? Especially during this Pandemic, working and schooling from home is very difficult without proper internet service.

Ticket: # 4088607 - internet servicing issues

Date: 7/15/2020 11:52:23 AM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

(b) (6)

We have been trying to get our Internet Service from Suddenlink restored to the house for 3 month's and have been stood up 8-10 times on promise restoration of service. Because we were on auto pay and for two month the service did not get fixed we took it off of auto pay and disputed already having paid for May 2020 service.

Suddenlink - our provider has promised supervisors calling us back in 2-4 hours on at least four occasions and we never got a call back. Suddenlink has kept us on the phone for literally hours and hours over the last 3 months. Then today they turned off our landline, TV and internet altogether.

Under the Covid -19 lock down circumstances, this is inexcusable. They are making promises again today and my wife has been on the phone continuously this morning and is currently waiting for billing to pick up to get a credit for the months of non service in order to restore services to our home. PS we have asked Suddenlink to document our calls to them and they said they would? Please let me know what to do next?

Thanks

Ticket: # 4088635 - T-Mobile Outage

Date: 7/15/2020 11:59:27 AM

City/State/Zip: Athens, Alabama 35611

Company Complaining About: Dish Network

Description

Ever since they took over from another company ever since the Weekend of 4Th July,i have had very limited service,i use my phone for calls,texting during the pandemic.My phone is okay,i keep getting Network Issue messages.

Ticket: # 4088779 - TDS Lifeline Program

Date: 7/15/2020 12:35:05 PM

City/State/Zip: Tipton, Indiana 46072

Company Complaining About: Tds

Description

She is calling about TDS.

TDS is offering lifeline.

She started the application process for lifeline in 11/2019.

In 03/03/2020 the application was approved, and she got in contact with TDS.

TDS started the process of applying lifeline credit to the bill.

The credit never appeared on the bill.

So, in 05/2020 she was advised to change name on the bill, because to match the approved applicant name on the account, which is her daughter's name.

She is approved for Lifeline, and TDS has not honored their application.

The lifeline approval expired 05/28/2020, which she must do this all again.

Do to COVID-19 she cannot copy the require application attachments.

CTR414-phone

Ticket: # 4088814 - Optimum billing

Date: 7/15/2020 12:42:53 PM

City/State/Zip: Cream Ridge, New Jersey 08514

Company Complaining About: Optimum

Description

I have been unable to reach a customer care representative to discuss lowering my ever increasing cable/internet/phone (triple play bill). I just want to get a new promotion to reduce the bill and cannot get to a human. I have attempted emails, chats, telephone calls and now this complaint. My bill keeps going up and up which shouldn't even happen in the middle of a pandemic when people are suffering and not working. Auto insurance carriers, landlords, etc. are offering credits and yet Optimum increases the bill and threatens to shut off your service.

Ticket: # 4088845 - Internet Service Outage and still being charged

Date: 7/15/2020 12:48:35 PM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

Since May 24, 2020 - we have experienced an internet outage by Suddenlink in Truckee, CA at our home. Service call reports it is not at residence but a problem "on the street that needs to be replaced." 2 months later and after 3 calls to Suddenlink, I am still being charged \$89.99/month for internet. Asked for a credit and all 3 times have been told "we cannot credit your account until the problem is fixed." Now, my account past due and they will cut off service to TV, phone, and the non-existent internet? Filed a complaint with rep, their Facebook page, and no response. Asked for management or accounting and told "we cannot do that." Asked for email to file my own complaint, "we cannot do that."

Asked for credit again, "we are not allowed to do that."

2 months - no reliable internet; work from home due to Covid and this has caused significant hardship - just want the \$180 back and service fixed.

Ticket: # 4088860 - Optimum Altice Cablevision

Date: 7/15/2020 12:51:58 PM

City/State/Zip: Fairfield, Connecticut 06825

Company Complaining About: Optimum

Description

My replacement tivo came on July 9th. I have called everyday since then, waiting on hold for hours - usually nobody picks up. I've managed to reach two reps, both not in the country and not familiar with cablecards - they both hung-up when they couldn't resolve binding the card to the tivo. For 7 days I have no cable but i'm paying for it. I had tivo contact optimum on my behalf and same thing. Now i'm trying to cancel my optimum service but they are using the pandemic as a way to not have any contact.

Ticket: # 4088866 - Billing/Service Issues

Date: 7/15/2020 12:52:46 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Cable Vision

Description

- The consumer is calling about Cable Vision as her carrier
- She has a bundled package
- She states she changed her services
- She states her service was not working properly
- She states they send her bills that are not correct
- She states she is paid up
- She states they disconnected her service
- She states they are price gouging and service interruptions
- She states this should not happen during COVID
- The consumer wants a \$600 credit from the carrier

CTR405-phone

Ticket: # 4088867 - My Vonage business phone number is being Spoofed.

Date: 7/15/2020 12:52:56 PM

City/State/Zip: Boca Raton, Florida 33433

Description

I received two phone calls recently (most recent was Tuesday, July 14, 2020 at 9:12 p.m. (est) to my business phone that transferred to my personal cell phone where both parties said they were returning a call from my number. No calls were made to them/anyone as we are temporarily shut down due to COVID-19.

Ticket: # 4088908 - Spectrum/Charter and Pro Rating

Date: 7/15/2020 1:00:32 PM

City/State/Zip: Apollo Beach, Florida 33572

Company Complaining About: Spectrum

Description

I'm asking for someone at the federal level to force Spectrum and other cable providers to only charge for services used. I'm two days in to a new billing cycle and cancelled today. They use off cycle billing and payment dates to intentionally disguise the actual dates of service on your bills. (ie Payment due on June 29 for services that start July 11)

They make changes years into your contract which are disguised on pages 2 and 3 (if they're there, I've not seen them but read from other online) which state you are now responsible for a full monthly bill, even through cancelling only 2 days into my new cycle. I was told "You should keep the service for another month" and from a second supervisor "We can't do anything about pro rating.. In a COVID environment, with a customer of many years, they're basically holding me hostage for another month of payment of \$222, when I've paid all along and am trying to save money to pay other bills. We even tried having them switch us to a business account, which they wouldn't do, even though we had started a new business at this address. There are hundreds of people repeating these comments online and I'm asking that they be stopped from charging for services they're not providing. Please do something as I know many others are much worse off than I am. I explained I was going to take this to new levels to two separate Managers, so you're getting a copy, media is being notified, I've written my State (FL) attorney general, and I'm writing their legal counsel. Please change this law or speak out against these borderline fraudulent practices This isn't right, certainly unethical in COVID times, and the consumer should be protected. It's basically a punishment exit fee. Thanks for your consideration.

Ticket: # 4089138 - Suddenlink unfair billing

Date: 7/15/2020 1:50:38 PM

City/State/Zip: New Bern, North Carolina 28560-5417

Company Complaining About: Sudden Link

Description

Suddenlink has been billing me for a modem for a number of months that I returned to them over a year ago. I initiated internet service with Suddenlink after moving to the area in approximately February 2019. I initially rented a modem from Suddenlink for \$10 per month, which was delivered at the time of installation/startup. I was almost immediately unhappy with the service and suspected it was the modem, so I purchased my own modem. That didn't resolve the issue, so I placed a service call and technician came out and resolved the service to my satisfaction. Since I had already purchased my own modem, I returned Suddenlink's modem to the service technician. The \$10 per month fee was removed from my bill for some time, but was later added back to my bill. I've complained to Suddenlink on two separate occasions and insistent that I returned the modem. Suddenlink does not provide historical billing/payment records back far enough online for me to provide the evidence, but the fact that they removed the charge from my account contemporaneously with my having returned the equipment should be dispositive. In my discussions with Suddenlink they have been unwilling to send a technician to confirm the equipment that I am using is not in fact the equipment that they formerly rented to me. I do not have a receipt or any other documentation to demonstrate that I returned the equipment. It is manifestly unfair for Suddenlink to conduct business this way. I work from home due to COVID-19 and am unable to find adequate connectivity from any of Suddenlink's competitors.

Ticket: # 4089199 - Internet Data Cap

Date: 7/15/2020 2:05:01 PM

City/State/Zip: Peoria, Arizona 85382

Company Complaining About: Cox

Description

Cox has elected to reimplement data caps, in spite of the ongoing COVID situation. After removing the cap for several months, and their infrastructure not collapsing, it is apparent this decision is solely about increased profits and extorting money from people being forced to work from home. This additional charge for data is an unreasonable and unnecessary burden on consumers. There is no other broadband provider in my area, therefore my only option is Cox and their exorbitant fees.

Ticket: # 4089278 - Fox News Laura Ingraham's guest claims American teachers are "grooming" your kids for sexual predators

Date: 7/15/2020 2:18:06 PM

City/State/Zip: Reston, Virginia 20191

Description

Laura Ingraham's guest claims American teachers are "grooming" your kids for sexual predators. This was offensive and completely without merit. They are sensationalizing a pandemic with rhetoric and fear. They should be fined and suspended for such a horrible story on their airwaves. People are trying to survive and they are just proagating lies and falsehoods. A quote from the host's guest is Last night, Ingraham hosted a former teacher named Rebecca Friedrichs on her show. The conversation started off with the two of them bashing teachers unions, a longtime pastime for right-wingers which has enjoyed a powerful resurgence in recent weeks as Republicans aggressively push to fully reopen schools this fall despite the ongoing COVID-19 pandemic.

For Friedrichs though, simply smearing teachers unions with the usual GOP talking points wasn't enough and she quickly tilted into full-blown, tin-foil hat, Qanon-style conspiracy peddling. She claimed that the pushback against the dangerous school reopenings is actually a "smokescreen" for a perverse sexual agenda.

"Laura, here's why. Sadly, these unions are actually using our schools to sexualize our children and to train them in anti-American ideology," said Friedrichs earnestly. "They do this with a coalition of over one hundred eighty organizations, including, sadly, the CDC, Planned Parenthood, and Black Lives Matter Incorporated."

"It is shocking what they're teaching our children online through virtual learning. They are teaching our children to sext, to view pornography," she went on. "They are hooking them up with online sex experts. So, what they are doing is grooming our children for sexual predators to use them. This is child abuse."

As someone who was abused by a teacher when they were in school this type of heinous programming should not be allowed to be seen.

I request a fine and suspension for Fox news host Ingraham.

Ticket: # 4089752 - AT&T Dishonoring Contract

Date: 7/15/2020 4:10:07 PM

City/State/Zip: Parma, Michigan 49269

Company Complaining About: AT&T

Description

The consumer has service with AT&T.

The consumer's wife received a text message saying that if you pay 20% or 25% (can't remember exact number) of the bundled services they have with them, they will credit the rest of it because of the COVID-19 ordeal.

Now they are only crediting them for the cell phones even though it was suppose to be a bundle (internet tv and cell phones).

The consumer states that when trying to resolve the issue with them they state they were only doing that for the phones, but the consumer has the text message that clearly they sent out using the work "BUNDLED".

The consumer wants AT&T to honor the offer that they made.

The consumer went out of their way to come up with money to pay for the 20% of the cell phones, internet and tv.

CTR-415

Ticket: # 4089921 - Billing/Service Issues

Date: 7/15/2020 4:47:08 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T is her carrier
- She has a bundled package
- She states she has intermittent service issues
- She has reached out to the carrier multiple times
- She states they deferred partial payments due to COVID-19 for 7/28/2020
- She states on 6/28/2020 they cancelled it to 6/30/2020
- She states she has to pay everything in 2 weeks
- The consumer wants a credit for her intermittent services
- She also wants her deferral date pushed back

CTR405-phone

Ticket: # 4089955 - No Internet for 30+ days!

Date: 7/15/2020 4:52:23 PM

City/State/Zip: Olympia, Washington 98503

Company Complaining About: Comcast

Description

We have used xfinity/comcast for years. we recently purchased a home and comcast assured us we could set up same day and someone would come by to turn service on. That same day they discovered an issue with the box on the exterior of the house. they told as a technician would be by next day to fix it. That technician said he didnt know what the problem was. And left. We have called them every other day for weeks! And they havent had anyone fix the problem nor will the keep us updated on the status of the problem being fixed! I am not paying 150\$ a month for no internet when I work from home during COVID. Get someone to fix this or at least provide an update.

Ticket: # 4090012 - AT&T No Availability

Date: 7/15/2020 5:13:03 PM

City/State/Zip: Milwaukee, Wisconsin 53218

Company Complaining About: AT&T

Description

The consumer wants to file a complaint against her cable company AT&T.

The consumer made a payment arrangement to pay \$135 and then another \$135, so she called to let them now that she was waiting for unemployment and was only able to pay the first \$135.

They turned her cable off because of her not being able to make the 2nd remaining payment.

The consumer used the little money she had left to pay the electric bill.

The consumer is unemployed due to COVID-19.

The consumer is in a financial situation and needs them to keep her service on for means of the news and to get informed on what is going on.

The consumer will find a way to pay them for the service, but please don't continue cutting her service off or adding non-payment charges.

The consumer hopes that they don't make her pay for full month of service when she can pay since they cut her service off.

CTR-415

Ticket: # 4090072 - fraudulent, deceptive and unfair practices

Date: 7/15/2020 5:36:58 PM

City/State/Zip: Clayton, Georgia 30525

Company Complaining About: Windstream Communications

Description

With Windstream I recently had my telephone service disconnected since both my husband and I have cell phones and do not require a home phone. I retained Windstream as my internet service provider. Until then I had their "up to 10MBPS" service. When they disconnected the telephone, however, without informing me they switched me to their "up to 4MPBS" service; with speedtest.net the service has yet to demonstrate a download speed of 4MPBS; typically it is about 1.5 MPBS download. I work for the Department of Veterans Affairs and due to COVID19 am teleworking but with the dismal speed I cannot complete my work timely and efficiently. I called Windstream today who told me the 10MBPS service is "not available" to me with no further explanation. I asked to speak to a supervisor and after about 15 minutes on hold was informed that a supervisor was not available. Had Windstream informed me when I called to disconnect the phone that my internet speed would be reduced from "up to 10MPBS" to "up to 4MBPS" I would have left things alone, but they did not tell me which I find fraudulent, deceptive and unfair. Their "up to 10MPBS" service is passable however the "up to 4MPBS" service is wholly inadequate. Additionally, I was receiving until 12/29/2020 a \$20 per month Customer Service Credit on account of previous issues with Windstream that required FCC and/or FTC and/or Georgia Public Services Commission intervention in order to rectify, and Windstream has removed that credit. This company is extremely difficult to deal with and their trade practices are fraudulent, deceptive and unfair. What can be done to solve my problem is for Windstream to restore the "up 10MPBS" service to me.

Ticket: # 4090081 - Cable Equipment return

Date: 7/15/2020 5:42:06 PM

City/State/Zip: West Islip, New York 11795

Company Complaining About: Optimum

Description

I need to return cable equipment to optimum and they are telling me that i i have to mail it back. One i do not have a box and two i do think its allowed to make a customer go into a store and also incur an expense to do something that is free this is not an essential purchase. The cable company should have one drop off location or even mail us a box to return the boxes in

They are 45-2 hour hold times to get any help indomt care about covid because its phase 4 and the stores are open they need to accept the equipment back another way besides mail

Ticket: # 4090112 - ILLEGAL SERVICE INTERRUPTION VIOLATES OREGON STATE PANDEMIC LAWS

Date: 7/15/2020 5:57:46 PM

City/State/Zip: Portland, Oregon 97210

Company Complaining About: Comcast

Description

Hello Dan,

This problem needs to end for the public's safety, as it is rolling out today and negatively impacts folks in the pandemic emergency protections of the governor. I am a neuroscience researcher who worked as a Transporter 2 at OHSU, and was wrongfully terminated for having COVID, and a pre-existing condition/ disability -- ill for 2 months instead of the permitted 14-days. I contracted the virus while working with COVID positive patients in the ER and ICU. That is a whole other story -- many such wrongful terminations happening there to nurses in particular.

This story is related, but applies to the safety of the public. Below here is the recent cut and pasted email to Gov. Brown and Rep. Wyden - both offices have recently replied and been of assistance before - but I haven't heard back from the hundreds of contacts I have made with the governor over the last few weeks. Buried in work, I have no doubt. Therefore, due to the urgency of this story, I am appealing to you to respond and at least let the people know.

----cut and paste of Wyden/ Brown email today-----

Hello Rep. Wyden,

Recently, I contacted you via phone message and was relieved to hear back from your office. I have been trying to contact Gov. Kate Brown (was replied to one time which was also good), but to no avail. Please help! I am attaching a detailed email I just sent her regarding public pandemic protections and my own desperate need for my unemployment to be paid. I have been claiming since March when I was wrongfully terminated by Oregon Health & Science University and then denied Workman's Comp (along with several others, nurses). I contracted COVID-19 while working with my patients in the ER and ICU (details were given when I last contacted you and your rep replied with help).

-----cut and past of message sent to Gov. Brown-----

Hello Gov. Brown,

My name is (b) (6) and I have been calling you a lot leaving voice mail messages. Please respond to those messages by having your staff contact me via phone listed.

On another note, and in connection with my most recent voice mail messages, here is information you need to know about:

Yesterday, I received a text message that my service would be interrupted "due to non-payment." I called the company, spoke with a rep at length explaining that I am unemployed, have been claiming unemployment claims since March (when I was wrongfully terminated from OHSU for being ill with COVID-19; contracted while on the job there working with COVID positive patients in the ER and ICU), and I still haven't received any unemployment payments yet. I was concerned about service interruption, as Gov. Brown recently extended the Eviction Moratorium - which includes basic pandemic utilities and phone connection. I was told that service would not be interrupted due to COVID related unemployment.

Today, my phone received a duplicate text, and when I dialed your phone number to let you know what is happening and request assistance/ instruction, the line went directly to an automated outgoing message saying that my service has been interrupted "due to payment issues...to resolve the issue and restore service within one hour, I will need to make a payment arrangement." It re-routed me to a line which I was on hold for an hour in order to resolve the issue. Again - new rep, explain all, she tells me that there are two accounts (one for home wi-fi and land line and the other for my cell phone and iPhone), and the one for the home package was the re-routed line and corresponding representative I spoke to yesterday (sneaky, as I called ON the cell phone with account and security info and questions all answered), and this new current rep was for the cell phone package (what? why are these automatic lines being criss-crossed intentionally by the company?). She informed me that since I was "properly connected now" she could set up a payment arrangement in order to restore the service. So...I explain all to her, and inquire about why the service was interrupted during Gov. Brown's order for pandemic emergence reasons (she said the company doesn't "really follow state laws, it's just really from whoever the CEO is and then they tell us what to do..." I inquired further, "What is the reason for service being interrupted?" She replied twice, but without a direct answer. The third time she flat out said, "I don't know why they are doing this, it's a new thing we are starting today where 2000 customers a day are called - to try it out, maybe...I'm guessing you are one of the first because your name starts with an A." She connected me to another rep to set-up the payment plan because "there is no way that we can turn the service back on without that first." So she transferred me to the next rep. This time the rep, "Jackie" of Xfinity Mobile's Disaster Relief, Tier 2 Advance". In this call, I repeated all above, and dove deeper into inquiry. "Jackie" was incredibly helpful when I told her that I would be reporting this all to the governor, she sounded relieved and expressed gratitude and detailed her own harsh experience being in the job and "regret" of "not knowing how bad (this payment plan roll out) would be," and she said that she thinks its possible that if the company gets lots of complaints about this than its possible that they will "pull back". All in all, much information was gleaned and I was forced to set up a payment plan for a minimum of \$25 at a maximum start date of 30-days out in order to have service restored.

Salient information she shared:

"Jackie" works remotely out of 1 of 3 sites that are part of this new Disaster Relief Dept. She works out of the Spokane, WA office.

Jackie is not provided any supervisors to "escalate" calls, rather only an online forum of other equals who are also "winging it" without scripts. They are not given the phone number to the corporate office or provided any leads at all either, "there is no direct number for us, only an online tool button to transfer...no complaints process. We just have to use the chat room and I'm using it now, but it seems

like my co-workers are in the same boat as me." She let me know that if they can't pay, they can't have service.

This program is for 2000 per day with probability that number will increase daily as the payment program moves along, but she is not sure yet how that will progress, as today is the first day. She explained that the company is intentionally ratcheting up their collections plans after "extensions for past due bills happened May 15, June 30, and now today...partial payments and deferred payments plans are qualified with different criteria. She added, "they even sent out emails about this, but they only just did it today" guessing that it happened mid-day - my service was ended in the morning, and includes my internet access.

In the end, I am concerned about this on so many levels.

Please stop this now. If I am the first of many, we will all be endangered during the pandemic, especially for those without the privileged to have wi-fi and a land line not currently disconnected, and those with children using said phones for learning...etc.

PLEASE END THIS AND ALL COLLECTIONS FOR ESSENTIAL SERVICES DURING THE PANDEMIC.

PLEASE CONFIRM THAT YOUR OFFICE COMPLETED THEIR VOLUNTEERED TASK OFFERED TO ME ABOUT TWO WEEKS AGO WHEN THEY CALLED ME (RETURNING MY CALLS TO YOU) AND OFFERED TO PUSH MY UNEMPLOYMENT CLAIM THROUGH SINCE I HAVE BEEN CLAIMING SINCE MARCH (WHEN I CAUGHT COVID WHILE WORKING WITH PATIENTS). I LEFT 100 VOICE MESSAGES FOR YOU BEGGING FOR YOUR HELP TWO DAYS AGO.

(b) (6)



Ticket: # 4090174 - Unlocking phone service

Date: 7/15/2020 6:24:33 PM

City/State/Zip: Rock Hill, South Carolina 29732

Company Complaining About: Straight Talk

Description

I am a Verizon customer Someone went to purchase a phone for me, as I was sick and my phone broke. Because i am immunocompromised I was not able to go purchase the phone myself. However, my friend purchased a cell phone for me Apple Iphone 7plus and the representative advised her the phone could be used on any network, just need to put the correct SIM Card. When I received the phone I verified the phone could be used with Verizon they checked IMEI and told me yes i just needed to get another sim card. I get a sim card and I activate it, Verizon activates the phone on their end. However, I could not never get the phone to actually activate. So after 2 months of going back and forth and battling COVID 19 and undo stress. Verizon finally realized the phone is carrier locked, one of the representatives out of many advised me more then likely the phone is carrier locked to straight talk. The representative call straight talk they say the phone has to be active for 1 year, before unlocking. Well I am not willing to leave my current carrier whom I have been with for 3 years and it is not my fault that the representative at Walmart stated it could be used on any network, and then Verizon said it could be used. At this point I am frustrated with all parties. I am not working because of Covid, and I don't have a phone. After spending over 200.00 The return time has ended with Walmart. I explained this whole situation with the Straight Talk Representative he told me I should have read the fine print. WHERE WOULD I Get FINE PRINT FROM????? the phone is in an apple iPhone box. with apple support information, the box nor the contents mention anything not one thing about Straight Talk. I requested a supervisor. He said he was going to transfer me puts me on hold and then hangs up on me.

I need this phone unlocked, or straight talk needs to buy this phone for the price I paid it for it. Since he wanted to tell me that the FCC has regulated that the phone can only be utilized with Straight Talk, and yet I have no paper information stating that claim and obviously the Walmart representative was unaware as well.

Ticket: # 4090186 - Scam

Date: 7/15/2020 6:26:32 PM

City/State/Zip: Santee, California 92072

Description

Scam regarding Social Security number being used in Texas & we live in California.

Phone calls 7/15/2020 at 7:51am, 9:43am and 2:54pm PDT. We are receiving more scam calls during the Covid-19 and more bad ads on e-mail. There must be a way to stop the crooks!

Ticket: # 4090233 - False information from Verizon

Date: 7/15/2020 7:02:16 PM

City/State/Zip: Vacaville, California 95688

Company Complaining About: Verizon Wireless

Description

I contacted Verizon on July 8 2020th. I was told I had a balance that was due on June 28 2020th of \$313.02. I was told that after I made a payment of \$180 my balance would be \$133.02. I was not told at the time that my account was in Deferred Status. I never requested to have my account put into this status. I then called back on July 15th and spoke to three representatives that work for Verizon. All three representative gave completely different information. As a consumer it is a very hard time right now with the pandemic, high as a consumer would like to be able to understand why and how my account is being charged and over balance than what it normally is. I expect when calling into Verizon that the representatives have been trained to give correct information to the consumers. I am requesting to have the phone call from July 8,2020 Pulled Because I strongly feel that I was misled with boss and in adequate information on behalf of the supervisor by the name of David. I am asking for help from the FCC, I do not know who else to turn to in regards to the overcharges that I believe have been put on my account.

Ticket: # 4090355 - Harassing phone calls resulting in work interruption and personal distress

Date: 7/15/2020 7:56:47 PM

City/State/Zip: Smithfield, Virginia 23430

Company Complaining About: No Name, Just Boca Raton, FI

Description

Today I received at least 50 calls from a number identified as being from Boca Raton. All the calls began with (561) 465-8458. I blocked each call as it came in. A few minutes latter another call from (561) 465 - different extension. I am working from home due to COVID-19 and these calls were interrupting my work. What could be done to solve my problem is you could shut these pricks down. Stop them from making these automated, criminally harassing calls.

Ticket: # 4090457 - Scam Call

Date: 7/15/2020 9:07:35 PM

City/State/Zip: Ladera Ranch, California 92694

Description

Text message, several times, from 312-967-9170 advising that "Out of an abundance of caution, we are temporarily closing all indoor amenity space. We will update you when they reopen"

Ticket: # 4090472 - Att demands for me to pay past due amount to restore service

Date: 7/15/2020 9:17:41 PM

City/State/Zip: Los Angeles, California 90029

Company Complaining About: AT&T

Description

My family and myself are still reeling from Covid-19 and loosing our income. We have been grateful that we were allotted time to pay our bills. However, companies like At&t and Tmobile are disconnecting service of those that are unable to pay stating it is their policy. This is very alarming seeing that sometimes the internet or a mobile phone have become a major necessity. A lot of the times that is the only connectivity people have to contact someone in the case of an emergency.

I have contacted At&t every two weeks for the last four months to keep them updated about my need to continue service for my children to attend school. At&t reps refuse to reestablish service without a payment of \$340.00 which I would gladly pay if I had it. I was instructed by a rep of At&t to take my children to a public library where they could potentially be exposed to Covid-19 so they can do their homework.

In addition I was not made aware of any programs that would help assist or delay the collection amount. Reps made it very difficult to find information or to speak with a supervisor about my concerns.

Ticket: # 4090493 - Phone provider raised rates several hundred dollars

Date: 7/15/2020 9:31:04 PM

City/State/Zip: Harrisburg, Pennsylvania 17112

Company Complaining About: Windstream Communications

Description

My phone provider Windstream has raised my business phone bill several hundred dollars. I called to ask why and it was not due to any promotion expiring, we have not had any promotional pricing for years. This rate hike happened mid covid when my business is struggling. Other providers are not willing to take on new customers due to covid so I see this as predatory and taking advantage of the current situation.

Ticket: # 4090518 - Services

Date: 7/15/2020 9:48:42 PM

City/State/Zip: Channelview, Texas 77530

Company Complaining About: Sprint

Description

The company has yet to resolve my issue with the outrageous bill. There was someone from the executive office that reach out by the name of Leslie. She called one time and I have yet to speak to her again. The company has failed to help during this time of COVID 19. I find this appalling. The problem is ongoing and needs to be corrected. Also, the company failed to mention they were merging with another company. If I was aware I would have made the decision not to start a contract.

Ticket: # 4090534 - Overcharge for services

Date: 7/15/2020 9:59:59 PM

City/State/Zip: Pacific Palisades, California 90272

Company Complaining About: Sudden Link

Description

I requested the service at our vacation home be put on seasonal hold on 4/04/2020 because of the governor's Covid 19 stay at home order and travel restrictions. The company continued to draw automatic payments for full services. I have called multiple times to complain and was told I would receive a refund, but I never did. Then I received a call from a supervisor named "Alex" who basically said I was lying--that I never called on 4/04/20 to put the hold on my account, because the company had no record of the call, even though multiple people at Sudden Link had confirmed that I had and it was in their notes. Then, he said I called but only "discussed" the seasonal hold and did not actually "request" it. Then he said that it was my responsibility to call back and make sure the hold was activated and thus my claim was invalid and there would be no refund. My research of public complaints against Sudden Link shows that this conduct is typical of how the company operates. To resolve this issue I would like Sudden Link to simply refund the money they overcharged me since 4/4/2020.

Ticket: # 4090555 - Spectrum overcharge scheme

Date: 7/15/2020 10:18:36 PM

City/State/Zip: San Diego, California 92109

Company Complaining About: Spectrum

Description

I was a Spectrum customer for over 4 years, due to Covid on June 23 I returned all of their equipment and cancelled my service. They are attempting to charge me for another month starting on June 24th. They claim I should have returned my equipment before the month I paid for was over to avoid being charged for an extra month I can and will not use. They are abusing the public trust and should not be able to take advantage of consumers like this.

Ticket: # 4090842 - regional sports fee

Date: 7/16/2020 9:09:43 AM

City/State/Zip: Warrington, Pennsylvania 18976

Company Complaining About: Comcast

Description

Comcast cable tv has bee charging my two accounts \$8.75 monthly for regional sports coverage since March 0f 2020 even though there were no sporting events due to the pandemic. I deserve a total rebate of \$87.50.

Ticket: # 4090851 - Failure to repair connection

Date: 7/16/2020 9:18:29 AM

City/State/Zip: Lancaster, Kentucky 40444

Company Complaining About: Windstream Communications

Description

My internet and phone provider "Windstream" has failed to permanently repair an issue that has been going on for years!!

I had a problem with my service when it rained or heavy dew but, now, over the last three months, my internet goes in and out 30+ times a day.

With Covid and working from home it is impossible!!!

All I am told is I am on three miles of bad line and they are not going to replace it!!!

Ticket: # 4090899 - COMCAST Harrassing 82 Year old Senior Citizen

Date: 7/16/2020 9:40:24 AM

City/State/Zip: Camden, Delaware 19943

Company Complaining About: Comcast

Description

I am writing this complaint on behalf of Ms. (b) (6), an 82 year old senior citizen. On March 24, 2020 Ms. (b) (6) ordered Comcast Internet so she could setup cameras in her home on Pony Track Road, Camden Delaware and provide access for her children to help monitor her well being. Before the Comcast equipment arrived she was hospitalized for several months and is now placed in a long term care facility and is unable to care for herself. All of the equipment was returned before anything was activated and the situation explained. Since then I receive multiple phone calls from Comcast each week claiming she owes \$70 for connection fee. Since no connection was ever performed and the circumstances with COVID 19 we believe Comcast is just harassing (b) (6) hoping to pressure her to take action for a fee that was never earned. (b) (6) is in a long term care facility for the remainder of her life and no longer has an income as a result. Please request Comcast cease and desist their harassment of this senior citizen immediately. Thank You

Ticket: # 4090914 - Illegal over billing

Date: 7/16/2020 9:53:17 AM

City/State/Zip: Woodbridge, Virginia 22192

Company Complaining About: Comcast

Description

Comcast lowered services due to Covid to \$14.95 for accounts with past due balances. On June 23 I had a bill of \$119.54 due which I paid in full. Today July 16 I received my new bill and they are again charging me for the \$119.54 plus another balance forward of \$99 plus my current charges. A total of \$293.48. I have spoken with a rep and she says now that my bill was paid in full they are back charging me for the previous months. Even though on their assistance plan the tv was disconnected and internet speeds were slowed down to the bare minimum.

Ticket: # 4090921 - Late fees charged during COVID

Date: 7/16/2020 9:55:49 AM

City/State/Zip: Galena, Maryland 21635

Company Complaining About: Comcast

Description

During the COVID crisis, no late fees were supposed to be imposed by utility companies. Xfinity charged late fees and put on their statements that you needed to contact them to get them taken off. When you try to contact them, you cannot get through to a person to discuss this matter so there is no way to have them taken off. This should be automatic.

Ticket: # 4090927 - Equipment

Date: 7/16/2020 9:57:17 AM

City/State/Zip: Deland, Florida 32720

Company Complaining About: Spectrum

Description

Spectrum has been calling me 2 x a day during these trying times, moving, covid, sickness, saying I owe them a router that I do not have, if I even ever had it is questionable! I returned EVERYTHING that I had to them. I went to store to tell them. They continue to harrass me.

Ticket: # 4090945 - Unwanted Calls

Date: 7/16/2020 10:03:57 AM

City/State/Zip: Colfax,, North Carolina 27235

Description

I am receiving unwanted robo calls from WAKE forest Baptist Medical Center. I have five providers in this system. They seem to service announcements or info on the COVID virus. I am getting 5-10 such calls a week. Please make them stop.

Ticket: # 4090984 - Slow Internet in Subdivision

Date: 7/16/2020 10:23:14 AM

City/State/Zip: Conroe, Texas 77384

Company Complaining About: Consolidated Communications

Description

Our neighborhood has notoriously slow internet with Consolidated. The lines running through our subdivision are phone lines over 20 years old with download speeds of less than 20mb/s, and when an employee came to take a look at our internet, he mentioned that there was newly installed fiber-optic cable being run down a road right at the entrance to our subdivision that provides 10x faster service to apartments not even a quarter mile away. Our neighborhood wants Consolidated to simply expand their fiber cables into our subdivision and replace the outdated copper wiring, especially in a time where Covid-19 is forcing most of us to work from home.

Ticket: # 4091116 - deceptive billing/fees

Date: 7/16/2020 11:11:29 AM

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

Company Complaining About: AT&T

Description

advertised that fees would not be charged during covid, fees were charged anyway. Billing has never been correct. spent HOURS upon HOURS on the phone with this company trying to correct the issues to no avail

Ticket: # 4091143 - COVID SCAM

Date: 7/16/2020 11:21:28 AM

City/State/Zip: Columbia, South Carolina 29229

Description

I received this spam text Norah, its pretty important to make sure you are covered fully with the latest pandemic. I have a program that can cover all your medical cost fully. Could be discounted. Call me back please“.

Ticket: # 4091236 - Phone COVID billing

Date: 7/16/2020 11:53:22 AM

City/State/Zip: Englewood, Florida 34224

Company Complaining About: T Mobile

Description

Consumer's business has been effected by COVID-19.

He has not been able to make a payment.

He is on a COVID plan.

They shut his phone off on 7/1/20.

Consumer as out of town and found out about it.

He called and said he could pay \$200 then, but not the \$400 they were requesting.

Consumer was told to call Friday and that he needed to make the \$230.30 immediately.

Consumer made a payment for \$230.30 and then called back.

His service was shut off again even though a supervisor was supposed to call him today.

Consumer called and has been on the phone for 3 hours this morning.

He was under the understanding she would call and discuss payment options.

Consumer spoke to another supervisor and that supervisor told him he owed \$550.

Consumer requested a \$400 credit due to the aggravation and them turning his service off when he shouldn't have because he was on a COVID plan.

Consumer agreed to make a payment of \$136 and pay the remaining \$100 the next month.

Consumer made the payment and was told he needed to make an arrangement for the remaining over \$800.

Consumer has paid almost \$500 alone this month.

The supervisor repeatedly said he couldn't do what the consumer was requesting.

Consumer feels like the company is taking as much money as they can without providing the agreed upon services.

Consumer feels powerless in this situation.

Consumer would like T-Mobile to keep his service active and to stop taking advantage of their customers.

Consumer would like T-Mobile to hold their end of the COVID payment plan deal that had previously worked out.

CTR404-phone

Ticket: # 4091329 - Internet Speed**Date:** 7/16/2020 12:18:40 PM**City/State/Zip:** Fort Mill, South Carolina 29715**Company Complaining About:** Comporium

Description

I have been with tech support for almost an hour, and the tech support told me my plan is for 300Mbps download and 300Mbps upload, speed I told him I never got, being the max at around 110Mbps to 120Mbps download and 50Mbps to 60Mbps using a router (after I bought a router as with the one provided by them the connection was awful). He asked me to connect directly my laptop to the outlet and the speed went to just over to 150Mbps and the download to 70Mbps, as I previously told him (I want to note that before that speed it was 107Mbps down and 77Mbps up while on the call with the technician). It always has been this the speed, never has been better. Now that I work from home is when I started having issues with my connection more often, and I have contacted Comporium at least twice regarding this issue and, due to COVID-19, they are not sending technicians to houses (they have done it before, but the speed it has been basically the same), so solution offered was to charge me additional \$5.00 to have a static IP that "may" resolve the issue with speed and now my problems connecting to a VPN. I believe that is not fair, cause first I am not receiving the service I am being charged for (and I never did) and second I can't pay more to see if "maybe" that fix the issue. They are always offering ways to improve your internet service, like a mesh network system, etc. Second is that unfortunately, Comporium it is the only internet cable provider in the area, unless you want to go with satellite internet, which is more expensive, one thing shouldn't be allowed, because even is not 100% monopoly, in some way it is, cause the other services are similar, but not the same.

Ticket: # 4091560 - Constant service issues**Date:** 7/16/2020 1:21:15 PM**City/State/Zip:** Council Bluffs, Iowa 51501**Company Complaining About:** Cox

Description

I moved in my house in April of this year. I had Cox cable set up March 23 before the move in date. Cox was supposed to return to finish the job that involved a camera for security. The company didn't give me the equipment or return with the camera informing it was due to the COVID virus yet kept charging my bill for it. I have made multiple complaints for them to take care of the issue. Eventually they bring a camera down to push a button to hook it up and plug it in. I could have done this myself. They did send techs down to get it taken care however the company had area outages for 4 days in a row causing me to be late for work 2 days in a row since I had to go some where else to use WiFi. Again today I go on the app and there is another outage. This is unacceptable for a company to have so many issues and still expecting customers to want to pay for service. They have taken care of the bill so far but I shouldn't have to deal with it every month or contact this company all the time for continuous issues. I have multiple screenshots of the outages as well I don't believe the bill has been taken care of properly to continue service. This is for TV, WiFi and a security camera. I have had it with the service outages this is the 5 th one within a months time. I had to have hotspot added to my phone line just in case their service goes out.

Ticket: # 4091611 - OTELCO's unacceptable internet provisioning in rural Vermont

Date: 7/16/2020 1:35:00 PM

City/State/Zip: Orwell, Vermont 05760

Company Complaining About: Otelco

Description

OTELCO (and its predecessors OTT and Shoreham Telephone) have provided substandard service for more than a decade to rural customers. In particular in my household and my neighbors' households, 5 Mbps DSL has been promised, and we have all been billed for that service. Yet this level of service has never been achieved except on rare occasions. The company has blamed everything from its own infrastructure limitations to COVID-19 to the number of devices being used in households. However, recent "upgrades" performed by OTELCO clearly show that OTELCO has been lying about its "inability" to provide the promised service. I wish to demand a prorated refund for myself and all other rural customers in my neighborhood.

Ticket: # 4091670 - Sprint Violating The Keep Americans Connected Pledge

Date: 7/16/2020 1:52:16 PM

City/State/Zip: Rockingham, North Carolina 28379

Company Complaining About: Sprint

Description

Referencing Call Ticket (b) (6)

I would like to formally submit a complaint against Sprint. I believe they take the Keeping Americans Connected Pledge (March 13, 2020 to June 30, 2020) as a joke. From what I've witnessed, they're not following any of the agreement they had with you or any ethical fair business practices.

1 They are cutting phone services off to customers at will. My son's phone with Sprint was cut off on June 28th, 2 days early from the Pledge end date of June 30th. And then again on July 12, 2020 after making an agreement to restore service until July 14th, 2020.

2. Sprint continually demands over \$600 a week to pay the past due balance, which they insisted amounted to \$1,736.07 in back charges. It was finally determined on July 13, 2020 that the amount was \$1024.56. Twice when my son was trying to make payment arrangements and had to threaten involving the FCC, Sprint then claimed they made a mistake and gave him the wrong account information. This happened twice since June 30th.

3. Sprint holds your service hostage and only restores your service for 2 days at a time if you are financially unable to meet their demands. Sprint still will not work with a reasonable payment arrangement. And add insult to injury, Sprint wants to add a \$7.00 payment arrangement fee for the inconvenience of having to make the arrangement in the first place. When you depend on your phone to make a living and THEY know this, they are going out of their way to interfere with you making any income. Since June 28th, Sprint has cost my son hundreds of dollars in earned income during this pandemic and may cost him his job.

4 Sprint stores knowingly mislead you and promise you anything to get the sale. After you sign, headquarters changes the agreement to what it should actually be outside of your knowledge. Sprint feeds off the naivety of Millennials and takes advantage of them.

5 Sprint is tacking on late fees to customer accounts during their FCC Pledge. The bill was current in March 2020, yet Sprint tacked on a late fee and has done so each and every month since. One agent made a comment that the reason his bill was more than planned was due to merger fees. He asked for them and the late fees to be removed and was ignored. As of July 13th, 2020 these fees should have been removed, but doubt that they have been removed.

4 Sprint is getting accounts mixed up. This has happened twice since my involvement.

5 My son asked them to close his account on July 12th, so there would be no additional charges added after the 18th and Sprint refuses to close the account. On July 16th, Sprint acknowledges that the request was made, 4 of his lines are still active, but suspended. He has had to request copies of his conversations with Sprint, but they are dragging their feet. When trying to close the account they advised him there would be a \$250 Early Termination Fee on 1 piece of equipment that has only 3 months left to pay off at \$20.84 per month. He only owes \$62.52 on the equipment. Contact him to get details. Again Sprint is trying to extort money from their customer.

6. On July 1, 2020, Sprint only acknowledged 1/2 of the payments that were made on the account and crediting him for them. I'm not sure if that was straightened up but I may have.

7. Account Services agent never return calls or call you back when they say they will. They don't make changes to your account when requested to do so. My son's address for example has been requested three times that I have witnessed. Still no change. One person associated with the account

asked Sprint to release his line and Sprint said they needed my son's authorization. Richard has authorized and made several requests to release the other lines associated with his account and they refuse to release them. Update: as of today 7/16/2020, they have released one line only.

8. Sprint makes unreasonable requests for payment. They refuse to work with customers unless it's "their way" and penalize them if they don't.

On July 13th, 2020 Sprint wanted 25% of the balance owed to restore the phone line for 2 days, then another 25% plus the new monthly bill to restore the phone til the 29th of July. The stress Sprint is placing on their customers during this pandemic is appalling. They would not budge. My son had to get another phone aside from Sprint just so he could work stress free and to keep Sprint from costing him money.

Currently his account is still active but suspended when it should be closed as requested. Come the 18th another \$400 will be added to his account unnecessarily. Please contact my son for exact details. Number listed below. Thank you

Ticket: # 4091841 - Phone bill

Date: 7/16/2020 2:23:46 PM

City/State/Zip: Port Saint Lucie, Florida 34984

Company Complaining About: Verizon Wireless

Description

Due to covid19 in may I lost my job, so I called Verizon and ask to be put on the deferred program, I never heard anything so I continue to pay my bills in full, in June I made my full payment of 333.09 that's my monthly bill, so in July I called and tried to make my payment and it said I couldn't because I was on the deferred program so I called and spoke to Jim and ask him to take me off the deferred because at this point I was back to work, he said okay wait till after the 4th of July, so called on the 5th and still could not pay, so I called again and talk to some one and she put the order through again she said to Waite till next billing cycle to start and try to pay it, so today June 16 th I got a text saying my bill was ready, I was able to make a payment but, my bill was 34.00 more than usually, so I tried calling and was on hold for over an hr.. and never got through so I chatted with an agent on line and she told me that the 34.00 was for not receiving payment on time.i told her I was not suppose to have extra charge due to the problem. She was no help what so ever. So I'm contacting you, because I don't feel that I should be charged extra, for anything since it was not my fault .

Ticket: # 4091946 - Student Loan Covid Scam

Date: 7/16/2020 2:51:28 PM

City/State/Zip: Red Bank, New Jersey 07701

Company Complaining About: Washington, Dc

Description

Calls from various numbers, asking me to dial 8552313966 to complete a student loan forgiveness application. Man on voicemail says his name is Bradley Jacek and he wants me to complete my application. Most recent number he dialed me on is 202-788-9878.

Ticket: # 4091976 - Donald Trump

Date: 7/16/2020 2:58:11 PM

City/State/Zip: Battle Creek, Florida 49015-3046

Company Complaining About: N/a..

Description

It should be against the law for Donald trump to call a press conference during covid 19 and then talk 45 mins. That happed 7-14-2020..

(b) (6)

Ticket: # 4092047 - FIRST ROBOCALL for TODAY 7-16-20

Date: 7/16/2020 3:13:33 PM

City/State/Zip: Troy, Michigan 48098

Description

Here's the FIRST ROBOCALL for TODAY 7-16-20.

I'M ON THE DO NOT CALL LIST!

This was a text message to "Carolyn" from "Jon." He's ... "texting with a short survey to understand how our communities are dealing with the coronavirus."

I am not "Carolyn."

Probably another scam.

(b) (6) 7-16-20, 2:47 p.m.

Ticket: # 4092083 - att will not unlock phone after payment in full and a credit of 5.75 on the account

Date: 7/16/2020 3:20:30 PM

City/State/Zip: Valley Springs, California 95252

Company Complaining About: AT&T

Description

att will not unlock phone after payment in full and a credit of 5.75 on the account. I have been treated very unfairly by att, they have been paid in FULL and refuse to unlock my phone. I currently have a 5.75 credit on the account, yet they refuse to unlock my phone I have spent 5 days and about 20 hours on the phone. I have talked to the following Employees at att:

AA897D Andrian

MC155V Makayla

MC155V Makayla

rep os8519

IDfc7tcp6 arturo

ID pyt6335

6NL7MBC1I06YND6

ID pa2411

id mp696g mark

IDzqv3q44

ID mo973r

id#cm20200715_146222641

and there are several more that refuse to give their ID.s I have been a customer of att for over 20 years and this treatment is simply terrible and can't be legal.

during these times of great problems, I know have no communications with my family and need some help during these covid19 times as I have a compromised immune system and I'm missing half of a lung due to tumormors.

Please help me with this issue. i have no phone, email me at: (b) (6)

Ticket: # 4092098 - Slow/No Internet Connection**Date:** 7/16/2020 3:23:16 PM**City/State/Zip:** American Fork, Utah 84003**Company Complaining About:** Comcast

Description

Even as I fill this form out, I wonder if it will go through without the internet dropping. I have had xfinity through Comcast as an internet provider at my current residence, which includes my home office that I work from 90% of the time, since January 2019. Since that time I have had to reset my modem device and call the technical support line dozens of times. I have had to replace a modem once and have had two visits from technicians to examine the home wiring. I have even doubled my speed in April after the COVID shut-downs due to an even greater occurrence of my internet slowing or completely stopping. Unfortunately this didn't help. I have spent countless hours working with Comcast to get service restored only for the issues to return, sometimes within minutes or hours. When one of the company's technicians came to work at the house he confirmed that everything looked good but that the issue I was having was inevitable and would only become a greater issue with technology. He said that many different devices interfere with connection, including Bluetooth devices and even radio transmitters. After this, I turned off connections with Bluetooth devices and even turned off connection with devices that weren't immediately necessary to have a WIFI connection. None of these measures seems to have any effect. The interruption of service happens during all times of the day independent of whether another is streaming movies or being the only device connected to the WiFi. I was told that upgrading to a speed at double the download speed would help but had not actually had any perceivable instance. Even now, the app to conduct a internet speed test that was recommended by a company rep is measuring 10 mgps compared to the 100 mbps that I am subscribed to. I am filing a complaint because I don't have any other recourse. I have to work from home and constantly need an internet connection through the day. I have instead obtained a second job to have to constantly call technical service and reset my modem to temporarily help my service.

Ticket: # 4092140 - unwanted political text from 224-529-3950

Date: 7/16/2020 3:32:43 PM

City/State/Zip: Ada, Michigan 49301

Description

Here was the message:

Hello (b) (6), this is Meleah with Michigan United. We're reaching out today during this time of crisis in our country to make sure you're doing ok and to find out how you're feeling about the state of our country. How do you feel the Trump Administration is handling the coronavirus and the systemic racism crises?

Ticket: # 4092174 - Service/Equipment Issues

Date: 7/16/2020 3:39:11 PM

City/State/Zip: New York, New York 10453

Company Complaining About: Cablevision

Description

- The consumer is having issues with her cable provider cablevision
- The consumer has been reaching out to them, but they keep giving her the run around and telling her she has an outstanding bill,
- The consumer has a bundled package with them.
- The consumer said her box have gone out and her telephone wiring isn't working so she is unable to use it.
- They told her that her area is a hotspot for COVID-19 so she needs to mail the boxes to them, but the consumer cannot since she is disabled.
- The consumer does not feel that she should feel like she should risk her health for something they can do.
- The consumer has 2 boxes but she is stuck.
- The consumer said the issue has been ongoing since May.
- The consumer said they are billing her as if her services were up and running.
- The consumer wants them to fix her services and would like for them to pick up her equipment.

CTR-382

Ticket: # 4092235 - Suddenlink

Date: 7/16/2020 3:57:11 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Sudden Link

Description

This company as a whole is incompetent to troubleshoot and establish seamless service both in the areas of customer service and internet service. I, myself, have spent hours on hold, simply trying to have a modem dropped off and a cable box. We are paralyzed working out of home, due to the COVID mandates with our companies which are employed.

Ticket: # 4092321 - Follow up to [REDACTED]

Date: 7/16/2020 4:11:45 PM

City/State/Zip: Miami Garden, Florida 33056

Company Complaining About: Comcast

Description

Consumer said that Xfinity has not discussed anything with her

Consumer said she sent copy of the recording of the agreement

Consumer said they are charging her for a contract she did not enter in to

Consumer said she sent them a copy of the recording of the phone call with what she agreed to

Consumer said she is still in dispute with the \$276.00 and also the amount of internet charges for internet she never received \$65+ a month for 10 months

Consumer did not get the 200+ channels she was promised and only received 125 channels

Consumer said she never got the claim papers denial letters and why they were denied for the 3 TV's that were destroyed

Consumer said she never got the live stream discount option during the Covid pandemic, because she did not have working internet, she was charged full price

Consumer just wants to be compensated for her loss and to bill her properly going forward and give her the 125 channels she has now at \$140 a month, if she is being charged what you are charging her then she was supposed to get 200 plus channels and the movie channels

CTR402

Ticket: # 4092361 - Suddenlink issues

Date: 7/16/2020 4:21:37 PM

City/State/Zip: Charleston, West Virginia 25304

Company Complaining About: Sudden Link

Description

I have had ongoing issues with Suddenlink internet, cable and phone for over a year. I was assigned a corporate representative and after four months with terrible or no service, the issue was resolved and they did give me partial credit, but refused to fully credit my account for only receiving 20-25 mbps but being charged for 400 mbps and freezing and tiling at all times when trying to watch tv. They also charged me for phone service from March 2018 to November 2019 but never installed the telephone modem and never issued the credit for that or told me my phone number. There has never been a home phone used in this residence. They can confirm zero usage. I filed an attorney general complaint in WV, and Suddenlink responded with a letter stating they tried to contact me, but that's also a lie. I was promised a retention package for one year in March, totaling \$114 a month, but they also took that away immediately and are still charging me for broken equipment that their representative left behind in January and acknowledge it is not functioning. There is no local office open due to the pandemic and I was only informed last week that they would provide a shipping label to return it. I reached out to the corporate number once again and my bill was reviewed, but they refused to discuss the retention package that I was promised for a year and hung up on me. I called back several times and they would only transfer me to customer service with hold times of one hour. I called back again and spoke with Luke, who threatened to charge me with harassment and disconnect my service if I called back again. This company is doing a bait and switch and extorting money from many customers in WV. I am respectfully asking for assistance with these overcharges and relief in the form of credit to my account.

Ticket: # 4092380 - Verizon Charged \$1,993.9 in "reconnect" fees May and June 2020 for late payment

Date: 7/16/2020 4:26:18 PM

City/State/Zip: Burr Ridge, Illinois 60527

Company Complaining About: Verizon

Description

We are a small trucking company and we use Verizon for business.

Due to the COVID-19, in May 2020 we were unable to pay the huge bill, and we got late. Shortly, our account was deactivated and all our 48 drivers were on the road without internet and phone connection. We managed a way to find the necessary funds and called Verizon and paid other the phone \$3,100. Verizon reactivated our devices immediately. Same thing happened in June 2020. Later, we found out that there is a reactivation fee \$996.95/month which we were not aware of. We called Verizon to try to solve it, but they said reconnection fee is not reimbursable. It is so hard to stay in business now, and instead of getting help and support from our Vendors, we ended up with \$1,993.9 in charges. We won't be able to survive with such polices.

Ticket: # 4092419 - Comcast complaint

Date: 7/16/2020 4:33:24 PM

City/State/Zip: Philadelphia, Pennsylvania 19144

Company Complaining About: Comcast

Description

Consumer could not get the hotspot for her phone

The consumer said that the agency

This happened today the consumer said she went to the store

The consumer said that they would not let her get the hotspot

Then the store refused to let the consumer sit in a chair due to covid

The consumer states she is clearly disabled which clearly upset the consumer
CTR403***

Ticket: # 4092456 - spoofing

Date: 7/16/2020 4:41:27 PM

City/State/Zip: Winnetka, California 91306

Description

Receiving return calls that I called someone, I did not call, my number must have been spoofed. All day long receiving random calls. I do not know any of the people calling. Average of calls per day that I do not know 5-15.

I have now cancelled my LandLine. I am done with all the scammers, spoofers! Interesting there were no calls during Covid 19 business shutdown.

Ticket: # 4092473 - Suddenlink customer service and resolution**Date:** 7/16/2020 4:45:18 PM**City/State/Zip:** Bryan, Texas 77808**Company Complaining About:** Sudden Link

Description

Our Internet has been down for three days now. The first day, we spoke to four different reps who all told us different things as to why it wasn't working and that they resolved it. The last rep told us to swap out the modem as it was a bad modem. The second day, we went to the Suddenlink Office and got a new modem. However, the reps didn't seem to know what was going on and did not activate it until the fourth call we made. Today (the third day), I called and had the issue escalated and was told a supervisor would be calling me. I did not receive a call and waited 4 hours. I finally reached someone who would forward me to their supervisor and the call hung up without me speaking to the supervisor that could potentially help.

Suddenlink has poor customer service, representative training, and issue resolution time. After my issue was escalated, a supervisor should have called me promptly but I waited 4 hours to receive a call back that never came.

They do not call back when they say they will and do not escalate issues when they say they have. There is poor communication as I had to tell 10-12 different reps my issue. No notes were on my account and there was no senior support specialist that could help.

I was told multiple times that the supervisor or technical engineer will call me and no call ever came except from a regular rep. When a technician was finally able to be scheduled because they figured out that what they were trying was not working, it will be a week without internet.

Suddenlink says they are going above and beyond for their customers that are affected by COVID but all I have encountered is hung up phone calls, rude representatives, and broken promises.

Ticket: # 4092486 - Xfinity refusal to provide service**Date:** 7/16/2020 4:48:53 PM**City/State/Zip:** Fort Collins, Colorado 80521**Company Complaining About:** Comcast

Description

Xfinity refuses to provide service to my property even though they have a so-called green “doghouse” and green pedestal (attractively leaning like the Tower of Pisa) in front of my property. This has been going on for well more than a year with no explanation or fuzzy explanations like they can’t find me in the database, my address doesn’t exist. The house has been here since 1897 so we know the address exists. My nextdoor neighbor, a man, about 50 feet to the west of me has service. My neighbor to the south of me, a man, has service.

A couple of calls ago, Xfinity changed their non-response to they want about \$2,000 from me for a hub. Although I was promised many times that someone from Xfinity would get back to me to explain further, I always have to call them. Today, they want \$300 from me in materials and \$2,000 in labor before they will provide service. When I asked for a breakdown of costs, Xfinity had no information. Based on Google Earth measurements, my house is 326 feet from Xfinity’s equipment. All they need, if anything, is a Cat 6 extender. Today’s customer service rep, Thomas, tried to tell me hooking up without paying \$2,000-plus to Xfinity might damage the network. Ha, ha. I have built many LANs and Cat 6 layouts. Thomas passed me up to George who told me costs are what they say, and there is no other option.

George did allow as to how the pedestal in front of my property, which also serves my west-neighbor’s house, has 16 ports, enough to serve many houses. I offered to trench myself to meet them if needed, but he did not take me up on the offer. I am not allowed to interact with the construction person that made the initial ruling. Basically, Xfinity is saying \$2,000-plus or shut up. I can’t believe Xfinity’s ethics, especially in the midst of the Covid-19 pandemic when internet access is even more important. With the male neighbors all around me receiving service, I call this at worst, discriminatory refusal to provide service to a woman, and at best, price-gouging of the vulnerable.

Ticket: # 4092519 - Suddenlink Complaint**Date:** 7/16/2020 4:55:45 PM**City/State/Zip:** Gun Barrel City, Texas 75156**Company Complaining About:** Sudden Link

Description

Since February I have had issues with Suddenlink. After a service outage that lasted over a month, with numerous calls and sketchy techs coming out, service was finally restored after 6 weeks. They never did take off all the charges that I was charged when I didn't have service, but after fighting back some, I was able to get it down as low as they would agree to. Yesterday my service was interrupted for non-payment, and I called in to talk with them about it. I have just recently applied for several work from home positions, where internet is required. I was very polite with explaining the situation, that my income was affected with COVID and I would be able to make a payment as soon as I get a job. The representative was not sympathetic at all, told me no he wouldn't be able to restore it, so I asked to speak to a supervisor. He told me he couldn't transfer me, didn't offer any other phone numbers or a way to reach anyone else, told me I'd have to call back, and then hung up on me. Never have I ever been treated this way after being as sincere as I was. My Manners were used at all times, even with the frustration. I am trying to support myself and 5 children, and have fallen behind on everything, and as soon as I had some good opportunities come up, Suddenlink is unwilling to work with me. Their customer service is awful, and I have never had a good experience unfortunately. Something needs to be done to change this. Thank you for your time.

Ticket: # 4092629 - Complaint Ticket No. [REDACTED]

Date: 7/16/2020 5:29:57 PM

City/State/Zip: Columbia, Maryland 21044

Company Complaining About: Verizon

Description

Urgent- ind angering my health a well being. I realize that responses mat be delayed due to the pandemic, however, I forwarded a complaint on May 19, 2020 with no response to date. Could you provide an updated because the problem continues. Today, July 16, 2020 at 10:25am through 11:34am, and again at 4:23pm through now, 5:25pm. I would appreciate a response. Internet service and radio service interrupted. Experiencing frequent head and earaches

Thank you,

(b) (6) [REDACTED]

Ticket: # 4092634 - Mass outage in Riverview for over 24 hours - no resolution

Date: 7/16/2020 5:31:37 PM

City/State/Zip: Riverview, Florida 33578

Company Complaining About: Frontier Communications

Description

Service provider refuses to give an adequate estimated time for resolution. Several conflicting stories have been provided as to what caused the outage and no updates are being given. Due to recent pandemic, many are working from home as myself and therefore, internet service is vital to maintain employment.

Ticket: # 4092730 - Frequent outages and no other providers available.

Date: 7/16/2020 6:11:00 PM

City/State/Zip: Boulder, Colorado 80305

Company Complaining About: Comcast

Description

Over the past month I have experienced repeated internet outages during regular working hours, interfering with my ability to use my home internet connection for my job. These persistent outages have only been exacerbated by the fact that due to the COVID-19 pandemic, I have been forced to work remotely from my home.

In order to better understand the frequency and severity of these outages, I started performing periodic logging of internet connectivity from my home router, using a dedicated appliance attached to the router. This appliance was configured to check internet connectivity using well known DNS servers. Based on the logs from this appliance, I have observed internet outages at the following times in the past month:

- July 16, 14:24 - 15:09
- July 16, 11:59 - 12:14
- July 11, Unknown - 06:19
- July 7, 09:33 - 09:48
- June 24, Unknown - 11:57
- June 23, Unknown - 15:28

It is my wish that these outages are resolved so that I can have consistent and reliable access to high-speed internet in order to complete my work. I do not feel that this is an unreasonable request, given that this is a service that I am ostensibly paying Comcast/Xfinity for. I do not have any other options for high-speed internet at my residence, as Comcast/Xfinity is the only provider in my area offering this service.

The monopoly continued by Xfinity is causing me direct and immediate harm as a consumer by denying me the access to a reliable and high-speed internet connection, aggravated by the immediate conditions of the COVID-19 pandemic.

Ticket: # 4092733 - Billing Complaint**Date:** 7/16/2020 6:13:13 PM**City/State/Zip:** Temecula, California 92592**Company Complaining About:** Spectrum

Description

We had internet and recently responded to a promotional offer to add cable. Then the Covid-crisis hit, I lost a job opportunity I was pursuing and without any income we canceled the cable service. Since then Spectrum has been trying to charge considerably more for our internet service than we were paying, citing that any cancellation resets your rates to a "standard" rate. This was never explained before we added the service and in light of the crisis I think it is unconscienable that they would try to capitalize on this crisis to charge more for a service. Moreover, every call to Spectrum takes anywhere from 55 minutes to 1:40 minutes - closer to the 1:40 minutes than the 55 minutes and in some cases after being on hold for considerable amounts of time they terminate the call. Since I have challenged them on the reset, I have had several different rates with the latest being the highest plus, they never cancelled our cable service per our agreement with Barb - one of the supervisors I talked with, unbeknownst to me and were charging for several months afterwards. I believe corporations that have near-monopolies should be held to a higher standard. They act with impunity and abuse their customers. I would like our rate returned to what I was paying before accepting their "generous" offer to add cable service.

Ticket: # 4092861 - Cox Internet Issues - Won't Share What's Going On

Date: 7/16/2020 7:06:41 PM

City/State/Zip: Oklahoma City, Oklahoma 73106

Company Complaining About: Cox

Description

Cox Internet upload speed has been around 0.5mbps in my area since Monday 14th July. I cannot send files (even as small as 4mb) to clients due to the bandwidth issue. I have contacted Cox three times, have received a variety of excuses and estimated times to fix - still not fixed. Last night they said they no longer had an estimated time to fix.

They've blamed COVID and storms, and now tell me they can't tell me what the issue is, but they are trying to fix it. I have politely requested to speak to a manager/supervisor who can at least tell me what the real issue is but agents tell me they can't do that. I just feel a) they at least can tell me WHY they are having a problem (I'm an understanding guy) and b) give me a decent time to fix. This is impacting my work - I have to drive elsewhere in OKC in order to send files/Dropbox.

Ticket: # 4092904 - CenturyLink

Date: 7/16/2020 7:29:29 PM

City/State/Zip: Estill, South Carolina 29918

Company Complaining About: Centurylink

Description

Until two weeks ago, the fastest internet speed CenturyLink provided to my home was 3 MBPS at approximately \$100 per month. After a repair visit, the speed was downgraded to 1.5 MBPS. As a professional educator who works two online jobs from home, especially in this era of COVID-19, high-speed internet is an absolute necessity. Today, I received an email indicating that CenturyLink could provide as much as 3 MBPS as a dedicated T1 line for \$425 per month. For many years, I've contacted CenturyLink for affordable options to high-speed internet to no avail. To resolve the absence of adequate internet access, CenturyLink needs to do whatever is necessary to provide affordable "true" high-speed fiber optic internet access and options not only to my home, but to the area in which I live especially since it's the only landline carrier available.

Ticket: # 4092906 - Service charge

Date: 7/16/2020 7:29:42 PM

City/State/Zip: Flagstaff, Arizona 86005

Company Complaining About: Sudden Link

Description

I was charged \$60.00 for a service call. The technician told me he had to change the input lines outside. This did not correct the issue. When I called a reported that my cable was still not working properly, Suddenlink told me that they would not send anyone to my house due to a faulty DVR because of covid. They are crediting my account for decreased service. But they are still charging me for the service call.

Ticket: # 4092922 - Disconnected for equipment turned in already

Date: 7/16/2020 7:39:23 PM

City/State/Zip: Lubbock, Texas 79404

Company Complaining About: Sudden Link

Description

Suddenlink disconnected my services for the old equipment that they didn't want to use when they came out to reconnect after only a little over 30days. I turned the equipment in at the Lubbock location which was closed due to COVID19 and had to use the drop box according to the sign on the door. I turned it in almost 3weeks ago and they still cut my services off for equipment fees

Ticket: # 4092940 - Unknown charges

Date: 7/16/2020 7:55:51 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

I open an account with Xfinity with internet only after a while I transfer the account to my roommate Taurino belliard he is a formal employee for Xfinity, he decided to moved and disconnected services, after that I received a bill with my name on the bill having equipment charges and services. I transfer the account to this person by months before the disconnection of services! I have nothing to do with those charges and why is my name now on the bill, customer is not working do to covid but in the mean time I'm being billed for an account that was transfer to someone else.

Ticket: # 4092964 - Stephen Colbert Show 7/14/2020

Date: 7/16/2020 8:19:36 PM

City/State/Zip: Merrillville, Indiana 46410

Description

On July 14, 2020, Stephen Colbert was interviewing actor Tom Hanks. During the interview, the topic changed to Tom Hanks having had the Corona virus.

In the interview, Hanks described it like this:

"You ever had a really sore butt? It felt like your older brother had held you down and just kept fisting you in the buttocks until you said something like, I love Flipper!"

Talking about "fisting in the buttocks" is extremely vulgar and insensitive to victims of child pornography, victims of rape, children who have been victimized in child trafficking, which the Trump administration is fighting against.

The original date and time of the program is July 14, 2020 at 10:30PM Central Time. I first witnessed seeing this on July 16, 2020.

CBS and Tom Hanks need to be investigated for possible crimes against children.

Ticket: # 4092995 - Billing

Date: 7/16/2020 8:34:18 PM

City/State/Zip: Bowie, Maryland 20716

Company Complaining About: Verizon Wireless

Description

On July 7 2020 I paid Verizon Wireless 48.95. I have received three threatening calls from Verizon Wireless concerning the calls the latest was on today July 16 2020 at 12.30 p.m. still Vetozone wireless did not want to take responsibility for their actions after several calls and speaking to management. I just lost my oldest brother and feel that also Vrtizon Wireless has exhibited some discrimination based on race as well as age. Thus issue has gone on to long. I would like m.j e a 100 dollar credit to my account. I have it hard 3enough through this pandemic and being 67 to have calls directed to me when I do not owe t hff e amount according to the Fair Debt Collection Act. Any assistance that you can be in the matter will be greatly aporeciated.

Ticket: # 4093015 - Complaint against Optimum for over Billing

Date: 7/16/2020 8:49:40 PM

City/State/Zip: Tuxedo Park, New York 10987

Company Complaining About: Optimum

Description

Hi, I am optimum customer and I have their bundle package with TV, Internet and Phone. My bill during the last few months has been increasing every month. My Bill in December 2019 was \$194 (including taxes) which for July 2020 is \$221.80. Without any information my bill has been increased whereas I have lost channels as well. I have been trying for days to call Optimum office to inquire about the billing and see if I can get more information to lower my bill.

Except for one time, I have not been able to speak to the representative. There is ridiclus amount of wait time time to speak a representative. I have also used option to call back (which supposedly mean a call back from optimum within 45 minutes) without any success. I have tried to email optimum but there is no email to contact them. I tried to chat online, again I am stuck with a robot.

The only one time when an optimum representative call me back, the phone got disconnected and she never called back to resolve my issue.

There is no way to reach optimum, I understand this is middle of a pandemic and they have fewer resources, but that does't mean to keep increasing prices without any accountability.

In our area, optimum is the only cable provider and most importantly internet provider. They are abusing this exclusivity to charge whatever they want. I want optimum to work with me to resolve my bill issue.

Ticket: # 4093064 - Fee for service not delivered

Date: 7/16/2020 9:15:57 PM

City/State/Zip: Evergreen, Colorado 80437

Company Complaining About: Comcast

Description

Ever since COVID lockdown and other restrictions, there have been no regional sports activities. Comcast's Xfinity continues to charge a monthly fee for the service of providing regional sports broadcasting which they are not delivering. They should not only stop charging this fee, they should refund their customers who they charged this fee to but failed to deliver the service they charged the fee for.

Ticket: # 4093143 - Possible cellphone scam

Date: 7/16/2020 10:41:08 PM

City/State/Zip: Rancho Mirage, California 92270

Company Complaining About: University Hospital Riverside

Description

Received call from Univ. Riverside Hosp. system asking for Covid-19 survey participation. At end asked for my name and phone number. Said they'd send an email with antibody testing information. I never gave email address. Looked up phone number online and saw it had potential for identity theft/scam.

Ticket: # 4093167 - Spectrum

Date: 7/16/2020 11:24:55 PM

City/State/Zip: Los Angeles, California 90045

Company Complaining About: Spectrum

Description

I have not heard from spectrum about my complaint except they turned on my voicemail.

I have an account with Spectrum Communications for tv, internet, and a landline. My account number is (b) (6).

I started the account with Spectrum in April 2019. I was told there is NO CONTRACT. Yet after 12 months (a contract for 12 months), they increased my bill without ever advising me they were going to do so.

They advertise voicemail with the landline. I have never been able to get voicemail since inception of this account even though I have called so many times with so many promises from their agents. I still don't have voicemail. One of the agents I talked to said she was issuing a \$9.99 credit to my account because I have never had voicemail. Instead, I was CHARGED an additional \$9.99 to my account! A first grader could do better! It took hours and hours on the phone and by instant message to get this corrected. They issued the \$9.99 credit to my account to offset the charge, but never issued the credit for my inconvenience of never having voicemail.

They advertise \$44.99 for tv for 12 months. Well I plan to have it 12 months (another contract and false advertising that they don't have contracts) yet I am being charged \$50.96 per month instead of \$44.99.

They advertise \$49.99 for internet and I am paying \$70.99 per month. Why I don't know. The Vice President of Spectrum sent a letter to me a few months ago saying the speed of the internet was going up with NO cost to me.

In addition to all this, the equipment does not work properly. The DVR drops shows and we miss recorded programs unless I physically check it every single day. The TV unit continually says, "do you want to upgrade," and you can not watch tv. When I call for service, they do not know how to fix it. They mail a new or refurbished piece of equipment to me for me to install even though I was charged for installation at the beginning. The last time I called the agent, again, did not know how to fix it. She said I'll mail you a new box. My husband subsequently figured out how to fix the "do you want to upgrade" and within 2 hours, I called back to cancel the order of the new box. The Spectrum agent said I did not call soon enough and the order could not be canceled even though it had not shipped for several days after my call. Absurd! So as a 69 year old woman, I had to go to our package area; carry the receiver back up to my apartment; unpack the unneeded receiver and get the return shipping label out of the box; repackage the receiver; and drive to a postal service in the middle of a pandemic in Los Angeles to return a receiver I did not need. I had been in isolation since February but had to break isolation to do this!

The topping on the cake - this month's bill has a charge on it for \$9.99 for changing my service and a \$25 charge for Silver Service! I have no idea who added this to our bill as we have never ever requested a change of service. I am sick of spending my time correcting their mistakes! It is a 2 hour wait to instant message with someone who barely speaks English yet they have employees available to add unauthorized charges to my account. In addition to all this, CNN does not work on either of our tv's. I have attached last month's and this month's bills to show you how they added the charges. I have no idea what the other fees are for.

If I had an option, I would NEVER EVER use Spectrum. They false advertise, don't know how to fix their issues, add inadvertent charges to accounts, and don't know how to appreciate the customers they have. To show us their gratitude for remaining a customer, they raise the rates higher than the advertised rates. Customer service is totally dead!

If I have to continue to correct their issues, I think they should put me on a salary!

I hope you can help. It does no good to call or contact them as they are clueless and do what they want to the customers.

Thank you!

(b) (6)

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Ticket: # 4093206 - Refusal to connect digital service gap

Date: 7/17/2020 12:33:19 AM

City/State/Zip: Bessemer City, North Carolina 28016

Company Complaining About: Charter

Description

I have been in contact with Charter Communications several times

I have several neighbors who currently have high speed internet service with Charter

Communications, the closest one is 1,584 feet from me. However Charter refuses to close the digital

gap for me and 3 other homes but they resume service connections with my neighbors 3,182 feet

from me on the opposite side. I am told that even though I have a minor child attending k-12 schools

I must pay \$25,000 for the lines to connect 1584 feet. Clearly this isn't feasible since I am not

working due to the pandemic and I will not be able to provide any education for my granddaughter

without reliable internet service.

Ticket: # 4093225 - DEFECT EQUIPMENT

Date: 7/17/2020 1:16:01 AM

City/State/Zip: Laurel, Maryland 20707

Company Complaining About: Verizon

Description

MY COMPLAINT IS CONCERNING DEFECTED EQUIPMENT RECEIVED ON JULY 16 AT 9:10 PM
THIS IS THE 4TH DAM BOX SENT WITH PROBLEMS
NOT TO MENTION CONTINUOUS PROBLEMS NOT RECEIVING CHANNELS OR WHILE
WATCHING A PROGRAM IT DISAPPEAR.

FIX MY INTERNET

I WAS ASK THAT A TECH CAN COME OUT TO MY HOME, I'M SORRY THAT'S NOT ALLOWED
DUE TO THE SAFETY AND CONCERNS I HAVE FOR MY FAMILY

THIS HAS BEEN AN ON GOING ISSUE WITH VERIZON

IT SEEMS THAT DURING THE PANDEMIC THE PROBLEM HAS GOTTEN WORSE

FYI VERIZON WHEN MY COMMUNITY EXPERIENCE AN OUTAGE NO FAULT OF MINE MY JOB
MADE ME USE LEAVE IN WHICH I TRY TO SAVE BECAUSE I'M A CARETAKER AND DON'T
HAVE MUCH OF SO PLEASE MAKE SURE YOU PROVIDE ME WITH THE SERVICES I'M PAYING
FOR

Ticket: # 4093226 - Xfinity Billing Ripoff/Poor Customer Service

Date: 7/17/2020 1:16:05 AM

City/State/Zip: Denver, Colorado 80222

Company Complaining About: Comcast

Description

Xfinity allowed customers through June 30th to keep their internet services due to the need to keep these important services during this difficult time. This complaint is to notify you that they are now holding customers' accounts hostage when customers are unable to pay their bills. Prior to the Covid-19 situation, they were immediately turning on services as soon as a payment arrangement was made. They are now refusing to turn on the service until the date of the payment arrangement, potentially leaving thousands of customers without vital service during this difficult time. I in particular will not have any service including internet, phone, TV, or security until 9 days from now, which is when I can pay my bill. This is completely contrary to other companies who actually are working with customers who are having employment issues.

Ticket: # 4093235 - Internet and cable issues

Date: 7/17/2020 1:58:05 AM

City/State/Zip: Brownsville, Texas 78520

Company Complaining About: Spectrum

Description

I'm very frustrated, upset, dissatisfied and disappointed with Charter Communications (Spectrum in my area). I recently moved to an area and since day one I have not been able to get reliable services from this company I, every single day there's an outage internet and cable goes out every single day, I have these services because my income depend on them especially during the global pandemic, and every time I called to spectrum obviously they can't do anything because there's an outage on the area. This is unacceptable, I moved from Austin, Texas and had the same services I think I even had less speed of internet than I have now and never experience this type of service, I will not take the "EXCUSE" that too many people are online because my sister's address which is an account that I also pay in the same city Brownsville, TX that also has some outages but not as bad as I'm experiencing at this new address, and even when I was staying at home in Austin, TX we had three people working at the same time from home and is a bigger city so we had way more people working from home. So as a consumer I need an explanation of what the issue is, and a resolution; is it infrastructure, you cannot support your customers and provide the services you sell and charge?

I also purchased a Apple TV from them which I'm paying in monthly payments and even that I have not been able to use it, as I'm writing this complaint I have been on hold way over 10 minutes without checking, the representative that answered the technical support line is very courteous but it seems that Spectrum does not equipped their representatives to handle these type of unreliable service complaints.

I would like for the FCC to investigate the area and the company because this company is not being proactive and upfront with their consumers, they only take action when someone complaints but what about all the other consumer that don't call they get cheated out of their money as well.

Ticket: # 4093249 - Data Caps are causing undue financial burdens

Date: 7/17/2020 3:36:35 AM

City/State/Zip: Fresno, California 93701

Company Complaining About: Comcast

Description

Data Caps on internet services are actively harming the average person and their defense of caps being meant to protect network stability is weak due to the period between March and June. Going over the limited data threshold will quickly cause customers to incur inevitably larger unjustifiable bills. Please prohibit the practice of data caps from now on, especially due to the experience of the Coronavirus pandemic. The company, Xfinity, has no incentive to stop and all the incentive to continue due to being a de facto monopoly in various U.S. cities.

Ticket: # 4093290 - Cricket Wireless Reactivation Fee**Date:** 7/17/2020 8:09:07 AM**City/State/Zip:** Irondale, Alabama 35210**Company Complaining About:** Cricket

Description

In the past I've stressed to Cricket Wireless I only get paid on the 15th of each month for the small business that I work for. This has been going on since 2017. The day my prepaid service payment is due is 14th of each month. So every month my service is off unless my job decides to pay a day early because of the date the 15th hits I pay it then but 99% of the time it's the 15th. My prepaid service goes off nearly every month and I have never been charged a reactivation fee and I've never known a prepaid service charging a reactivation fee. I received the first notification ever by Cricket Wireless Prepaid via text on July 12, 2020 that a deactivation fee \$15 would apply. I received another text on July 14, 2020 that a \$15 reactivation fee would apply if my bill wasn't paid by 11:59pm. Prior to July 12, 2020 Cricket Wireless did not inform me through text, email, nor call that their prepaid company would begin charging \$15 reactivation fee. My phone was cut off at 12:00am on 07/15/2020. When my direct deposit hit that morning of 07/15/2020 is when I paid the bill. I contacted Cricket Wireless because my service was still off after paying \$80 to restore my service and I was told by a male rep that they had started charging a reactivation fee as of this month. I told him they gave me a 2 day notice prior to the 14th of when my bill was due, gave me no preparation to either switch my service to a prepaid wireless company who doesn't charge, nor it gave me time to see if I could borrow the money. I informed the rep at Cricket Wireless that not only had I just recently gotten over from having Covid-19 but my work hours had been affected only working 2 days a week instead of 5 and because we are under a pandemic emergency still in Birmingham, Alabama everyone is being affected so why all of a sudden this absurd charge. The rep informed me that Cricket Wireless assumed that things were better and that since Cricket Wireless has been doing better they decided to start charging the fee. I told the rep it sounds to me that their company was affected so this was a way to recoup the charges from consumers when this is a prepaid service. The rep stated that the reactivation fee was in affect May 2020 but not reinforced until this month. I asked for proof and then he goes back to read me the text they sent me on July 12, 2020. So he contradicted when the actual change went into affect. So then the rep tells me that they were helping people during the pandemic to lower their bill and give extra internet gigabytes in April. I told him I didn't have a problem with paying \$80 so that help with lowering my bill wasn't needed and as far as the 10 GB for the month of April I didn't even notice because I had Covid-19 the entire month of April and got it again in June so none of what they stated helping the customers benefited me. I have WiFi 98% of where I go and with me being at home the entire month of April on quarantine I used my home WiFi. The rep refused to adjust the \$15 reactivation fee so that I could restore my service and I didn't have the extra because I'm taking care of 4 of my children. He showed no sympathy so I asked for a manager and even speaking to a manager he reiterated the fee so for someone reason it sounded like the manager was using voip service to talk to me because the call was still connected but I could no longer hear him. Instead of the male manager disconnecting the call and calling me back he disconnected the call and I had to call back in again. I paid the \$15 because I was waiting for a food stamp case worker to call me for a phone interview. I called back in and the female rep with cricket wireless prepaid service just kept apologizing after I made her aware I was going to file a complaint with the fcc. It was only then that the rep said my date could be changed from the 14th of each month to the 15th of each month. It was only then the rep stated a \$2 and whatever change was a prorated amount and she would adjust that

as a courtesy but no one allowed me to change it prior to that and no one as a courtesy and due to what is going on thought about adjusting the \$15 reactivation fee that they immediately charge in less than 6 hours of paying your bill and restoring your service. I am requesting an investigation into how this company is handling fees with customers. I am requesting a refund either back to my card or a check mailed to me. I do not want a credit applied to my bill because it should have never happened in the beginning.

Ticket: # 4093355 - robocalls from spoofed/fake numbers

Date: 7/17/2020 9:30:15 AM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs and Byhalia MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. I recieved (and filed a complaint for) a recent call identified as coming from Indian Spring, NV. fFor the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated the call came from a wireless device with a rate center in Ashland, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to communicate directly with the sender, and at least gain their assurance that they would not contact

me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4093391 - No cable signal via cable

Date: 7/17/2020 9:54:57 AM

City/State/Zip: Jacksonville, Florida 32207

Company Complaining About: Comcast

Description

Only one of four of our televisions has input from our cable provider Xfinity, this for over a month, despite numerous calls to them, and repeated attempts to fix the problem. Due to COVID they claim not to be able to send anyone out. I am a first responder, I need the TV's to work if I have to self isolate.

Ticket: # 4093454 - contact

Date: 7/17/2020 10:24:05 AM

City/State/Zip: Oakville, Connecticut 06779

Company Complaining About: Optimum

Description

Cannot get in contact to cancel service. they are using covid 19 as an excuse to ignore questions concerning anything except new service connections. Many people are complaining about this in Oakville ct because they are are main provider in the area. Thank you!

Ticket: # 4093544 - Suddenlink Communications

Date: 7/17/2020 10:54:14 AM

City/State/Zip: Boonville, Missouri 65233

Company Complaining About: Sudden Link

Description

Internet is never consistent. I have now been without internet for 4 days. This is just one of many times this happens. After spending 2 hours last night trying to reach the company to advise of my outage, I was told a technician would be out in one week. I work from home so no internet is a huge problem. I am being charged for a service that is not being provided. I was also told that there could be a charge for the technician. Yet, I am still paying for the service they are not providing. Suddenlink does not care as there are relatively no other choices for internet in my City. They had no problem charging me for my data overage when we went over due to Covid and I was working from home along with my children being home schooled. I'm charged for going over my data when unlimited is not available from them yet when I have no internet, I don't get a credit.

Ticket: # 4093552 - Possible COVID19 death sentence

Date: 7/17/2020 10:56:15 AM

City/State/Zip: Philadelphia, Pennsylvania 19147-1308

Company Complaining About: Verizon

Description

Verizon demands fiber 7-22-20 installation in my house. Age 86, after 2 heart operations, if I get virus I probably will die.

Ticket: # 4093612 - Medicare Card Fraud

Date: 7/17/2020 11:09:36 AM

City/State/Zip: Loudonville, Ohio 44842

Company Complaining About: Social Security Administration

Description

Today I received a call from someone who said that he was in the "local Social Security Office" in Mansfield, OH (The address he provided was indeed correct for the local SSA office.). He claimed that my paper Medicare card would not work any more and that he needed me to verify my Medicare number such that he could send me a new plastic Medicare card. He also mentioned something about COVID-19. He stated that he could only see "stars" on his computer screen and not the number. My daughter, who is visiting me, got on the phone and asked to speak with his supervisor. Eventually another man came on the phone and said that he was with "Medicare Health Insurance" in California. He claimed that if my daughter provided my Medicare number then the screen would turn green when it verified what was in their system. He also stated that it showed all "stars". He had my address and date of birth. My daughter refused to provide my Medicare number and hung up.

Ticket: # 4093630 - Billed for Termination fees

Date: 7/17/2020 11:14:39 AM

City/State/Zip: Wrightstown, Pennsylvania 18940-9683

Company Complaining About: Verizon

Description

My business shut down on March 8th due to Covid-19. I have now closed my doors permanently due to the virus. I was charged for termination fees with Verizon.

Ticket: # 4093633 - Radio Indecency

Date: 7/17/2020 11:15:45 AM

City/State/Zip: Cordova, Tennessee 38016

Description

The consumer states that her community is disgusted by a man that is broadcasting on TV and Radio.

The consumer states that she joined a group trying to get this man off the airways.

The consumer states that he claims to be a pastor and was airing porn on his broadcast stations.

The consumer states that he says "Ladies from my community please sell your v*gina's for a COVID-19 cure".

The consumer states that his name is Thaddeus Matthews and is located in Memphis, Tennessee.

The consumer states his station is WMQM that airs his show.

The consumer needs him off the airways and the internet too.

CTR-415

Ticket: # 4093751 - Sprint Billing

Date: 7/17/2020 11:55:00 AM

City/State/Zip: Bronx, New York 10457

Company Complaining About: Sprint

Description

The consumer states that she has an issue with Sprint whom she had cell phone service with.

The consumer states that she paid \$200 a month for 4 phones.

The consumer states that they started charging her another line that she never authorized and whoever did it was using her name and information.

The consumer states that in March 2020 they cut her services off because of non payment because she wasn't paying this other persons account.

The consumer states she was not going to pay for someone else's services.

The consumer states that she received a collection notice of around \$2,000.

The consumer states that she needs them to drop this charge because she doesn't have service with them anymore and paid for her services only.

The consumer states that she was forced to leave Sprint because she needed service during COVID-19 and her daughter used the phone for school work so she needed service she couldn't wait until they decided to turn it back on.

CTR-415

Ticket: # 4093762 - FireWiFi

Date: 7/17/2020 11:56:30 AM

City/State/Zip: West Union, West Virginia 26456

Company Complaining About: Firewifi Llc

Description

Website says no throttle and was told on the phone it is unlimited WiFi without being throttled the informal number I was given was 500GB (over the phone) but I received an email saying it was just recently upped to 200 FROM 50! & after 50 I had been throttled andi would now be throttled after 200. It was upped bc of covid. I also order the booster they sell and it didn't work so I had to return it myself and received no refund!!

Ticket: # 4093793 - Internet Service Provider

Date: 7/17/2020 12:03:30 PM

City/State/Zip: Temple, Texas 76502

Company Complaining About: Centurylink

Description

The only internet i can get at my address is DSL through CentryLink and it is barely usable. I have asked if they will be updating the lines/service and the company for the past 4 years has told me they have NO plans to update in my area and they have also told me that if the lines are damaged too bad that they will stop offering the service all together. I have Spectrum lines in front of my property but every time i call to get spectrum they tell me that they do not service this area due to area/territory limitations. If CentryLink is unwilling to upgrade the service/lines then i should be allowed to purchase from a company that is willing (and is already in the area) to keep their lines/service up to date.

PLEASE help, i have gotten nowhere for 4 years of calling both Spectrum and CentryLink. I rely on the internet as my means of providing income and with Covid, my wife works from home sometimes and the connection just cannot handle two users.

Ticket: # 4094071 - billing and poor customer service

Date: 7/17/2020 1:11:05 PM

City/State/Zip: Grimesland, North Carolina 27837

Company Complaining About: Sudden Link

Description

Altice suddenlink has opaque billing for internet, tv, and phone and wait times to reach customer service, before COVID 19, were between 45 minutes and 90 minutes on hold on the phone. I just called again on a billing issue where I was billed incorrectly and waiting 65 minutes to reach someone. This is unacceptable. They consistently introduce errors in billing and then you cannot reach them to get these corrected.

Ticket: # 4094145 - Poor Service

Date: 7/17/2020 1:27:35 PM

City/State/Zip: Nebraska City, Nebraska 68420

Company Complaining About: Windstream Communications

Description

I have been customer of Windstream for several years. My internet service is, and always has been, horribly slow. I just tested it and got 2.1Mbps download speed. In addition to it being slow, it frequently stops working, necessitating unplugging the modem and resetting everything. With Covid, I have to work at home, which I'd nearly impossible with my internet service. Also, this is a security issue because my security system will not work properly. When I ask Windstream about it, the answer they give is that my service is "as is" but they won't tell me what that means or what I can do about fixing it. It's basically, "your service is horrible. We don't care, and we aren't going to fix it". Is there no requirement for companies like Windstream to actually provide service that works? Who can I talk to about addressing this.

Ticket: # 4094180 - Comcast Xfinity Internet Usage

Date: 7/17/2020 1:37:56 PM

City/State/Zip: San Jose, California 95148

Company Complaining About: Comcast

Description

I would like to raise my concern about how comcast calculating the internet usage.

Their advertisement says "with 1.2 terabytes of data is enough to power 34,400 hours of only gaming in a month. That's about 1147 hours per day on 48 devices for 24 straight everyday.

But yet, we only have 2 devices and we don't play video games 24 hours per day. Today, July 16, we received a warning that there are only 99 GB remaining.

During March thru June when Comcast allowed unlimited data usage due to COVID 19, we noticed that our daily interne usage was going up slower. What does mean to the consumers? Please help.

(b) (6)

Ticket: # 4094339 - Harassing telephone calls

Date: 7/17/2020 2:24:25 PM

City/State/Zip: Lockport, New York 14094

Company Complaining About: Group Plan Insurance

Description

They call daily insist they are calling about my health insurance. They will not stop calling after weeks of daily telling them to stop calling. I have had it sometimes they call twice a day. My families insurance is through my employer and has nothing to do with these people. I will not give them information, but I work from home due to the pandemic and I need to answer my phone due to work.

Ticket: # 4094618 - Disability access to emergency COVID-19 information from Zito Media

Date: 7/17/2020 3:23:14 PM

City/State/Zip: Elko, Nevada 89801

Description

Zito media in the area of Elko, Nevada will not answer calls or show up for service. I am writing for my handicapped father who is 85 and blind. He cannot access any information on TV concerning COVID-19 or other emergency information because the service is out most of the time and they refuse to address it. Zito media also will not address the outage of his internet service, which has been out for over 2 weeks, for his alexa which he depends on for emergency information and help.

Ticket: # 4094624 - Paying for Sports Packages when there isn't any current sports

Date: 7/17/2020 3:24:10 PM

City/State/Zip: Morrisville, Pennsylvania 19067

Company Complaining About: Comcast

Description

I'm filing a complaint against Comcast/XFINITY regarding my monthly billing fees. I don't understand why I'm paying \$8.75 for a Sports Regional Fee when there hasn't been any of the 4 major Sports since March. There hasn't been any Basketball Games, Baseball Games, or Hockey Games since the Pandemic Lockdown. Trying addressing this issue s been complicated because I can't talk to anyone on the phone about this matter as Comcast/XFINITY doesn't have the personnel to take calls from their customers. This is an outrage and unacceptable. I don't watch Volleyball, Rodeos, or any such secondary sports. Why do I have to pay \$8.75 a month to watch Sports when this isn't any of the 4 main Sports being televised? In my opinion, Comcast/XFINITY should be reprimanded for charging their customers Sports Regional Fees when there currently aren't main sports to watch. I've attached my July Bill showing the Sports Regional Fee.

My resolution to my complaint would crediting my next bill by (\$8.75 x 5 months) \$43.75. I also want out of this contract and for Comcast to offer me an Internet only package (I don't watch Television anyway) with the lowest download rate to reduce cost.

Thank you for your assistance regarding my complaint,

(b) (6)

Ticket: # 4094706 - Verizon FiOS Service and practices

Date: 7/17/2020 3:44:43 PM

City/State/Zip: Richmond, Virginia 23229

Company Complaining About: Verizon

Description

Ordered Verizon FIOS services to the address of (b) (6) many years ago. Verizon will alter the price points over the years. Each year I would look up the price and request either a new service or new price structure.

I've never agreed to any term contracts like two year contracts or increased rates after certain period. When Verizon would not offer such scenarios, I told them to cancel the service and I would place an order for new service at the residence of location when ready (the same address).

The fall of 2019 Verizon increase the price for the service. I contacted Verizon and spoke to a representative. They told me to pay the difference and they would work with me placing new order for different price point and service speed. That did not happen. They then told me to call back which I did. I was told by the representative that they had to have a supervisor alter the account. The supervisor would call me back. That never took place either.

Verizon continued to invoice for the wrong amount. I contacted Verizon and was told again to "bring the account" to current status for assistance. This time I refused and told them I would pay the agreed upon price. I filed a complaint with the BBB when Verizon started harassing me via phone calls, emails and text messages asking for payments. At one point I think I got 8 contacts by Verizon systems demanding payment or threats to suspend the service.

I then filed for Covid-19 Service protections while my daughter was in school. Once the local school system had completed, I contacted Verizon and terminate the services.

Verizon continues to send various messages asking for payment of what Verizon says is the difference in balance, late fees, interest and this week mailed a letter "claiming" an early termination fee. I ordered the service via phone call with Verizon staff and there was NO contract or termination clause. Ironical that Verizon doesn't want to provide the service at said price but then wants to file a termination fee when the DECLINED via corporate office to provide the service at said price.

I asked the corporate representative to audit the account and confirm I had paid the agreed upon price without missing any payments or making any errors. I know that one month I had sent a payment for \$39.00 when it should have been \$39.99. An issue with typos on computer input. The representative did not do such.

I proceeded to check the information which I had and concluded that I owed Verizon something like \$1.98. That fee was paid to Verizon.

Verizon is still claiming a balance and falsely assessing an early termination fee.

I want all the fees reversed. I want the FCC to force Verizon to stop false billing practices and eliminate all "contracts" for any term. Additionally, Verizon should NOT be allowed to access consumers accounts directly for any reason INCLUDING any claim of a discount.

Think about the industry. Three years ago they wanted consumers to pay to do electronic payments, etc. Now they're telling you have to agree to debit an account to get a discount.

Once they have access to your account, they can claim and take anything they want with the consumer having to revert to legal actions. Most consumers cannot afford legal actions against a billion dollar telecommunications company. So what do you think shall happen then?

Oh one other issue related to their operations in addressing the matter. Verizon put in the last service order spelling my name wrong. All login access to the account is tied to wrong spelled name. When asked to correct, they didn't want to take the time to "recreate" the account since open NOR would they contact their own systems database administrator to update the name spelling to the correct account.

So half the time, I cannot login to the system because I spell it one way and forget that they didn't correct. Just another example of poor customer service which actually does impact the consumers ability to effectively manage the account.

Ticket: # 4094803 - cell tower maintenance

Date: 7/17/2020 4:04:17 PM

City/State/Zip: El Sobrante, California 94803

Company Complaining About: AT&T

Description

I have AT&T cell service and I live in Northern California. Last year the gas and electric company started state sanctioned power outages during hot, windy days in an effort to prevent fires. Last year during a state sanctioned power outage I was unable to use my cell phone for over 3 days. I can look out of my back window and see the cell tower so I could only surmise that there was not backup power provided to that tower. It's almost certain that state sanctioned power outages will occur again this year. As the coronavirus pandemic surges out of control, it is imperative that residents who loose power can still access their cell phones. Very few people have land line phones these days. Last year when I contacted AT&T about the inability to use my cell phone, I asked why they did not have backup power to the tower. I was told "...some we've gotten to some we haven't." I have lived in this house for over 20 years, continually looking at the same cell tower so I find it hard to believe that AT&T has not gotten around to providing backup power. They have all the time in the world to purchase Direct TV, Time Warner, etc but they don't have time to make sure I can call for emergency help if I need to. I am requesting that the FCC do whatever possible to make sure the cell tower feeding my neighborhood is properly maintained, including backup power. Thank you

Ticket: # 4094805 - Home phone not working

Date: 7/17/2020 4:05:01 PM

City/State/Zip: Fortuna, California 95814

Company Complaining About: Comcast

Description

My elderly grandparents have a home phone through Comcast. For over a year they have had problems with the only form of communication they have to the outside. Comcast first said it was their phone so they have bought 2 phone systems and it was not fixed. We have called multiple times and they say there is nothing wrong or that it is fixed. The phone cuts off after 11 minutes and then no phone service at all. Other times when a call comes in it drops right away then no phone service. With the pandemic the phone is the only communication they have with doctors or emergency services.

Ticket: # 4095083 - Inappropriate EAS Use

Date: 7/17/2020 5:15:50 PM

City/State/Zip: Houston, Texas 77055

Company Complaining About: Comcast

Description

On the morning of 7/17/2020, KUHT and Comcast utilized the Emergency Broadcast System to broadcast a message that interrupted programming that was not in any way, shape, or form, a genuine "emergency".

Indications are that this message regarding the Wuhan Coronavirus originated from the Harris County leadership and Commissioners Court.

I would suggest that it is a huge breach of trust to use the EBS for non-emergency communication, and damages the credibility of the system when this is done. The communications entities, KUHT as well as Comcast need to have some sort of review process to ensure that bullying local government officials cannot misuse their networks and the EBS for non-emergency messages. A review of the history of Harris County Judge Hidalgo would clearly show that she has an agenda that is more political, than in the interest in the safety of the county residents. Such misuse of the EBS is a huge breach of the public trust.

If your jurisdiction extends past that of FCC licensed providers, I would encourage you to pursue this to the full extent of the law. This misuse is inexcusable.

Ticket: # 4095087 - AT&T Prepaid AutoPay Discount Issue and Double Data Plan Issue

Date: 7/17/2020 5:21:50 PM

City/State/Zip: Palatine, Illinois 60074

Company Complaining About: AT&T

Description

I have a prepaid account with 10 lines giving me auto pay discount of \$100 every month. I have recently on 7/3 and 7/4 loaded my account with a refill cards for amount \$450. On my billing due date 7/17, AT&T was supposed to deduct only \$240 from the \$450 as I was already enrolled in auto pay. Instead it deducted \$340 and when contacted customer care, they said auto pay system tried to process \$0 on my card which somehow was declined by the bank. Instead of notifying me to update the card or re-trying, it just deducted \$340 from my balance. I just lost \$100 from my account balance. Auto pay system trying to process \$0 is ridiculous. I promptly updated to my new card but still \$100 is gone. I tried to explain this to situation to customer care rep but they were of no help. The customer care was not willing to consider this as one time exception considering pandemic situation and give \$100 back. Been a long term customer and always paid on time.

Also I had double data plan, not sure if that is lost due to all this. Also not sure if any of my members promotions were impacted by this.

AT&T Prepaid should rectify this auto pay system.

Ticket: # 4095102 - Over Billed by Comcast**Date:** 7/17/2020 5:46:24 PM**City/State/Zip:** Lansing, Illinois 60438**Company Complaining About:** Comcast

Description

he consumer stated he called Comcast on 07/13/2020. He called to pay his internet bill. His old location was [REDACTED]. When he moved from this location, to his present location, he did not owe anything. He moved in 2019 to the new location listed in this complaint, (maybe sometime in October).

This consumer stated that his internet service, at this time, should be no more than \$30-\$40. He turned this service on in November. If he gets slightly behind, he doubles the payment. However, he stated that he called to find out why his service was off at his current location. He stated that it had been off since the beginning of the pandemic, through the present time. He stated that the Comcast reps were laughing and joking. He made a double payment to reconnect the service. However, even though he was expecting to be reconnected, his service was not turned back on. He called them back on July 14th/15th. He was told at that time that he owed \$500.00. The consumer stated that this is impossible. He could not possibly owe \$500.00. He stated that he has been over billed ... by Comcast. He stated that these are corrupt charges

He has been in the new location since November of last year and cut off services to his previous address back in October 2019.

He disputes any charges over his normal service, for internet only, at his current location on Bernice Road.

The consumer wants an explanation of the \$500.00 because he did not receive a bill showing this amount AND he totally disputes these charges. He stated that he wants immediate credit for these fraudulent charges.

Ticket: # 4095134 - Cellular signal, usage, coverage, etc

Date: 7/17/2020 6:05:32 PM

City/State/Zip: Burtonsville, Maryland 20866

Company Complaining About: Sprint

Description

I have been having serious problems with connectivity on my Samsung Galaxy S10+ phone. My phone either stays on 3G, or I have no signal at all. My phone often times crashes, and disconnects my calls. I am updating my profile and PRL at least 10 times a day, turning off and restarting my phone daily, and it still doesn't stay on LTE. I get emails late, updates late, and various others things to my phone either never go through, or come through hours later. I send messages sometimes, and it doesn't always get to the recipient. Sprint has not done anything to fix my problem, and I don't feel comfortable going into a Sprint store with the pandemic going on. I pay \$400 a month for 4 phones, and I am NOT getting the service that I am paying for at all!

Ticket: # 4095142 - optimum stealing from consumers

Date: 7/17/2020 6:08:17 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Optimum

Description

May, my 2 cable boxes that was installed for over 10 years was not working. I've call Optimum and report this problem to them. Optimum told me due to Covid 19 a technician will not be able to come over my house to repair the cable boxes. I decided to downgrade. Instead I told Optimum to send me only 1 csble box. 3 weeks later the cable box arrived. I try to installed it but could not. I have called 3 times and spoke to 3 people before a 4th person finally help me installed the box to my TV. A few days later the box stopped working so called Optimum and was told a technician would be coming to fix it. June 23rd a technician came. He said that the cable wire that connected to the box is not working. He needed to change it. Optimum charged me 85 dollars for the job. I had no cable for almost 4 weeks. I had only 1 box working. I have been calling, sent text messages and emailing them. Today I received a call back and the young man hang up the phone one me. I called Optimum again. I was told be the voice recording I will get a call back. I received a call back at 5:24 pm. I waited on the phone to speak to a person for almost 45 minutes. No one showed up. This is was a call back. I want a credit for the 4 weeks and I do not want to be charged for the cable wire replacement

Ticket: # 4095229 - Consolidated Communications - Internet Failure, Slow Resolution

Date: 7/17/2020 6:41:12 PM

City/State/Zip: Groton, New Hampshire 03241

Company Complaining About: Consolidated Communications

Description

CURRENT ISSUE:

As of yesterday, July 16th, at 11:00am, the internet connection to our home stopped working. It is apparently a line issue because all connections from the telephone pole to the home appear to be fine. I have made repeated calls to Consolidated Communications requesting repair service. The best they have offered is an 11-day resolution, promising to send a technician by July 27th. Due to the COVID-19 pandemic, my fiancée and I work from home 100% of the time and have no other options at this time. We are left with virtually no other options and limited ability to do our jobs. During a time of national emergency, it is unacceptable that Consolidated is not doing more to ensure that their long-time customers do not have reliable access to the internet.

BACKGROUND:

My ADSL connection with Consolidated Communications has become increasingly unreliable as my fiancée and I have been relying on it increasingly as we both now work full-time from home following our offices closing due to the COVID-19 pandemic. We own a home in rural central New Hampshire and consolidated is the only option available to us for internet. The highest tier of service they offer does not meet the FCC's definition of high-speed internet (only 10mbps download and 1mbps upload). Also notable, while the FCC's map of the area shows speeds of 25/3mbps are available, I can attest that they are not (without an investment of \$50,000 to bring in completely new service from miles down the road).

Since Verizon sold its northern New England holdings to the first in a growing list of no-name provider in the early 2000s, there has been chronic under-investment in fiber infrastructure in the region. This is especially true in the region's rural corners. By way of example, we are less than 2 miles from roads that have fiber. However, we have been left in the early 2000s with only antiquated DSL options. This is simply wrong.

In 2020, I feel it is unacceptable that more is not being done to bring reliable and fast internet options to all residents of the United States. The failure of the government and for-profit companies to make universal service a reality is a national embarrassment. High-speed internet is already an economic necessity and should be regarded as a human right.

Ticket: # 4095368 - Unable to speak to live tech person

Date: 7/17/2020 7:39:23 PM

City/State/Zip: Trenton, Missouri 64683

Company Complaining About: Sudden Link

Description

I am so frustrated regarding my service with Suddenlink. We have been without internet and tv for a couple days now and I have yet to be able to speak with a person just an automated system. My college kids have online classes to complete and I am unable to Skype with my family who is in the nursing home. At this time, I am unable to travel for wifi due to pandemic. I believe it is terrible that I cannot talk to someone to report and get the problem fixed. The automated system just says outage. And it is now the weekend and who knows how much longer we will be without. The internet is our way of communicating with sick family members from our home environment where we have to be! This is ridiculous!

Ticket: # 4095377 - FRAUD COVID-19 TEXT

Date: 7/17/2020 7:48:35 PM

City/State/Zip: Cranston, Rhode Island 02921

Company Complaining About: "official Census Bureau"

Description

I received a Fraudulent COVID-19 UNWANTED TEXT on my cell phone. It came from this number: 392-42

It pretended to be from:

"Official Census Bureau"

It contained a link in the text to "complete a survey". This is the link:

https://.covid.census.gov/.jfe/form/.SV_0P73zM7bFdxBCeh?Q_DL=SMSD_bfijiC5Q5eBw0M0P73Zm7bFdxBCeh_CGC_3OUQRRX1oGz1oGz1G3H&Q_CHL=smsinvite

I did not click on the link.

I reported it to my mobile phone carrier. They advised me to reply "STOP" to the text, which I did.

They also advised me to report it to you and to the FTC. I'm including a pdf below of the text.

Ticket: # 4095467 - Need more internet options in Millington TN

Date: 7/17/2020 8:54:27 PM

City/State/Zip: Millington, Tennessee 38053

Company Complaining About: Ritter Communications

Description

Ritter Communications has a monopoly in this area and is not fair to its customers. Prices are outrageous for poor service. During this time of Covid, they are revoking unlimited data to pad their pockets and making us pay more for unlimited data at poor speeds.

Ticket: # 4095559 - Inadequate Internet Service**Date:** 7/17/2020 10:46:04 PM**City/State/Zip:** New River, Arizona 85087-1019**Company Complaining About:** Centurylink

Description

I have had double pair bonded DSL internet service from CenturyLink since Oct 2018. Service has always been intermittent but within the last six months service has become increasingly worse to where now it's nearly unusable throughout large portions of the day. Working at home thru Covid, I'm in jeopardy of losing my job due the unacceptable down-time. Using modem statistics, the majority of transmission errors seems to be on the DSL2 circuit (see attached). Recently, the service speed was dropped from 10m/1 per line to 5m/.5 per line to try to compensate for resistance, to no avail. Many other CenturyLink users in the local area also have stated similar complaints. Any help to rectify this issue would be greatly appreciated.

Ticket: # 4095588 - Xfinity intermittent disconnection

Date: 7/17/2020 11:30:02 PM

City/State/Zip: Houston, Texas 77077

Company Complaining About: Comcast

Description

I have been contacting xfinity due to intermittent disconnection for last 5 months, when contacted during covid19 lockdown, they claimed no one can show up due to pandemic to the service.

Ticket: # 4095591 - Loud commercial

Date: 7/17/2020 11:43:45 PM

City/State/Zip: Milton, Massachusetts 02186

Company Complaining About: Comcast

Description

Oasis shower doors has been running two commercials repeatedly on the mylifetimetv app. One of these commercials is a normal volume commercial for shower doors. The other is an extremely loud commercial for partitions and germ barriers due to the coronavirus. I think they might be purposely playing only the coronavirus-related commercial loudly to try to get attention.

Ticket: # 4095606 - Billing Error Unresolved Issues, Disconnection

Date: 7/18/2020 12:03:14 AM

City/State/Zip: College Sta, Texas 77845

Company Complaining About: Sudden Link

Description

Made multiple calls in for an error on billings. Were told that it would be fixed and will be issue reimbursement but it did not happen (I continued to pay every month). Months after, I gave them the third calls, the mistake was fixed but saying they do not know how much the can reimburse (But there will be some). I stop making payment, expecting the reimbursement for months of mistakes - They discontinued the service in the mid of Covid-19 when every household rely on internet for work from home and online classes, no reimbursement for over a year of overcharges!

The only way to reach customer service is to call in office hours and takes at least half an hour for someone to pickup (if any).

Ticket: # 4095614 - Bill

Date: 7/18/2020 12:15:52 AM

City/State/Zip: Phx, Arizona 85019

Company Complaining About: Cox

Description

Cox communications is trying to make me pay a 80.00 bill I just paid 30.00 a week ago they are trying to retaliate for the last couple of complaints especially in this hard time in a pandemic more has to be done about corporate greed against innocent hard working people

Ticket: # 4095653 - Optimum service in Fairfield, CT

Date: 7/18/2020 4:48:12 AM

City/State/Zip: Fairfield, Connecticut 06824

Company Complaining About: Optimum

Description

The service in our home has always been spotty but within the past month, making a phone call and staying connected has been down right impossible. Due to COVID, my husband and I are both working from home. We have a 3 year old who relies on social distance babysitting from her daycare in order to feel connected to her teachers and friends. I am also 37 weeks pregnant and expecting our second any day now! Our livelihoods, and quite frankly, our sanity depend on reliable service. If we become unable to perform our work duties at home, then we are no longer valuable to our companies. . . We pay for our service every month and have even bought several WiFi boosters that we have placed in every room and nothing seems to be making a difference. With all the money we have paid to Optimum and all the expenses we have incurred to make their service better, it is time that they are held accountable. We are one of many people in the are experiencing the same issues and it needs to be fixed ASAP. The COVID crisis has been difficult and frustrating enough. Without reliable connection to our jobs and our family and friends, our bad situation has become so much worse.

Ticket: # 4095759 - Internet Constantly Disconnecting with No Resolution**Date:** 7/18/2020 10:34:17 AM**City/State/Zip:** Princeton, Minnesota 55371**Company Complaining About:** Windstream Communications

Description

I have contacted Windstream via phone, Email, And Twitter no less than 30 times over the last 2 months due to the internet constantly disconnecting. Each time they make me go through the whole “unplug your router” thing. That doesn’t work. In the beginning, it took 13 days of connectivity issues to get them to look at it. When they finally did, they stated that it was a “programming error” on their side and it was fixed. Within days it stopped working again. We’ve called again numerous times. One response I got from the @talk2windstream Twitter was “something is causing it to drop and there is not a stable connection to the modem from what I can see. Once we dispatch we can resolve. This was on 7/6/20. A tech wasn’t sent out for another week beyond that. He stated that “one line” wasn’t connected properly but that it wouldn’t cause me to have zero internet, it would cause it to be slow. He said I had been getting around 50 mbps instead of 10 mbps. He said that the software issue is something that has to be taken care of by the back office. This is contrary to what I was originally told.

I am currently paying for a service that doesn’t work, it’s causing work issues for me as I’m stuck working at home due to the pandemic, I’ve exhausted my options with Windstream and so I’m trying outside options.

Ticket: # 4095886 - Att wireless service charges

Date: 7/18/2020 12:32:52 PM

City/State/Zip: New York, New York 10011

Company Complaining About: AT&T

Description

Lifetime att customer, 20 year as att wireless customer, phone service not working for months. Phone stores closed due to COVID, tech support phone lines had hour plus hold times and then disconnected. Turned to website self help, then online chat with att, and tech support on multiple occasions, and once or twice spoke with technical support who promised to escalate to "back bone" team and solve in 72 hours but never resolved. After months of trying called to cancel service and Transferred to "loyalty" department who offered us to pay \$10 more a month for service that does not work. Ported number to new provider 6/13/2020. Then disputed two moths of charges (should be 4 plus hours and hours wastedj and visa found in our favor. Then att sends bill in mail for disputed charges found in our favor. Spent hours on phone with att to resolve but get the run around.

Ticket: # 4095950 - unwanted call 804-864-7686

Date: 7/18/2020 1:27:15 PM

City/State/Zip: Winter Haven, Florida 33881

Description

Call came in from a man on the other line saying he worked for center for disease and wanted to ask me a question about Covid my health and I then said "it is none of your business" and I hung up and the first call was week of July 6th. the other calls was week of July 13 from same number. Second call was a woman on line and she said wrong number. Third time this number called today July 18th and I could hear someone on the other line and they said nothing. I am 73 years old and moved from Virginia last year. I live in Florida and I do not know anyone in Richmond, Virginia or near that area.

Ticket: # 4095974 - Spectrum Billing Practices

Date: 7/18/2020 1:42:41 PM

City/State/Zip: Lexington, Kentucky 40508

Company Complaining About: Spectrum

Description

Called to cancel cable - they said my choices are a) cancel cable now and lose the money I've paid for the rest of the month or b) call back the day before the end of the billing cycle. As a physician in the middle of the COVID epidemic, nobody has time for that - it was a 30 min call to get canceled in the first place. Spectrum should prorate their bills OR allow you to set a date for cancellation at the end of the billing cycle, like every other service.

Ticket: # 4095985 - Internet extraordinarily SLOW

Date: 7/18/2020 1:48:46 PM

City/State/Zip: Abilene, Kansas 67410

Company Complaining About: AT&T

Description

My provider, ATT, provides a 6 mbps speed for me. It has slowed significantly, even though speed tests show the 6mbps speed. I'm disappointed that my streaming material buffers, the websites take longer to load. This speed was NOT like this. I would hope that the FCC wants consumers to have access to information like news and medical info during COVID. PLEASE bring NET Neutrality back so my speed improves. I can't afford to pay for faster speeds and I live in a rural area. Even my attempt to submit this form result in "Cannot contact reCAPTCHA. Check your connection and try again."

Ticket: # 4096068 - Suddenlink / Altice Communications

Date: 7/18/2020 2:48:21 PM

City/State/Zip: Blythe, California 92225

Company Complaining About: Sudden Link

Description

It feels as though Blythe Ca. Is the redheaded stepchild of this corporation. It is a daily occurrence it deems these days that the cable/internet has issues of some kind. From TV outages to internet outages or BOTH. These outages last anywhere from several minutes to hours on end. If you call "techsupport" you can GUARANTEE yourself at least a 2 hour wait. The wait according to them is because of the COVID-19 pandemic, however this has been the case for months and months before this unfortunate problem. We receive no credits for services. What about streaming services we pay for as well that we cannot use, and this all happens as well as rate hikes. Something needs to happen.

Ticket: # 4096117 - Text messages

Date: 7/18/2020 3:22:34 PM

City/State/Zip: Dryden, Michigan 48428

Company Complaining About: No Name

Description

Hello, I keep receiving this text and I DONT and DIDNT ask for them. It's the second time and I feel it's intrusive and not legit. Please see below what the text was. I copied and pasted it here.

Hey there, Satirah! This is Taylor with Black Progressive Action Coalition. We're a nonpartisan organization focused on mobilizing Black voters this year.

We know that our community is struggling right now with the coronavirus pandemic and we hope that you and your family are doing okay. It seems harder for our community because even as we try to fight to stay healthy we also are having to deal with financial hardships and now, more police harassment and violence in the middle of the pandemic. But we can take a stand against racism and make our voices heard on issues like healthcare and jobs for our community by voting in this year's elections.

It's important that we protect both our democracy and our health. One safe and secure way to vote this November is by mail. You can easily sign up to receive a ballot to vote by mail at <https://votebymail.io/#/org/BPAC/>

Can I count on you to commit to vote by mail?

Please do something about this.. so not a good thing!

Thank you,

(b) (6)

Ticket: # 4096128 - Optimum throttling internet speeds

Date: 7/18/2020 3:28:21 PM

City/State/Zip: Brooklyn, New York 11235

Company Complaining About: Optimum

Description

For the past couple of months optimum has been throttling download speeds. They raised their prices in the midst of a pandemic and drastically slowed their speeds. They are also they only ISP in my area so there is no other option.

Ticket: # 4096272 - OPTIMUM COMMUNICATIONS ILLEGAL BUSINESS PRACTICES

Date: 7/18/2020 5:02:43 PM

City/State/Zip: Milford, Connecticut 06460

Company Complaining About: Optimum

Description

Many issues, but the most recent and worst was being denied internet service for OVER 2 WEEKS!!! When I called I was told the equipment was fine, but in actuality they placed a filter outside on my service to prevent internet access! I was told this is done randomly and they claim it was due to a loose connection. It was done without my knowledge and consent at which time I had no service and it took a week to get a serviceman out to fix after I argued with countless reps who tell me my service is fine and there are no outages in my area. I was told it could happen again and there is nothing I can do about it!!!! I was still billed for service during this time. I lost phone and television as well for part of this time, no one can tell me if the issues were related. I depend on my phone as I have serious medical conditions that can be life threatening and the phone is my only way for me to get help. Further, I was billed for the entire time I was without service and they will not refund my money. They tell me it is escalated and no one calls me back - ever!!!

I was lied to repeatedly about overcharges "falling off" the bill, charges not appearing on their end, charges coming off on the next billing statement.

6 to 24 hours on hold to speak to a representative about an outage or billing only to be hung up on at the beginning of getting a rep or partway through conversation - every single time!!!

Charge for modem without it being included in the original quote.

Charge for using my own modem even after giving their modem back. putting a filter on so I would have no internet, then denying that there is an issue with my service.

Being without service for days due to incompetence. Lapse in service because they could not figure out how to correctly configure my modem.

Charged for installation when I was told it would be free.

Coupons not being applied.

Being forced to take services I do not want in order to get a ""better deal" then the price being much higher than quoted.

Being told that my complaints are escalated to a supervisor and they would be calling me back in 24-72 hours on 10 different occasions - never a call back - not even when a scheduled time was chosen.

Hundreds of hours on hold with no assistance.

*** Being told their trucks drive around and randomly put on filters when there is a an anomaly detected such as a loose wire which results in loss of service, but they do not know whose service it is and they will continue to do without notice, warning or looking into the issue. I am in an old building and I had no loose connections - the wiring in the wall may be at fault and I was told even with the added maintenance plan they would not replace or even check the wiring, thus rendering me vulnerable to once again losing my service with no warning due to a circumstance I cannot control.

Being without service, calling in the issue and having them deny the issue despite thousands of customers in my area acknowledging and posting the same exact issue.

Outsourcing all of their calls to untrained help in other countries (I was told by numerous reps in this country it is not their fault, optimum did not train them correctly and they will continue to milk the pandemic as an excuse to save money on customer service by outsourcing and not providing training or enough reps to handle the demand.

Ticket: # 4096372 - Termination of Contract

Date: 7/18/2020 6:13:42 PM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: Verizon

Description

I am 65 years old and highly vulnerable to Covid19. I have for months now repeatedly attempted to cancel my Verizon contract for a MiFi (wireless hotspot) which I lost on a trip in 2019. Verizon will not allow me to cancel the contract over the phone which I have attempted multiple times to do over a period of months, and insists that I go to the store and risk being exposed to Covid19 in a city (Houston) which has had exponential number of cases which are currently on the rise.

Ticket: # 4096474 - Xfinity Comcast

Date: 7/18/2020 8:11:36 PM

City/State/Zip: Placida, Florida 33946

Company Complaining About: Comcast

Description

They are claiming covid for services shut down but Walmart is open etc. My cable Cable TV went out 3 days ago from a lightning strike and when I go through a long aggravated process to contact Xfinity/Comcast they keep saying they will contact a service rep but reality is they have not done anything. After hours delay in internet and waiting on return phone calls NO action. Bottom line no service after 3 days and no schedule for a qualified rep to come to fix the problem.

Ticket: # 4096629 - Got W3

Date: 7/19/2020 8:24:26 AM

City/State/Zip: Valparaiso, Indiana 46385

Company Complaining About: Got W3

Description

Notice of data caps on 7/8 and 7/9 service was stopped. Called to ask how I used 300GB in 1 day and was told change happened 6/18. Sorry we cant offer credits even though notice didnt reflect actual date. I didn't receive unlimited for my payment and should be refunded a portion of bill!

Asked for manager to call back 3 times and in 2 weeks no one did. Next rep said its not that they dont want to call back its just how busy due to COVID. NOT COVID, its ALL the angry customers.

Service was supposed to reset on 7/18 even though they charged me 7/10. 7/18, 7/19 no service and they tell me everything is ok on their end. Of course they are saying this so they dont have to give refund!!!

They use same cell towers as Unlimitedville who offers similar service (little more exp) and they didnt change their unlimited to 300GB.....

Ticket: # 4096679 - Over-charged for constantly interrupted service with minimal download speed

Date: 7/19/2020 10:16:32 AM

City/State/Zip: Truckee, California 96161

Company Complaining About: Sudden Link

Description

Covid-19 has made working and school mandated by the Governor of California. Yet, our internet provider has little or no interest in providing or installing fiber-optic cable to provide the service I pay for. Our "rural" area is in a resort location near San Francisco so the bandwidth is quickly saturated with second home-owners fleeing Covid-19 in their densely populated area to rural Truckee. I pay for 400mps of download bandwidth but I'm lucky if the Speedtest registers 12mps. And then, we have constant interruptions with no internet at all. The technicians who have visited my home tell me Suddenlink/Altice doesn't care about rural areas. Our area is not rural when thousands of second home owners arrive and the bandwidth becomes quickly saturated. How are children expected to learn when ordered to distant learn from homes during Covid-19, and there is little or no bandwidth?

Ticket: # 4096778 - Report Number: 120674612 FTC

Date: 7/19/2020 1:28:47 PM

City/State/Zip: Salem, Oregon 97304

Company Complaining About: Facebook Inc

Description

I'm allowed to have relationship privacy, and personal area. This is a continuous invasion of my space, in whole and removal and obstruction of all covid time social ability.

(b) (6)



Ticket: # 4096839 - Cell phone service

Date: 7/19/2020 2:13:31 PM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: Tracfone

Description

I have a TracFone with prepaid TracFone service by way of prepaid cards. Suddenly, last week my phone could not be used properly. After chatting online and then on the phone with TracFone reps, they finally told me AT&T was taking over the service area. I still should be able to use my phone. I believe AT&T is trying to upgrade to 5G phone service but many people in our area, especially loyal senior citizen customers, have 3G or 4G phones. AT&T and TracFone should not be creating a phone service problem during a pandemic. This is ridiculous and unpredictable. People cannot go out and easily buy phones right now with states on stay at home orders. I want this fixed! Those companies should make our phones work right or send us another phone or give us a discount on a phone or at the very least, credit for any minutes we can't use.

Ticket: # 4096849 - Unwanted calls and sexual harassment text messages**Date:** 7/19/2020 2:21:59 PM**City/State/Zip:** San Francisco, California 94103

Description

Yesterday 7/19/2020 around 10:50 pm PST, I began receiving repeated phone calls from 510-256-1460, an unknown number, to my private practice phone number. Then I started receiving unwanted, lewd text messages from this number. The messages were: "I be there in 15 mins be ready I have a surprise for you." "I stop it it's me I'm on my way over to your place right now." "Do that thing with your tongue when I get there please." "Ok I'm parking now see you soon. I will be coming inside shortly." Then the next morning, I received a lewd text message from unknown number, 510-408-9137, to my private practice number saying: "I'm looking forward to see you tonight. I last night was fun How you took my shaft."

I do not find this amusing and am scared. I work with offenders on parole who've had to use this number during the pandemic as my work has turned to teleworking. I fear that this is either parolees sexually harassing me or these could be coming from chatbots. Please look into these numbers to see from whom these calls are coming. I've had this number for at least 7 years so it's not like it's because it's a refurbished number. This has never happened before.

Ticket: # 4096914 - Horrible Customer Service

Date: 7/19/2020 3:33:42 PM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

I have been on the phone for 4 hours trying to get a problem fixed. I was told twice I would be called back and that has yet to happen. I'm on hold for the 3rd time trying to reach a love person. Wait times on hold are close to 1 hour. I'm paying way too much in fees to continuously receive such horrible service.

This has been an ongoing problem and has nothing to do with COVID.
are close to

Ticket: # 4096925 - Apple iPhone software issues

Date: 7/19/2020 3:39:17 PM

City/State/Zip: Nrh, Texas 76182

Company Complaining About: AT&T

Description

I purchased an iPhone 7 not ever being informed by Apple that there was a manufacturing defect with the iPhone 7. Only after experiencing the inability to receive or make calls. After extensive research I realized that this was due to the fact that the Apple software install update did not completely update. I have experienced this with my iPhone three times in the past one and a half months. I just got off a call with Cody in the IT Dept who confirmed that Apple has been aware of the issue and had not been proactive by making the consumer aware of the issues with these phones prior to purchase, but instead is being reactive by offering to inconvenience the customer by waiting 7 days for a box to arrive to put your iPhone into and ship to Apple for repair with NO ETA. Cody states there are No Exceptions...Apple Does Not offer you Any customer a Replacement. Apple ONLY offers ALL customers a repair with NO ETA and although it is an error on their part and inconvenienced their customers, they will Not Rush a phone No matter the NEED in the midst of this coronavirus pandemic and the fact that people need their phones to do their job and this can negatively impact their customers. When I requested to speak with Cody' Supervisor (who is a supervisor for Apple) He stated that there was only Upper Management and they aren't bothered with customer complaints and they Do Not speak with their customers. He refused to let me speak with His Supervisor or provide me with the info to submit a complaint or dissatisfaction with Apple regarding the the fact they are Not providing first call resolution or their horrible service , and selling of bad product.

Ticket: # 4096938 - Numerous calls

Date: 7/19/2020 4:02:13 PM

City/State/Zip: Wauwatosa, Wisconsin 53213

Description

I have been receiving numerous calls at 10-20 minutes intervals purporting to be with Apple. All calls show they're from Phoenix AZ with (480) 279-XXXX and random last 4 digits. All calls say there's an issue with my iCloud account. No such issue. Need them to stop calling as this is my home and work number during the pandemic. Calls began on 7/18/2020 and have persisted throughout the day today.

Ticket: # 4096974 - refusal of service

Date: 7/19/2020 4:52:26 PM

City/State/Zip: Saranac, Michigan 48881

Company Complaining About: Wow

Description

WOW cable has a monopoly in my area and has been operating through covid-19 calling themselves an "essential service".

I have been trying to connect to the system for months and they claim that I am not serviceable, and that they will service me when they "come to my area" WOW's cable goes through my front yard and is attached to the pole on my property less than 200' from my house.

As a cable technician for a competing company, I can assure you that I am very serviceable, but wow is denying my home what they themselves call an "essential service".

Ticket: # 4097043 - paid for service but cannot send or receive calls

Date: 7/19/2020 6:01:36 PM

City/State/Zip: Camden, South Carolina 29020

Company Complaining About: Straight Talk

Description

I bought minutes for my elderly uncle. he has a flip LG phone, the minutes were added but He cannot send or receive any calls. I called customer service and they were very nasty, Rebecca, at 4;46 7/19/2020 and then an alleged Supervisor Luis at 5;28pm. They tried to make me buy, during a pandemic, another phone. This phone does not expire its usage until January 2021. They were nasty and rude, and refused to assist us. My uncle is in his late 70's and needs a phone and they also kept his money for the service he just purchased. This is unfair business practices and the better business bureau and department of consumer affairs will also be notified. He needs a phone and we cannot afford to buy those expensive phones out today....He has a heart condition and resides alone

Ticket: # 4097186 - Billing

Date: 7/19/2020 8:50:57 PM

City/State/Zip: Fort Bragg, North Carolina 28307

Company Complaining About: AT&T

Description

AT&T has charged me \$500.00 for an unreturned phone which has been returned. I have proof of tracking by usps. I can not afford this due to Covid-19 and now they have threatened to shut off my service if payment is not received.

Ticket: # 4097189 - Internet availability

Date: 7/19/2020 9:01:01 PM

City/State/Zip: Lumberton, Texas 77657

Company Complaining About: Hughes Net

Description

We were told when buying a lot in our subdivision we would be able to get high speed internet. Now we have found out only satellite internet is available and it is very slow. We need faster internet for work and school from home due to Covid 19. High speed internet in our area either through Spectrum or AT&T would solve this problem in our whole subdivision.

Ticket: # 4097352 - Inside Edition Broadcast

Date: 7/20/2020 7:48:47 AM

City/State/Zip: Pikeville, North Carolina 27863

Description

Inaccurately Reported that Corona Virus is Airborne and is spread through air conditioning systems ... Our media is so Out of control it is pathetic . Reporting should be held accountable to facts no opinions or feelings. Not sure how this is OKAY ? Multiple issues on every channel . I just don't know anymore how these people can spout opinion as facts ... our daily news has turned in to Dr. Phil. Is there any agency that holds them accountable for truth in their reporting??? On any issue.. Do they get to report 1/2 truth as truth ? Where does it stop ? So Frustrating.

Ticket: # 4097424 - consolidated communications

Date: 7/20/2020 9:25:29 AM

City/State/Zip: Sarver, Pennsylvania 16055

Company Complaining About: Consolidated Communications

Description

We are a small business, that has been impacted greatly by the coronavirus. We have been closed for 20 days and are reopening now on 7/20. Our internet is down and we called Consolidated Communications on Saturday to get someone there for Saturday night, Sunday, or first thing Monday morning. We told them that half of our business is credit card, and we need the credit card machine in order to function! I would think that small businesses take priority over residential. I explained to them that our business has taken a hit already and that I would meet them at any time. They are the only provider in the Sarver, PA area, and I think they take advantage of that fact. If there were competitor's in the area, I bet their response time would be more effective. They told me if this had been reported a week ago that they couldve had someone there. The problem arose on Saturday, and I called Saturday! Need it fixed ASAP. Not happy with the company!!

Ticket: # 4097478 - Filing a complaint against at&t

Date: 7/20/2020 9:59:36 AM

City/State/Zip: Miramar, Florida 33023

Company Complaining About: AT&T

Description

I want to first start by saying i join atnt the year of 2018 a agent was passing by and wanted i and my husband to switch our phone. i was skeptical because i know sales are a liar. so anyways we ended up switching our phones because he told us we will be paying \$121.00 a month which was cheap for my new iphone XR 8 and my husband Galaxy 8. we agree and received our first bill which was \$145.00 , so i call and told a representative why is it \$141.00 now and they explain and said because of the extra fees and i told the rep that the agent did not tell us that so i filed a complaint over the phone which nothing happen anyways i went through all that for nothing. now skip forward our phone bill is \$215 per month this is ridiculous especially in this pandemic i just think they are trying to rip us off! i call and ask why the phone bill is so high and they could not even explain the rep had an attitude with me and even at one point said"oh my God" and i said excuse me then she put us on hold i guess to calm down. and i ask her to transfer us to a different department and she transfer us to the wrong one. so i wanted to speak with a supervisor which is impossible to speak with on the phone they always the supervisor will call you back and no one never will. i want to get off atnt without it effecting our credit. this is a horrible company and a total rip off! something needs be done please

Ticket: # 4097485 - Comcast/Infinity Charging me Money out of nowhere

Date: 7/20/2020 10:00:36 AM

City/State/Zip: Inver Grove Heights, Minnesota 55076

Company Complaining About: Comcast

Description

Hello - so during the pandemic comcast/infinity raised my rate from \$55 to nearly \$80. I called and asked them to reduce the rate back but they refused. I filed a complaint with the FCC and an executive named Lee resolved the issue and was able to lower my rate substantially. Apparently someone had put my account on a plan without my consent in 2019 and that "special rate" had expired. So they are moving my account around without permission and adding fees without my permission.

After lowering my rate, I was still on the hook for that month of \$80. For some reason, the rate change didn't take place right away so they charged me an additional \$15 this month. I called them again to see if they have that amount removed and was refused. So I called the executive line again to speak with Lee and received no call back.

I shouldn't be on the hook for that \$15 out of nowhere and nobody will work with me after trying to talk to them repeatedly.

Ticket: # 4097490 - Optimum Number Issues

Date: 7/20/2020 10:01:25 AM

City/State/Zip: Bronx, New York 10460

Company Complaining About: Optimum

Description

The consumer states she has a complaint against Optimum whom she has landline services with.

The consumer states that every time she gets a bill it keeps increasing.

The consumer states that yesterday someone came from Optimum to install equipment because she agreed to a cheaper plan, that's it.

The consumer states that they changed her number without telling her they would do this.

The consumer states that due to COVID-19 the number she's always had is the number her doctor has and recognizes so she needs this number back.

The consumer wants them to give her her number back and if they can't do that she wants them to come and take all the equipment and cancel everything, she paid them \$230 for them to change her number without her being aware of it.

CTR-415

Ticket: # 4097524 - Misleading Information regarding Covid19

Date: 7/20/2020 10:11:49 AM

City/State/Zip: Kernersville, North Carolina 27284

Company Complaining About: Directv

Description

There are critical decisions being made in our country that involve Covid19. These decisions are heavily influenced by the media's reporting. The media continues to misrepresent data on Covid19. For example, CNN ONLY reports NUMBER of cases. But NOT other VERY IMPORTANT data like % of population that is infected (only 0.5%), positivity rate (as a percentage of # of tests) is DECREASING, and DO NOT provide insight on precisely WHO is dying, and WHY people continue to get tested. Their misrepresentation of the data has driven lots of fear in Americans, and several parts of our country to make very critical decisions on misinformation. Can you intervene?

Ticket: # 4097527 - Credit not applied and billing issue

Date: 7/20/2020 10:12:50 AM

City/State/Zip: Tyler, Texas 75711

Company Complaining About: AT&T

Description

Switched to att they had promo if switched current phn would have @ \$2000 credit. Called several times that credit has not processed they told my not worry since they had not input credit with covid. Then got ding on my credit for no payment i called with no success then went to another store where they found the other store had didnt close the customer account when they started the business account. This be resolved in July 1 with no sucess.

Ticket: # 4097604 - pricie incresaes

Date: 7/20/2020 10:41:49 AM

City/State/Zip: Middletown, New York 10941

Company Complaining About: Spectrum

Description

How and why do you allow cable companies to continually raise rates? Especially now with the economic crisis hitting Americans hard due to Covid19 pandemic.

[Ticket: # 4097618 - prices](#)

Date: 7/20/2020 10:46:20 AM

City/State/Zip: Middletown, New York 10941

Company Complaining About: Spectrum

Description

How and why do you allow cable companies to continually raise rates? Especially now with the economic crisis hitting Americans hard due to Covid19 pandemic.

[Ticket: # 4097631 - prices](#)

Date: 7/20/2020 10:49:04 AM

City/State/Zip: Middletown, New York 10941

Company Complaining About: Spectrum

Description

How and why do you allow cable companies to continually raise rates? Especially now with the economic crisis hitting Americans hard due to Covid19 pandemic.

Ticket: # 4097633 - Sprint Discrimination

Date: 7/20/2020 10:49:14 AM

City/State/Zip: Londonderry, New Hampshire 03053

Company Complaining About: Sprint

Description

This is the second time in as many years that I have had substantial and significant issues with this company when it comes to the military discount they themselves supposedly offer, causing me to feel discriminated against. When I added a line to my existing service (phone (b) (6)) they could not add it onto my existing Military Talk & Text Plan (it was put on the Unlimited Basic Plan) but assured me that it would automatically be switched after the first of second billing period. The cost difference of the two plans is \$35 p/month (\$65 for Unlimited Basic and \$30 for Military). After a one hour text chat online on June 8 starting at 1:42 PM EDT I was able to get the phone placed on the proper plan for the discounted rate going forward, but no rebate for the for the difference of the last several months. I requested a rebate of \$175 (\$35 x 5 months) since it was their failure to make the change as promised; unfortunately because of the Covid crisis I was unable to spend the hours it takes to resolve any issues with them before now. I was instructed on the text chat to call them at 888-211-4727 to request a rebate; there was no escalation process on their chat feature. On June 9 at 10:05 AM EDT I called, went through the entire story again, only to be informed that they will provide a rebate for only ~\$21.00. I stated that I will be filing a complaint with the FTC and FCC, to which she responded that she can escalate the rebate request, that her boss is at lunch, and that she will return my call after trying to get approval. I agreed and at 10:44 AM (after 39 minutes on the phone hung up to await the call back. I never received a call back from anyone.

[Ticket: # 4097640 - prices](#)

Date: 7/20/2020 10:50:52 AM

City/State/Zip: Middletown, New York 10941

Description

How and why do you allow cable companies to continually raise rates? Especially now with the economic crisis hitting Americans hard due to Covid19 pandemic.

Ticket: # 4097657 - 55+ att&t phone plan in florida

Date: 7/20/2020 10:55:30 AM

City/State/Zip: Riviera Beach, Florida 33404

Company Complaining About: AT&T

Description

I am 30 yr customer of AT&T , they are offering reduced cost 55+ cellular plan in Florida for \$40/month 2 lines. In order to get plan, I must risk my life and enter a physical store to order. During this pandemic, it is not fare to make me go into a store when corona virus is rampant in Florida. Why can't this be done over the phone, from the safety of my own home ?

Ticket: # 4097783 - Domestic Roaming (Service Denied)**Date:** 7/20/2020 11:33:56 AM**City/State/Zip:** Hamptoin, Virginia 23666-6123**Company Complaining About:** T Mobile

Description

Within my girlfriend's T-Mobile One cellular plan, domestic roaming is included. We have had issues with her being able to roam on to the US Cellular network in Beckley, West Virginia before and have reported it to T-Mobile, who were supposed to investigate the issue. This is now happening again, as my girlfriend is away visiting her parents. When she tries to manually connect to US Cellular as T-Mobile recommends, it gives her an, access denied, message. I have personally checked the specs of the device, supported bands, software version, etc. The device is fully compatible with the T-Mobile and US Cellular network for 4G access.

T-Mobile blames the lack of access on US Cellular, stating they won't approve her device to access the network due to the IMEI of the device is for a device that was not purchased from T-Mobile or US Cellular. US Cellular states that the only T-Mobile can restrict its customers from accessing the domestic roaming on to the US Cellular network. We have talked to multiple people within both companies without any sort of resolution to this. With the COVID-19 situation, having a working service is even more important than ever and yet neither company wants to acknowledge the issue is their fault and work to resolve it.

Ticket: # 4097868 - Internet Service Disruptions

Date: 7/20/2020 11:54:02 AM

City/State/Zip: Saint Albans, West Virginia 25177

Company Complaining About: Sudden Link

Description

Internet services are not what is advertised. Internet drops out frequently. Some days it occurs every 15 minutes or so. This makes it impossible to work from home during the COVID 19 pandemic. When the service does work, it's very slow, not anywhere near the speeds I am paying for. This has been going on for months!

Ticket: # 4097933 - XFINITY

Date: 7/20/2020 12:11:57 PM

City/State/Zip: Minnetonka, Minnesota 55345

Company Complaining About: Comcast

Description

Trying to cancel service with XFINITY is impossible. They arbitrarily bill you for services you did not request. My husband was diagnosed with Cancer in April and with COVID-19 I asked that they continue the season hold since we were unable to travel. I had to go through this process a couple of times. Asking for the extension until sometime mid-late August. This month I got a bill that was not seasonal hold so I requested to cancel the service. Now they are trying to charge for services I never requested. My previous bill was a credit balance of \$5.00.

Ticket: # 4097957 - TDS WILL NOT HONOR MY FEB 2020 REQUEST TO DISCONNECT

Date: 7/20/2020 12:18:14 PM

City/State/Zip: Burna, Kentucky 42028

Company Complaining About: Tds

Description

TDS OF SALEM, KENTUCKY WILL NOT HONOR MY FEB 2020 REQUEST TO DISCONNECT. THEY KEEP SENDING ME COMPILING MONTHLY BILLS WITH THREATS TO TURN OVER TO COLLECTION AGENCY. I CALLED 7-14-20 TO GET DISCONNECTED N TERMINATE SERVICE N FIND OUT WHY THEY WONT DISCONNECT THUS FAR. AGENT STATED COMPANY NOT DISCONNECTING DUE TO COVID 19 POLICY, I TOLD HIM POLICY NOT PERTAINING TO ME AND I REQUESTED A DISCONNECT IN FEB 2020. STATED HAD NO RECORD OF MY FEB CALL. I HAVE A CHECK FOR FEB 2020 BILL PAYMENT (\$95.94) MADE OUT IN MARCH I'M HOLDING TO AFFIRM DISCONNECTION FIRST. I'LL GLADLY SEND THAT CHECK FOR FEB SERVICES WHEN THEY ACT ACCORDINGLY AND DISCONNECT MY HOME PHONE AND INTERNET. LAST THING AGENT STATED HE WOULD ORDER DISCONNECT AND SEND MODEM MAILING BOX. STILL NOT DISCONNECTED. TDS CLAIMS I NOW OWE \$479.38 PLEASE RESOLVE THIS PROBLEM AND GET MY ACCOUNT ADJUSTED. TY

Ticket: # 4097967 - Suddenlink Account 0(b) (6)

Date: 7/20/2020 12:20:07 PM

City/State/Zip: Fate, Texas 75087

Company Complaining About: Sudden Link

Description

Hi, we are currently paying for a 400 mbps plan with Suddenlink. Over the last 3 weeks, our usage has average 10 mbps at best. Our street (Palomino Dr) and many others in our neighborhood are experiencing the same issues. We report issues to Suddenlink and a fix is promised. The "fix" brings speeds up to 160mbps for less than 24 hours. All other fix work orders are cancelled, then the speed goes back down to an average of 10 mbps. Currently (7/20/2020), my internet speed per Ookla's online speed test is .5 mbps. I have contacted them with this issue and a technician has not been scheduled. With the pandemic at a peak in the Dallas/FtWorth area, working from home with usable internet is CRUCIAL. Suddenlink is the primary provider in our area. This is related to FCC Claim (b) (6) which is a homeowner my same neighborhood and also a client of Suddenlink.

Solution: refund us 99.9% of our last month's bill (as we are at .1% of the promised plan of 400mbps) and then perform the fix to get us at 400mbps. The fix needs to be a true fix (not a 24 hour bandaid). If 400mbps is unavailable, we want to know the maximum possible so we may go with that plan or switch providers.

Ticket: # 4098026 - Lifeline

Date: 7/20/2020 12:32:59 PM

City/State/Zip: Hertford, North Carolina 27944

Company Complaining About: Safelink Wireless

Description

- The consumer is calling about Safelink as her carrier
- She is on the Lifeline Program
- She states during the pandemic they gave her unlimited minutes
- She states on 7/15 they turned her phone off
- She states she received no notification of this
- She reached out to the carrier
- They advised she used up all of her minutes for the month
- They advised her plan is only for 350 minutes
- The consumer states it is supposed to be 1000 minutes per month
- She states every time she tries to call someone it dials Safelink
- The consumer states she uses her phone to participate with her church service
- The consumer had to buy more minutes and data
- The consumer wants her 1000 minutes and 2 GBTS of data
- The consumer does not want her service turned off

CTR405-phone

Ticket: # 4098126 - Drew Deener-ESPN 680 Louisville

Date: 7/20/2020 12:57:14 PM

City/State/Zip: Louisville, Kentucky 40207

Description

For years Drew Deener, ESPN 680 Louisville, has pushed hateful speech against individuals and businesses with no repercussion. Today he went on a rant about a conspiracy theory full of lies in the middle of a global pandemic putting his listeners in direct danger for their safety and the safety of others. I can't believe that espn would stand behind someone with a voice for their community that puts the listeners in direct danger. He has done this for too long and Drew is a negative asset to this community that I grew up in and love so much.

Drew was claiming on air that people are going to get coronavirus tests, leaving without getting tested, and getting a positive result in the mail. Please do something about this. It is extremely hurtful in a very dangerous time. He has also constantly pushed false narratives in attempts to get sports and the economy up and running again.

Thank you

Ticket: # 4098147 - AT&T Wireless over charging

Date: 7/20/2020 1:04:12 PM

City/State/Zip: Seal Beach, California 90740

Company Complaining About: AT&T

Description

I have been a AT&T customer for over 2 years after being with Verizon for over 22 years, I switched to AT&T and this year in May I upgraded 2 phones that were in my plan and to accommodate the rate I had to add another line that I don't even use, but my rate I was paying was around \$200, and then when I upgraded the two new phones my monthly bill was going to increase to around \$225 per month, with my first month of activation of the said new phones being a one time bill that was around \$326.00.

At this time I was told that my normal bill after that was going to be around \$220 per month plus tax, which would put it around \$225 per month. I was also told that due to Covid I can call the AT&T customer service line to have the two one time \$30.00 upgrade fees credited as a courtesy, I did that call and was told that my next bill would reflect the credit making my next bill due in July would be the normal rate less the \$60.00 credit, making my July bill to reflect the amount of around \$170 plus tax. My July billing hit my cc with a charge of \$362.00

Ticket: # 4098310 - Internet Available

Date: 7/20/2020 1:42:10 PM

City/State/Zip: Elgin, Texas 78621

Company Complaining About: AT&T

Description

(b) (6) Line installed 7/14/2020 Order#: (b) (6)

At time of order I was informed I was able to add DSL and touch tone to the line

From 7/14 through 7/17/2020 been trying to get DLS and touch tone added to the line

On 7/17/2020 I finally got touch tone added.

On the same day I was transferred to 3 different departments and all departments stated I have DSL available in my area but they were not the department to execute the order

The rep at 8552205211 state they can get me to the correct department as it is available and transferred me to 8002882020 and say "DSL" I did that

Once the rep got on the phone she checked and said it could not be added due to no available ports and there is nothing they could do

I requested an escalation and spoke with Mrs. Hale

She provided me with an email address: consumer.appeals@bellsouth.com

I currently have a DSL line for my main house, and I need DSL added to my building adjacent to my main house because due to this COVID event home schooling and working from home is currently my household norm. With my kids doing home schooling with a lot of video conferencing etc. and the work I do from home is extensive and it is best I have two separate services. The kids will be in the main house for home schooling and I will be in my building adjacent to my main house working from home.

AT&T already installed the phone line which is sitting on top of the ground but should be buried any day now

Resolution: AT&T states they have no available ports add the port to their facilities so I can have access.

Ticket: # 4098357 - Spectrum Internet

Date: 7/20/2020 1:52:38 PM

City/State/Zip: South Ozone Park, New York 11420

Company Complaining About: Time Warner

Description

Due to COVID I asked spectrum to suspend my account as I left my home for safety reasons. Spectrum agreed to suspend my account but 3 months unbeknownst to me Spectrum continued to bill me. Once I realized, I called and explained to that I was under the impression my services was suspending until I reinstated it and that I have not been home and thus was unable to use the service which I am being bill for. This seemed to not matter to them and they are now billing be for two months despite.

Ticket: # 4098393 - Billing Dispute

Date: 7/20/2020 1:59:20 PM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: AT&T

Description

I upgraded my phone just as the COVID19 pandemic started. I already paid for my iPhone 8 and decided the deal was not that great... I requested to move my iPhone 11 to monthly payments and they want to bill me at once for the iPhone 11. The monthly bill is outstanding because of the COVID19 pandemic however this on the carrier's part has clearly exacerbated the situation. Please help with this matter because in this pandemic we all need some form of communication. My parent is elderly and has underlying medical as well as myself with asthma.

Ticket: # 4098433 - Price gouging?

Date: 7/20/2020 2:09:37 PM

City/State/Zip: Amarillo, Texas 79110

Company Complaining About: Sudden Link

Description

I am being charged \$60, because I cancelled a service appointment when they called to let me know that they were on the way. However, it was taking over an hour to get anyone on the phone to cancel it, because of the pandemic. Which is why I chose to go this route (the "call back" option didn't exist at this point in time; only the "schedule a call back," which was always for the following week and would have been after the service appointment). However, charging \$60 for that is absurd anyway, as it releases their service tech to move on to the next appointment and doubles in saving them time, and money. So, this may not be "price gouging," but it is definitely taking advantage of their customers considering their own representative today (7-20) admitted that their call back system was hanging up when it called people back (which also happened to me today - I have a recording of my call with the CSR). I want this unjustified amount of \$60 removed from my bill immediately.

Ticket: # 4098482 - Comcast Service Frequent Outages with No Notice

Date: 7/20/2020 2:22:35 PM

City/State/Zip: Denver, Colorado 80230

Company Complaining About: Comcast

Description

Telecommunications is a public service, especially during this time of Covid. Furthermore, we send a large amount of money every month to Comcast, with the contractual expectation that we are going to receive service. Our service has frequently been off during the day, impacting our ability to go to school and work. There is nothing we can do when service is off.

Ticket: # 4098486 - Sub-level Internet Service

Date: 7/20/2020 2:23:53 PM

City/State/Zip: Monte Sereno, California 95030

Company Complaining About: Comcast

Description

Due to COVID, I am forced to work from home. Most every day I am expected to attend numerous Zoom meetings throughout the day. Far too many times I am without internet service. I (and other neighbors) have called Comcast countless times, but to avail. We have all seen many Comcast vehicles in the area, but nothing improves. For some unknown reason, we have no alternatives other than Comcast.

Ticket: # 4098563 - Comcast Data Caps

Date: 7/20/2020 2:35:13 PM

City/State/Zip: Boca Raton, Florida 33486

Company Complaining About: Comcast

Description

Many Americans have been forced to work from home with this pandemic and I just got a warning halfway through the month that I've used 90% of my data allowed and I can be charged up to \$100 extra for my home internet connection.

Please make this new practice of charging users for data caps on home internet ILLEGAL. They also offer unlimited data plans for an extra \$30/month. Consumers don't have this extra money to give comcast. Help us FCC!

Ticket: # 4098622 - Billing

Date: 7/20/2020 2:47:19 PM

City/State/Zip: New York, New York 10002

Company Complaining About: AT&T

Description

The provider at&t, cell phone service

The phone number (b) (6)

The consumer stated that she was effected with the COVID-19.

The consumer was told by the carrier that it would not effect her service.

Which the consumer mention that she is being effect and she been told that her service would be interrupted.

On July 1st, 2020 she paid the amount of \$470.51 then she was told to pay additional amount of \$662.51.

The consumer mention to the carrier that she was not able to sent an additional payment because she had not money.

She did asked for a payment arrangement but she was not able to get it as she requested.

The consumer asked if she could pay until August and pay half

She asked for a payment arrange and she was not able to get it because she already had an extension.

She was told that her service would get interrupted if she did not pay the amount of \$944. 19. \$944.19

The consumer mention that she needs her service available due to health concerns. The consumer even mention that she is still being effect by COVID-19.

Resolution

The consumer would like for the balance of \$944.19 able to get a payment arrangement or extend the date to pay the balance.

ctr 388-phone

Ticket: # 4098728 - telephone service with Spectrum (Charter Communications)

Date: 7/20/2020 3:06:40 PM

City/State/Zip: Los Angeles, California 90006

Company Complaining About: Spectrum

Description

My name is Dr. (b) (6). I am a medical doctor providing essential services to workers who have been hurt by COVID-19. These patients come to my office for examination, which includes face-to-face, history taking and physical examination.

I am writing to ask for assistance with the telephone company Spectrum (Charter Communications), which is responsible for providing telephone services for my medical practice. For reasons that remain unclear to us, we and our patients have had repeated interruptions in our ability to communicate by telephone under the service of Spectrum for the past 2.5 months.

Essential for that service is my office telephone number ((b) (6)), which is provided by the telephone company Spectrum.

At the end of April/beginning of May, we moved to our current office at (b) (6)

(b) (6)

(b) (6) At that time, my IT person (b) (6) (Alexander Enterprises Technologies) initiated transfer of the same business telephone number (b) (6) with the same telephone company Spectrum to our new business location. Mr. (b) (6) has been given the runaround by Spectrum for 2.5 months with regards to intermittent telephone service since our move. My clients and patients have had great difficulties in getting in touch with us.

In these days of COVID-19 disaster, failure to complete a simple transfer of our telephone number (b) (6) is adding hell to our patients. I am asking for your help in resolving this simple issue. I know our country is suffering greatly and do not want to add more problems. Please help. Enclosed are communications between my IT person (b) (6) (Alexander Enterprises Technologies) and Spectrum (Charter Communications), which further describes and documents the difficulty we have been experiencing with Spectrum telephone service in order to provide essential medical service to our essential workers/patients.

Sincere regards,

(b) (6)

Ticket: # 4098766 - robocalls from spoofed/fake numbers

Date: 7/20/2020 3:10:45 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs, Byhalia and Ashland, MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. I received (and filed a complaint for) a recent call identified as coming from Indian Spring, NV. For the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated the call came from a wireless device with a rate center in Aberdeen, MS.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected. Today, I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to

communicate directly with the sender, and at least gain their assurance that they would not contact me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4098852 - Frontier Continues to Charge After we Shut Off Service**Date:** 7/20/2020 3:28:39 PM**City/State/Zip:** Wellsboro, Pennsylvania 16901**Company Complaining About:** Frontier Communications

Description

On July 13, 2020, we called Frontier to have our internet service with them shut off. That same day, we obtained internet service from Blue Ridge Cable Company. We were informed by Frontier that they would shut off our service on Thursday, July 16, 2020 and would charge a \$10 disconnect fee. We had no contract with Frontier. On Sunday, July 19, 2020, I noticed that Frontier had charged \$58.98 to my credit card. We called Frontier today, July 20, 2020 to advise them again that we shut off our service on July 16, 2020. Frontier advised us that they were going to charge us through July 25, 2020 regardless. How can a company continue to charge us for additional 9 days of internet service when we had no contract, was advised that the service would be shut down on the 16th, and we have not been using their service? Especially in the middle of the COVID-19 pandemic when everyone in the United States is forced to live their life online? Internet service with Frontier was \$1.90 per day. At an additional 9 days, Frontier took \$17.10 from my family. I would like a refund of \$17.10.

Ticket: # 4098863 - Suddenlink

Date: 7/20/2020 3:30:02 PM

City/State/Zip: Dunbar, West Virginia 25064

Company Complaining About: Sudden Link

Description

Suddenlink came to my home on 6/22/20 to add a cable to a wall. The technician entered my home with no PPE On and stated he could do nothing after two minutes. He forged my signature on the work order as I SIGNED NOTHING. I am charged 40 for the work order and I have called several times with no call backs. Each and every time I call they say that is has been escalated and a supervisor will call back within 24 hours... to today no one Chas called. The charge is still on my bill and situation regarding the technicians behavior, forgery, and the charge have yet to be resolved. My home is a high risk home and I am very upset. They do not consider it important enough for retention or just simple good customer service to get on the phone to remove a small fee. It is heightened at this point because of their lack of responsive time and our pandemic as well as gouging me for services not rendered.

Ticket: # 4098871 - Bill

Date: 7/20/2020 3:32:04 PM

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Comcast is charging me for sports regional fee when nobody's playing sports due to the pandemic. I was requesting for them to credit me from March 2020 till September 2020 for the sports fee. They refused.. I stated that it's bad consumer business practice for them a company such as Comcast in this case to charge a fee when nobody is playing sports.

Ticket: # 4098951 - Global Pandemic Aid

Date: 7/20/2020 3:43:44 PM

City/State/Zip: Durham, North Carolina 27713

Company Complaining About: Spectrum

Description

I am unemployed (due to the pandemic) and do NOT get and never got unemployment. I kept my bills paid on time until my account is exhausted. The only assistance that you could get is during the time of aid that were given businesses by the government. My daughter is in college (summer as well). Both she and I need the internet for job search and school. Spectrum stated that since I've paid my bills every month, I do not qualify for extensions. The only accounts that were aided were given by the government and past due at least \$300 or more. I stated that I could not pay until mid September and will bring my account with at least three months credit (as I always do). I was told that after 49 days of account past due, it would be on disconnect. WE ARE IN A GLOBAL PANDEMIC. Some people were fortunate enough to get unemployment. I WAS NOT. This is totally absurd especially with customers who continued to pay every month with "no income" during this pandemic. Our internet is our lifeline. I have attached a letter of appeal to unemployment to proof my situation.

Ticket: # 4099006 - Internet outage

Date: 7/20/2020 3:57:13 PM

City/State/Zip: Corpus Christi, Texas 78413

Company Complaining About: AT&T

Description

Our internet has been out more than 6 times in the last 3 months. Each time lasting several hours to several days. Due to Covid we work from home and this puts a strain on our work demands. We pay for a service that is not being provided adequately.

Ticket: # 4099215 - Scam insurance blood test COVID —19 call

Date: 7/20/2020 4:46:51 PM

City/State/Zip: Oviedo, Florida 32765

Company Complaining About: Michele Marone

Description

Get blood test insurance for Corvus 19

Ticket: # 4099220 - XFINITY Comcast is NOT giving us the internet speeds we are paying for.

Date: 7/20/2020 4:47:54 PM

City/State/Zip: Spokane, Washington 99223

Company Complaining About: Comcast

Description

This has been ongoing for OVER a year, despite Comcasts' claims that it's only been reported since March 2020 (We've been reporting it for well over a year at this point.)

We are paying for Gigabit internet, which should give us speed tests of 940 Meg or close to it. Only a few times have we gotten that speed or anywhere near it. We are normally getting around 300 Meg speed tests. We have tried countless times to resolve this with Comcast, including multiple modem swaps.

We've had reps lie to us about the reasons for it, and told us that the slower speeds are to be expected. I KNOW this isn't true, because I know many people around town who also have Gigabit service in other parts of town, and they are getting those speeds, no problem, with computers much slower than the ones we have here.

We've been promised compensation for the many repeated outages and slow service that have not shown up.

The outages caused college classes to be failed from the service going out while trying to upload finals. THIS has resulted in a loss of funding for college, with no way to pay for college now.

They ALWAYS claim that the "problem has been fixed", and I just need to wait for the modem to get up to speed, which can take several hours, so we've been told. None of the other people we know with Gigabit service through them have any problems with their modem "getting up to speed." It just works, as soon as their modems reboot.

On top of the many many drop outs in service, and constant slow service, we've also had our service switched on us from Gigabit to the "Internet essentials", which has 25 Meg download and 3 Meg upload, a far cry from the 940 Meg download / 35 Meg upload that we SHOULD have received. This happened AFTER we were ASSURED that our service would NOT be interrupted or altered due to COVID. It was most definitely interrupted, on MULTIPLE occasions. We were told it was because the bill was past due (AFTER being told NOT to worry about it because they were trying to fix the service for us.) When I paid the past due amount, they ASSURED me that they would restore our Gigabit speed. INSTEAD, they COMPLETELY disconnected our service for the next 2 days. AFTER the past due amount was paid in full.

We've REPEATEDLY been told that they won't compensate us until the problem is fixed permanently. I'm sure you can see the loophole they created for themselves here: The problems NEVER get fixed.

We have requested repeatedly to speak to someone in corporate escalations, the best they can do is tell us to leave feedback on the website. The internet is so slow at times that instead of web pages loading instantly like they should, it loads slowly, as if it's on a dialup connection!

Xfinity Comcast needs to compensate for all the outages / slow speeds, AND compensate us for the loss of college funding so the degree can be completed.

Ticket: # 4099235 - Plan change without disclosure of correct details, plan prices for added lines and RN discount.

Date: 7/20/2020 4:56:09 PM

City/State/Zip: Prior Lake, Minnesota 55372

Company Complaining About: Verizon Wireless

Description

We were lied/mislead about a plan change which would cost us more rather than save us money, which is sure a sales tactic. Advised of the cost to add two iPads to our account at three locations prior to being told a different price when we went to activate them, along with the incorrect activation fee, which sure seems like a sales tactic. Then promised a RN discount, my wife followed all of the steps and we were promised it would be credited back to the day she spoke with the Verizon Rep, but after visiting two stores and calling in, NOTHING! Why are we dealing with all of this during a pandemic? My wife working front-line COVID as a ER RN is enough.. We need help.

Ticket: # 4099242 - Inappropriate Fees Assessed

Date: 7/20/2020 4:57:37 PM

City/State/Zip: Arlington, Virginia 22201

Company Complaining About: Verizon

Description

I was enrolled in auto-pay and had a payment sent back which triggered a fee. I was then assessed additional charges on top of that fee. I called to get the issue resolved as I was able to pay the full amount of my bill at the time when the auto-pay failed however, Verizon failed to provide assistance and instead enrolled me in the COVID benefit. I tried to contact Verizon and explain the problem through multiple channels (call, chat, Twitter) however, no one provided assistance to resolve the issue. Verizon is taking advantage of its customers by assessing fees during a global pandemic and not providing appropriate user friendly ways of resolution. This is an unfair, deceptive and abusive practice.

Ticket: # 4099269 - Billing

Date: 7/20/2020 5:05:31 PM

City/State/Zip: Plainfield, Illinois 60586

Company Complaining About: Comcast

Description

I was told that if I had called and made a billing payment arrangement due to being out of work because of the covid 19. I was told to pay my bill in full on 07/31/2020 but they cut me off on 07/19/2020. I had placed over 20 phone calls to the company before talking with a manger to which at that point I was told to make a payment of \$140.00 and they would cut the services back on. to which I did and they kept it on for only 3 hours and then cut it back off due to I did not pay the bill in full. Again placed over 8 calls over to the company and advised the second manger of the matter and I was told very rude just pay your bill.

Ticket: # 4099283 - Inability to follow through with contract agreements

Date: 7/20/2020 5:08:44 PM

City/State/Zip: Violet, Louisiana 70092

Company Complaining About: Sprint

Description

My family and I joined Sprint wireless about a year ago. We signed a contract with them with the agreement that they would buy out our contract before that with AT&T (which we only left because the signal was bad at our new home). We have held our end and submitted the application and documentation that at&t provided as a final bill. The total amount was around \$240. I called Sprint customer service several times about the transaction and till this day no one had been able to help me clear the situation. The debt has since gone to collections and is now affecting our credit. We would like them to fulfill their agreement and pay AT&T what is owed. My husband and I are both Army veterans and I am a nursing student who works full time on the front lines of the covid-19 pandemic at Touro Infirmary as a direct patient care technician. All I am asking for is what the sales woman assured us would happen upon signing the contract.

[Ticket: # 4099327 - Not getting service as stated and no way to contact service provider](#)

Date: 7/20/2020 5:20:16 PM

City/State/Zip: Hot Springs Village, Arkansas 71909

Company Complaining About: Sudden Link

Description

I have been billed for an Internet speed of 400 mps. I have called 3 times trying to get this resolved. I get a call back, get disconnected and no solution. Suddenlink is my provider. They are using the Covid pandemic to close all offices and cut their support to call backs only. Can't get to billing to reduce my bill, not getting the service promised and being billed \$125 a month.

Ticket: # 4099353 - Overcharged for non-technical issues

Date: 7/20/2020 5:30:17 PM

City/State/Zip: Severn, Maryland 21144

Company Complaining About: Verizon

Description

Verizon Fios sent me the wrong device for my internet, so I contacted Customer Service for a technician to come and assist or install a new line in my home. I was told due to COVID, I will not be charged for the service. Technician came and did nothing but give me a new modem, took the old one and the extender that I was sent. Now I'm getting a 180 charge and now customer service is refusing to help saying that everything is "justified" even if I gave them screenshots that show the statement of no charge.

Ticket: # 4099384 - Re: [FCC Complaints] Re: cannot use my phone to call without getting cut off

Date: 7/20/2020 5:44:47 PM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Safelink Wireless

Description

This is a follow-up to your previous request # (b) (6) "cannot use my phone to call..."

once again i have a problem with this phone and my carrier not honoring my minutes i am disabled cannot be without phone i cannot dial out or make any calls i tried to talk to them and they are very uncooperative originally i was receiving 1000 minutes free then it went to 1500 then 2000 back in april i received a text from them stating at this time during the pandemic we support you with unlimited minutes i went to make a call today and it wouldnt dial ou so i used the online feature with safelink to chat with agent the response was we put you back to 1000 minutes but never told me that at all now im stuck with no phone

Ticket: # 4099642 - Pokerstars on AT&T internet slower/not working compared to other ISPs

Date: 7/20/2020 7:43:34 PM

City/State/Zip: Richardson, Texas 75081

Company Complaining About: AT&T

Description

I believe AT&T is intentionally slowing down content for Pokerstars, which is in violation of Net Neutrality policies.

I have been using the desktop application for Pokerstars.bet (formerly Pokerstars.net) for a few months now during the COVID-19 crisis. My friends and I even set up home games so we have have fun tournaments between each other.

Recently, the there have been serious issues with Pokerstar.bet network connectivity. However, what is most alarming occurred during one of our "Home Games" last week when we discovered the only ones having serious issues connecting to (and staying connected to) the Pokerstars network were those with AT&T internet service. Other members of our party with other ISPs had little to no issues.

Issues with connecting to Pokerstars (website & desktop application network) continue today, even though all other websites I go to (google, facebook, youtube, etc.) are all functioning at normal speeds.

Ticket: # 4099665 - every day multiple disconnect with internet from Optimum

Date: 7/20/2020 7:52:03 PM

City/State/Zip: Torrington, Connecticut 06790

Company Complaining About: Optimum

Description

In March I began working from home due to the COVID-19 virus and every day between 12:00 pm - 7 pm my internet would disconnect multiple times through out this period of time causing my remote connection with work and my clients to be disconnected, many times while I was on the phone with them.

Ticket: # 4099708 - Carrier unable/refuses to honor advertised pricing.

Date: 7/20/2020 8:27:39 PM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sprint

Description

\$25 Sprint Kickstart Prominently advertised and promised at point of sale was not honored. The \$25/month "Kickstart NR" rate plan was prominently advertised on electronic marquee in store and online. Advertised pricing and oral agreements have force of law in the state of Texas. Somehow my sale was transmuted to an unrequested \$35/month rate plan I did not agree to at the point of sale. At no point during the point of sale was it conveyed to me verbally or via legal copy on an unintelligible/degraded point of sales terminal that I was not acquiring \$25/month "Kickstart NR" rateplan. Only after the point of sale did it become apparent that something was wrong. I had no recourse after at the point of sale and Sprint withdrew the advertised rate plan the very next day on July 12th, 2020.

I have tried to acquire this rate plan dozens of times since March 2020. Various failures of the exclusive merchant, online sales portals, telesales, and Sprint have resulted in undue pain and suffering and excessive exposure to retail stores during a pandemic national emergency. All of this is documented and will be exhibited in a formal FCC complaint if necessary. I have been lied to by Sprint representatives several times in recent months; I intend to air this in public if an informal complaint is unsuccessful.

I brought this error to Sprint's attention on July 13th, 2020, well within the buyers remorse period. An internal escalation promised by Sprint representatives resulted in no action.

Sprint should have documents too of several calls to customer service. This informal complaint MUST result in the restoration and backdating of \$25/month "Kickstart NR " to July 11th, 2020 on the affected phone line or this WILL escalate to a formal FCC complaint. I will not dismiss the possibility of small claims court action in Angelina County, Texas; oral contracts have the force of law in Texas.

Sprint should take this complaint very seriously.

Ticket: # 4099764 - Suddenlink Internet

Date: 7/20/2020 9:11:27 PM

City/State/Zip: Lake Havasu City, Arizona 86403

Company Complaining About: Sudden Link

Description

Have connections issues with our internet. They are trying to blame it on the heat and COVID. It gets hot here every summer and we had no issue last summer. This'll the internet provider Suddenlink needs to keep the equipment up to date and in good working order so people don't lose connections.

Ticket: # 4099774 - WBRE/WYOU Over the Air Signal

Date: 7/20/2020 9:22:46 PM

City/State/Zip: Bethlehem, Pennsylvania 18018

Company Complaining About: Nexstar/mission

Description

For years I had very little issues picking up their signal long with WBRE. At the beginning of July, either July 1st or July 2nd, WYOU moved to their new frequency on RF channel 12. After the switch I can no longer pick them up at all despite having a large outdoor antenna cut for high VHF. The social media the stations reported the incident but later said the issue was resolved. However, it is not at all based on my situation and the dozens of other people on Facebook. I've installed several antennas in the area and most of my setups lost both stations including one right in Duryea. This situation needs to be investigated. The consolation of these two stations, lack of planning, and updates to the public has left a lot of the market without access to important local news and information in a pandemic.

Ticket: # 4099777 - Billing Issue

Date: 7/20/2020 9:26:42 PM

City/State/Zip: Stratford, Connecticut 06615

Company Complaining About: Optimum

Description

I worked at optimum and was given a benefit to receive a package for \$5.32 per month. My department was recently laid off due to covid and I was not given any information on this service. I figured I would receive a communication from the provider if my bill would raise. I was billed \$5.32 after I was laid off and figured my benefit continued since I was not fired. The month after I was randomly charged a bill of \$311 without warning. I have spoken to many reps giving me the run around. Supervisors are disconnecting my calls and I have been fighting this since I received the bill. I was told I can't cancel the service until it is paid. Please help me to get this bill cancelled due to my unique circumstance and lack of communication that my new charges would be so high. I agreed to \$5.32 not \$311. Because I was laid off, I can't afford to shrug this off and pay it.

Ticket: # 4099791 - ATTUverse early termination fee

Date: 7/20/2020 9:35:48 PM

City/State/Zip: Walnut Creek, California 94597

Company Complaining About: AT&T

Description

I subscribed to ATTUverse, a promotion, agreed to keep service for 1 yr. early termination fee if I cancel service within the 1st yr. Service began 1/29/20. Problems began in March, when Covid shutdown. I kept losing my service, can't count the times I had to reboot, wasn't able to speak with anyone by phone, a recorded message a 2 hour wait to speak with a representative. Finally a 13 minute conversation on my cell trouble shooting with an agent, unresolved, he promised to send me a new box (DVR box) it never came. calling again, couldn't get through, 4 mos later 5/29/20, I cancelled service. I have a demand "final notice" invoice to pay an early termination fee of \$215.35. I never got the service promised, most of the time I didn't have service, the package also included landline and internet, much of the time the internet was down and no phone service. I've had cell service with ATT for 15 years. I tried signing onto my account, it won't let me in. Cant do an online chat, tied calling, after virtual assistant and multiple attempts to speak with an agent, I gave up once again.

Ticket: # 4099821 - Comcast Xfinity Service

Date: 7/20/2020 9:59:34 PM

City/State/Zip: Levittown, Pennsylvania 19056

Company Complaining About: Comcast

Description

Intermittent internet connection (disconnecting every hour to hour and a half for about 5mins, the entire 2 weeks I've had Xfinity) despite at least 3hrs or more on the phone with tech support, a replaced modem, and a field tech coming out to check outside fixtures and equip (I'm not even sure he did actually anything, as he was out of line of sight for the entire duration of the service call).

I believe Comcast is using COVID-19 as a scapegoat for not completely solving my issue as I've been through the revolving door of their tech support telling me we have to go through the same troubleshooting options (despite it not solving the issue prior) to even schedule a tech to come out due to COVID.

I'm not entirely sure what can be done to solve the issue, but I feel as though I've exhausted my options within reason, that Xfinity (comcast) is not exercising due diligence in solving my connection issues, and that without outside intervention I will continue to have this problem while I am a paying customer with them.

Ticket: # 4099845 - Internet Access

Date: 7/20/2020 10:34:26 PM

City/State/Zip: Harvey, Louisiana 70058

Company Complaining About: Comcast

Description

My daughter rents a condo in Shreveport with two friends. The girls are in Medical school and with COVID-19 causing them to remote learn, internet access is important. The landlord gave the girls permission to contract with Xfinity/Comcast which is the internet provider that my daughter used when she lived on her own. We paid for her internet. There is another condo unit in the complex that has Xfinity and was happy with the service there. My daughter transferred her Xfinity account to the new residence and Xfinity came out and ran the line for internet the next day but did not bury it. The HOA President said that the Xfinity cable could not be there and gave us no chance to rectify the situation before the HOA president and came out and unplugged the wire from the unit. Cutting off their internet. The HOA said that the girls could not have Xfinity internet even though another unit already has that service. The HOA president recommended the girls go to Starbucks and use the free internet.

Ticket: # 4099855 - At&t universe and internet

Date: 7/20/2020 10:44:11 PM

City/State/Zip: Sacramento, California 95825

Company Complaining About: AT&T

Description

Once again I have charges to my old AT&T universe and internet after my account ended. I tried to contact At&t concerning equipment return the letter they sent me had two pieces of AT&t equipment and I have three so I try to contact him concerning the third piece of equipment to find out that I owed them more money since I had paid them up I was very confused but like always if you don't pay your bill he won't talk to you they'll tell you to go online to your account which is I can't get through on either to find out what's going on about why I was being charged or I could not talk to him about the third piece of equipment that I had that need to be returned unless I paid that money did I do not feel like I owed since my account had ended. I also need to talk to him about one of the pieces of equipment where someone that was broken if they were well aware that was broken the reason why I cancelled the account because this has happened more than once since the first year. but after I had to sit here and listen to the pandemic speech and how they were there for everybody how you didn't have to pay your bill right away excetera excetera excetera I could not get through unless I paid him some money to talk to them concerning their equipment that they were well aware of that was not working that I was sending back nor a third piece of equipment it was not listed in the letter. I would like to resolve all this all three pieces of equipment was returned choice shipping provider dropped off I would like to know why I was being charged for sayings after the cancellation date due to bad service and why nobody would call me back concerning a broken equipment it was such a big problem if they were not sending AT&t technician to my house to find out what was wrong with it the reason why everything was cancelled I did pay a month so that's why I'm quite confused but since I can't get through you need somebody to mediate between this account. We need to figure out what chargers have been why I cannot speak to att I have no idea what they are need to come to a satisfactory end after 15 years being a great customer I am really upset of way I was treated since January 2020

Ticket: # 4099912 - no working service or resolution from Xfinity for my caption phone line, tv, and internet

Date: 7/20/2020 11:33:09 PM

City/State/Zip: Port Saint Lucie, Florida 34983

Company Complaining About: Comcast Xfinity

Description

I am deaf and need my caption phone to live. for the past 10 days when I call out no one can hear me on the other side. there is static . Exfinity only offers online restart of modems and does not offer having a tek coming to the house to find the problem!!! they do the same t hing over and over. Restart, plug and unplug..they blame Covid. you cant even go to their store as they tell you they have closed them. I work from home and my compute has been out as well as our TV!!! this all for the past 10 days!! They bill you but OFFER YOU NO CREDIT FOR THE TIME OF NO SERVICE. how can you allow this company to operate??? My life depends on my caption phone, as I cannot talk on cell....I need words to hear. I am crying everyday out of distress of what to do. I am a senior and they are not offering any help other than talking on a cell with my husband with a person he cant understand who is foreign and cant hear them either.....they dont answer their chat lines, emails,facebook messenger accoutns. they have left me high and dry. PLEASE CLOSE THEM DOWN UNTIL THEY STOP DOING THIS TO PEOPLE. I NEED MY PHONE TO SUPPORT MYSELF. They need to have a tek come to my house to FIND OUT WHAT IS WRONG WITH ALL MY SERVICE. please do not attempt to call,, as I cannot use the phone which is not working. Email only. hopefully i will see it when my internet sporrratically works....

Ticket: # 4099935 - Tiers being throttled and blamed on coronavirus usage

Date: 7/21/2020 12:02:07 AM

City/State/Zip: New Orleans, Louisiana 70119

Company Complaining About: Cox

Description

I have kept the 300mbps download/30mbps upload tier for years now. I was forced to in my opinion downgrade during the pandemic to a 500mbps download/10mbps upload tier for a period of 2 months without asking me. Today is July 20th and I was emailed that I was given the option to CALL to have my old plan back, so I did. After numerous speed tests I am NOT getting the tier I'm paying for, download was never an issue before. I was consistently getting 330mbps download/ 33mbps upload, most of my usage is overnight when most people are not utilizing the network. To blame my neighbors usage as a reason to limit everyones speed is a terrible business decision. Upgrade your network to handle the traffic, don't blame the pandemic that more people are using upload speed for webcam usage which uses approximately 2mbps per camera. I want the speed I'm paying for, today I'm receiving around my rated download speed of 300mbps but my upload is ATROCIOUS, I'm paying for 30mbps and receiving less than half or 15mbps consistently. I have upload numerous speedtests connected directly via ethernet to the modem, an Arris CM8200, the fastest modem available today. FIX YOUR PLANTS COX!

Ticket: # 4099948 - Tmobile

Date: 7/21/2020 12:20:17 AM

City/State/Zip: Carrollton, Georgia 30116

Company Complaining About: T Mobile

Description

I was a customer of T-mobile I was told by the customer reps that if I paid my devices off that I would own them out right. I decided to cancel services

w/T-mobile because during pandemic the bill became so outrages when my job put me on furlough. One of the reps for T-mobile advised me to pay off my devices to lower the bill, as I was paying installments. I did exactly as the rep asked she informed me that I would own all my devices, and Tmobile would unlock the all. I also had 2 tablets in which I paid \$126 to own the devices, as so my part-time business would not suffer during this trying time, as I explained to T-mobile. The manager Patricia employee ID 449278 told me the devices would be unlock even with them knowing the acct status etc. She stated that because the Rep took my my money, and agreed to override status, and unlock my devices 2 wks ago there were 2 Alcatel number ending in (b) (6)

(b) (6). They were never unlocked. I am asking that they unlock the devices I paid for.

Ticket: # 4099984 - Customers service and billing

Date: 7/21/2020 4:48:28 AM

City/State/Zip: Seymour, Tennessee 37865

Company Complaining About: AT&T

Description

I constantly have a problem with AT&T. First they lied to us in order to get their service. And now they are not helpfully when it comes to paying the bill. Every since I've this service I pay it at the end of the month. For some reason this month their system set it for the 18th, I couldn't make the payment tried to call and have it pushed to the 28th and they claim their system won't allow them to change it. I asked for a supervisor or someone who can over ride the system they claim there is no one who can. So they are going to disconnect our service. I am a disabled veteran and this is my only line to be able to get in touch with the VA if needed and my wife is unemployed do to the pandemic her phone is the only line she has to look for work

Ticket: # 4099993 - Verizon is blocking paid service every 5 months

Date: 7/21/2020 6:03:58 AM

City/State/Zip: Harrisburg, Pennsylvania 17111-6843

Company Complaining About: Verizon Wireless

Description

Hi, Every few months for at least the past two years my cell phone signal is degraded and the service begins to drop calls that are made from the same location where I have never experienced poor signal strength, my home. This signal degradation lasts a few days in a row before reverting back to a reliable signal strength with no dropped calls.

Beginning in September of 2019 Verizon Wireless began blocking my phone's ability to receive or send multi-media (picture & video) messages. The only way I discovered the issue is because someone asked if I had gotten messages they sent when I did not reply. On September 14, 2019 I spent 18 minutes on a call to Verizon Wireless to have the issue corrected. Then the issue reoccurred on February 17, 2020 five month later. I then spent 16 minutes on a call to Verizon Wireless to have the issue again righted. Now yesterday July 20, 2020, again five months later my ability to receive or send picture messages has been blocked by Verizon Wireless. I attempted to call their customer service at 9:24 PM EST but they have limited hours of operation due to the pandemic and were closed. I will contact them later today but I should not have to call back every five months for them to unblock services I pay for.

Verizon Wireless is degrading my signal strength every few months and blocking paid features every 5 months in an effort to force me off of my flip phone and old calling and messaging plan. Order Verizon Wireless to stop messing with the services I pay for monthly.

Ticket: # 4100109 - Charter billing dispute due COVID-19

Date: 7/21/2020 9:07:46 AM

City/State/Zip: Watkinsville, Georgia 30677

Company Complaining About: Charter

Description

Consumer stated due to the COVID-19 agreement her carrier was not supposed to disconnect her service.

Consumer stated her service was disconnected on 7/21/2020

Consumer stated she didn't know she needed to sign-up to be in the program

Carrier told consumer because she didn't ask to be in the agreement they will not turn her service back on without payment

Consumer would like her service restored and a credit for the disconnection

Ticket: # 4100118 - robocalls from spoofed/fake numbers

Date: 7/21/2020 9:11:57 AM

City/State/Zip: Brandon, Mississippi 39042

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs, Byhalia and Ashland, MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. I recieved (and filed a complaint for) a recent call identified as coming from Indian Spring, NV. For the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated the call came from a wireless device with a rate center in Aberneen, MS. This number called me three times in one day.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected. Today, I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to communicate directly with the sender, and at least gain their assurance that they would not contact me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4100148 - Billing/Availability Issues

Date: 7/21/2020 9:29:14 AM

City/State/Zip: Dover, Delaware 19901

Company Complaining About: AT&T

Description

Consumer said she has not worked since March 13 and went back to work 3 weeks ago

Consumer said she got a paycheck for \$100 and gave it all to AT&T Mobility

Consumer said they shut off her services and did not offer to do a payment plan

Consumer said she can go to her sisters that tested positive for covid-19 and does not want to get sick or get anyone else sick

Consumer just wants her services turned back on and defer the past balance of \$800 and she can pay current balance with a payment arrangement for the back balance

CTR402

Ticket: # 4100224 - Modem Location

Date: 7/21/2020 10:18:55 AM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

Hello,

Due to Covid and I will now be telecommuting.

My modem is currently in the kitchen and because I deal with HIPAA information and have conference calls daily I need to work with a wired internet connection and in a room with a door for privacy.

I was advised by a Comcast technician that due to Covid , reinstalls were not being scheduled for their safety.

The coaxial cord simply needs to be wired from the outside of the house and into the room upstairs. There is no risk in running a coaxial cord outside of the house and drilling a hole into the wall so I can connect it.

I am dissatisfied with Comcast's attempt to resolve this issue. Due to Covid , several customers will now be telecommuting and this issue may happen often.

I spoke to a manager at Comcast and was advised to hire a third party to run the wiring .

That is not acceptable. If Comcast is going to give partial customer service due to Covid then they should charge partial pricing as well !

Sincerely,

(b) (6)

Ticket: # 4100317 - AT&T Issues

Date: 7/21/2020 10:48:57 AM

City/State/Zip: Acton, Massachusetts 01720

Company Complaining About: AT&T

Description

AT&T is violating FCC guidelines. He has been on the phone with them for Hours. They did a no notice shut off. They shut him off 1 week ago. He is still isolated due to COVID. He did not get proper notice. Number Porting; AT&T gave false information about Porting.

Devices which are purchased and paid off; AT&T refused to unlock these devices because he has a balance with AT&T. Resolution the caller is seeking is he wants AT&T to release his devices as he has paid for them and he does not intend to pay his owed bill due to their disconnection without proper notice; he issued a Formal Dispute on that amount. He also feels that AT&T is extorting their customers. ***CTR386-phone***

Ticket: # 4100338 - Billing Complaint Without Services Rendered**Date:** 7/21/2020 10:54:22 AM**City/State/Zip:** Norwich, New York 13815**Company Complaining About:** Frontier Communications

Description

I rent a space within The Eaton Center located at 19 Eaton Ave, Norwich, NY 13815. On or about the 1st of April, 2020 I contacted Frontier Comm. online to request a streaming internet service at the location on Eaton Ave. A work order was processed and a router was sent for provide service to my room. Because of Covid restrictions my landlord requested that I was to notify him or be available in person to allow the installer access to the building and to the area where the line came into the equipment room within the building. No one came as scheduled. I contacted frontier with the no show and a couple days later I received a call from the local installer saying his employer Frontier) was not allowing any work within homes or buildings due to pandemic concerns for employees. I once again contacted Frontier and through layers of their call center and 2+ hours of going from dept to another they seemed to understand until another month when Bill time came around, and I would call about the charge and they insisted I had service . I went to the studio, the router there in the box, I open thinking it's wireless or something...it's not! It needs an connection to something! I call tech support .. they agree, no connection. I repeat with call to the company, basically same run around. I call the manager of our building , he says no one has been in to connect or request to connect to my room. I contact Frontier to explain, I'm talking to a call center in Asia, they don't know COVID , they follow a script. In the meantime they call send emails , want me to pay my overdue balance. I sent my router back, cancelled my account, and they continue billing and treating this as an active, delinquent acct for almost 5 months with no opportunity to speak to a U S employee to straighten this matter out and a demand to pay "this months " outstanding balance of \$196.00. I have yet to return to my business due to Nys and local restrictions re: COVID-19.

Thankyou for allowing me to express my concern and frustration with this matter with Frontier. I requested service the end of March2020..I did not and have not had service installed in my studio, I do not wish to continue doing business with a company who housed their headquarters and provided great service to our community.

I appreciate your attention to this matter .

Very Truly yours,

Ticket: # 4100437 - Sprint Cell Phone

Date: 7/21/2020 11:25:14 AM

City/State/Zip: Columbia, Missouri 65203

Company Complaining About: Sprint

Description

I contacted Sprint about an ongoing service issue that they are not able to resolve. I asked to cancel our service due to the inability to provide a consistent working service. I was told I could but I would be charged in excess of \$1800. In an ongoing pandemic, working service is vital and all we want is to move to a new carrier but cannot afford \$1800 to do that.

[Ticket: # 4100535 - Ability to reach customer service at Century link for internet technical issues](#)

Date: 7/21/2020 11:49:52 AM

City/State/Zip: Woodbury, Minnesota 55129

Company Complaining About: Centurylink

Description

On 7/18/2020 I had no internet service and I tried calling 5 different numbers on the website only to be automatically disconnected saying that I had called after hours even though their website clearly states they have customer service on Saturdays from 9-5. It took me 2 hours to get a hold of a human and 3.5 hours to fix my problem. How is that acceptable? There is no reason it should take 2 hours to get help. Century Link is notorious for their lack of providing adequate resources to help with technical issues. In this pandemic and the need for greater reliance on internet is critical - they need to have staffing in place to support the increased need.

Ticket: # 4100537 - Persistent Unwanted Calls

Date: 7/21/2020 11:50:06 AM

City/State/Zip: Colorado Springs, Colorado 80904

Company Complaining About: Unkown But A Mobile Number

Description

+17193414791 is pushing covid-19 scams saying the IRS is demanding payment and asking me for personal information. I did not receive a payment for economic recovery as I don't qualify. That's how I know it is not true. Once when I called back the number I was greeted by someone saying that they have a COVID-19 cure.

Ticket: # 4100596 - Internet accessibility

Date: 7/21/2020 12:04:37 PM

City/State/Zip: Newbury, New Hampshire 03255

Company Complaining About: Consolidated Communications

Description

We have been trying to get internet access since we moved to this address in February which has involved contacting every service provider only to be told that Consolidated Communications is the only provider for our area. Consolidated Communications states that even though their lines go to our house that they have no room in the box to provide internet to us and that all they are required to provide is phone service, which I have purchased from them. I was informed by several Consolidated Communications engineers that there is a completely empty VDSL box attached to the telephone poll on our property and that all the company needs to do is turn it on since the lines have already been run so they recommended calling every few weeks to request it, which I have been doing since February. This issue has been compounded by COVID as we have three school aged children who have not been able to participate in remote learning and I am also unable to work from home due this so I have had to be furloughed from my job as well. I have tried to no avail to let the company handle this situation however, every time I contact them even asking to speak with supervisors who may be able to provide more information, I am told there is nothing they can do, they have no information on when or if that box will be activated, and my only option is to continue calling back monthly to "Check."

Ticket: # 4100786 - VERIZON AND APPLE - HORRIBLE TREATMENT AND ISSUES**Date:** 7/21/2020 12:41:42 PM**City/State/Zip:** San Diego, California 92109**Company Complaining About:** Verizon Wireless

Description

Hello,

I've never left a complaint on here but my lawyer and mom insisted I do. I dropped my phone "just right" on Friday leaving the screen black and un-viewable. I went to a Verizon store in which they gave me a number to call (from a broken phone) and wouldn't call for me. I live alone now since my husband passed away and ended up having to use my neighbors. When I did that I sat on hold for 4 hours, and was told by Verizon that my Apple ID was locked because I never entered a verification code... The same verification code the stupid Verizon website insisted on sending to my UNVIEWABLE phone. So then I was transferred to a manager at Apple where I was then cussed out since I was crying, and they told me that I would be unable to have a working phone number until 8/1 since "I fucked up" (which I didn't.. they did). THEN Saturday comes, I do the same thing, was given the same number to call, nothing worked. All I wanted to do was pay for an upgrade or get a phone overnighted to me since I pay insurance monthly on my bill for that to happen. They told me I would have to wait until COVID was over.... Sunday comes around, same shit, different phoneless day. I got fired! So that was cool. I was fired due to neglecting customers that I need a phone to talk to on. Monday rolls around after my mental breakdown, I walk 4 miles to the store seeing as how I do not have a car (I'm alone with no phone, internet or car), and the woman at Verizon insists I pay \$267 for an upgrade "because they can't help me get anything overnighted since that has to do with Apple". So I go to an Apple store and they tell me, "We can't help you with that because that goes through Verizon Insurance". SO I walk back to the Verizon store, end up paying money I shouldn't have to pay for an upgraded phone (it's the same exact phone, I just need a working one, nothing fancy at all), and the woman refused to activate it for me. Instead she wrote down instructions to activate it at home and treated me like dirt. I get home, activate it, and it deletes my entire account. My old boss, my family and friends state that my number isn't even a working number anymore. I am now on day 5 with no working phone and have paid so much money and time, lost my job, in order to have this resolved and STILL NOTHING. I have never been treated so horribly by a company, both Apple and mainly Verizon, and I don't know what else to do. Anytime I ask for a manager or ask kindly for more assistance I'm treated like trash. All I want is a phone, it shouldn't be difficult. I dropped it on accident and pay for insurance thus leading to a replacement, yet why am I on day 5, with swollen eyelids, been cussed out by representatives and had my phone disconnected due to being given the wrong activation instructions? Thank you for reading my complaint. I am walking 4 miles yet again to the store today in hopes they will REPLACE THE REPLACEMENT and activate it in store with no trouble, yet since this has been my ENTIRE week of frustration dealing with only them, I'm not feeling too optimistic. Thanks again and I hope to get money back and some resolution from this after it's investigated. I'm honestly in shock from how ridiculous this has gotten.

Ticket: # 4100848 - Lack of Service

Date: 7/21/2020 12:53:34 PM

City/State/Zip: Nashville, Tennessee 37206

Company Complaining About: AT&T

Description

Consumer was set up on a payment plan due to the COVID issue.

Their website and printed materials claim they are working with customers during this pandemic.

She recently paid the second of three payments, but they cut their service off.

Now they refuse to turn her service back on until she makes the third payment which is not due until the end of the month.

Consumer does not have the funds available right away and asked that we file a complaint for her.

CTR412-phone

Ticket: # 4100884 - Unable to get service through new fiber fed remote terminal

Date: 7/21/2020 1:06:05 PM

City/State/Zip: Gobles, Michigan 49055

Company Complaining About: Frontier Communications

Description

Dear Federal Communication Commission,

Frontier Communications is providing sub-par internet speed to my address. My current internet speed according to the Google Speed test is 1.07 down and .43 up. I am currently paying for 3mbps service. This speed is unacceptable in 2020, especially with the current global pandemic requiring online classes in the fall 2020 semester. Recently they have installed a new fiber-optic fed remote terminal at the end of my road but are refusing to move my service over to it. They claim that the box can only provide service to the first couple of houses near it because of the way that the phone lines are laid out. They will not send an engineer out to see what needs to be done to get our service moved over to it. I have contacted their customer support using their live chat multiple times. The first time they gave me a support ticket from 2010 and said someone would contact me to investigate it, they never contacted me. The second time they said they would move us to a new port and said if this doesn't fix it there is nothing they can do. I am writing this letter because I would like the Federal Communication Commission to pressure Frontier Communications to send out a technician and move our service over to the new remote terminal.

From,

(b) (6)

Ticket: # 4100887 - Unfair billing practices by Verizon Wireless

Date: 7/21/2020 1:06:32 PM

City/State/Zip: New York, New York 10016

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has repeatedly billed me for international calls, which I did not make. I have called the company twice and on a recorded line been assured by associates that international calling features on my phone had been blocked, but continued to receive international calls billed to my account after the fact. Verizon justifies this practice by saying they sent a notification message regarding international calls. This "notification" is blatantly misleading and contradicts previous text messages confirming international calls were blocked and contradicts what Verizon Wireless employees told me on a recorded line. Verizon Wireless is using the opportunity created by COVID to fraudulently overcharge customers for calls they could not have made.

Ticket: # 4101038 - Service/COVID-19/ Service interruption

Date: 7/21/2020 1:33:26 PM

City/State/Zip: Piermont, New York 10968

Company Complaining About: Optimum

Description

(b) (6) is having problems with her bundle package. Consumer states that she has always lose service but for the past three months this has been very consistent. Consumer states that they have been with no service most of the time for the past three months. Consumer states that she has call the company plenty of times and they have changed all the hardware of the house and she is still having problems on reception and transmission. Consumer states that she needs a reliable service and not even the landline is workable. Her internet goes down very often in the middle of the COVID-19. Consumer states that she stays in home for the well begin of other and she does not have any communications. Consumer needs her the service to be repair immediately. Consumer wants a discount on her billing for all the time that she was with no service into her bill. Consumer wants a compensation for all these problems that has cause to her during these three months that she was with no reliable service. This is also affecting two of her neighbors that live in the area. She is not the only one and they keep charging her like if she is getting the full service.

ctr408-phone

Ticket: # 4101263 - Cox did not restore speeds as they committed to

Date: 7/21/2020 2:26:34 PM

City/State/Zip: Ladera Ranch, California 92694

Company Complaining About: Cox

Description

On 7/20 Cox sent me the letter below stating I have to CALL IN to restore my plan to my speeds pre-COVID (they temporarily significantly reduced upload speeds for all customers). I called in and the rep (Alex) completed work order #(b) (6). She said there would be NO CHARGE or change in my fees and that the speed should go into effect right away. I reboot modem with her on the phone and she said my new speed should be corrected (restored to 300Mbps/30Mbps). She then said new "ultimate" package had to be applied that's included in my HOA that is actually 500Mbps / 30Mbps. I rebooted my modem and still 500Mbps / 10Mbps speeds. She advise that I wait 24 hours.

On 7/21 at 11AM PT, my modem rebooted. I ran another speed test... still 500Mbps / 10Mbps. My speed not restored to 30Mbps upload as it should be.

- 1) Cox didn't just restore our speed, they put burden on customer.
- 2) This is veyr disappointing that I spent ove an hour on this and still not resolved.
- 3) I am veyr nervous given Cox's history with similar issues that I am going to be billed for something that I shouldn't.

LETTER FROM COX RECEIVED 7/20:

As part of our Coronavirus response, and as more people began working and learning from home, we reached out to let you know that we adjusted your speeds to 500 Mbps download/10 Mbps upload.

Your original Internet plan gave you 300 Mbps download/30 Mbps upload speeds. If you're liking your new speeds, you don't need to do anything—they'll stay right where they are. After July 15, if you want to return to your previous speed tier, we'll happily move you back. Give us a call at 844-382-6754.

Ticket: # 4101330 - Billing

Date: 7/21/2020 2:43:20 PM

City/State/Zip: East Elmhurst, New York 11369

Company Complaining About: Verizon Wireless

Description

she states that Verizon is provider

she states that Verizon cut her phone off before she received the bill

she also stated during the pandemic they started mailing out paper bill

I will file the complaint for her

Ticket: # 4101335 - 3mg internet speed

Date: 7/21/2020 2:45:35 PM

City/State/Zip: Valley, Nebraska 68064

Company Complaining About: Centurylink

Description

I live in Nebraska, right outside of Omaha where my property backs up to a major highway. The only speed I can get is 3mg from Centurylink and it is not reliable. I work from home full time and my children will probably have to do school from home due to the pandemic. This is not possible on the speed I can get from the only provider that comes to my area.

Ticket: # 4101386 - Covid-19 Assistance Availability Inquiry

Date: 7/21/2020 2:54:54 PM

City/State/Zip: Hirman, Georgia 30141

Company Complaining About: AT&T

Description

From: (b) (6)

Sent: Monday, July 20, 2020 4:14 PM

Subject: Questions regarding assistance

I'm not sure if I'm contacting the correct person so hopefully you can assist me. I've been out of work for several months due to the virus and I'm having a hard time finding work. I have a 3 year old son and I've run out of savings. My cell phone has been shut off and some of my bills are behind. Would you have any contacts for assistance with my cell phone bill? I can't provide my resume when I don't have a way for someone to contact me. I've never been in this situation before so I'm not sure who to contact.

Thanks for your help.

(b) (6)

Ticket: # 4101416 - No internet

Date: 7/21/2020 3:02:10 PM

City/State/Zip: Liberty, North Carolina 27298

Company Complaining About: Spectrum

Description

With our school system being all online now because of Covid-19, we really need reliable internet. We are in a red area for both spectrum and at&t, even though there is service within a few feet of us. We currently have HughesNet but it is slow and unreliable. The kids use my phone hotspot but once it gets to so many mb, it slows down to almost nothing. When we call either of them, they keep sending us to different departments. Please help us!

Ticket: # 4101461 - Cox Communications Internet Speed

Date: 7/21/2020 3:11:22 PM

City/State/Zip: Pheonix, Arizona 85042

Company Complaining About: Cox

Description

The consumer states that due to COVID-19 she understates that a lot of people are on the internet but this speed issue should not be happening.

The consumer pays for a certain amount of speed and once it exceeds a certain amount the speed slows down.

The consumer states they sent out a technician today and they said that the wiring is wrong and he moved some equipment but soon enough the issue came back.

The consumer states that they are not getting even half of the internet that they pay for but yet they expect the full payment of they will shut her service off.

The consumer states that she is paying for her own router and modem and they shouldn't be messing with her equipment.

The consumer needs reimbursed for the inconvenience on the issues she is experiencing.

The consumer needs her internet fixed as soon as possible and needs the credit or reimbursement.

CTR-415

Ticket: # 4101615 - Bundled service

Date: 7/21/2020 3:40:55 PM

City/State/Zip: Mckinney, Texas 75069

Company Complaining About: Spectrum

Description

Spectrum is consumers provider for TV and landline. She used to have the sports package for \$5 per month. Package should include channels 300- 370. She cancelled this package in March due to the pandemic as she could not afford it.

She called yesterday to add sports package back. She was told they could add the same package she had for \$5 per month. She states provider is offering this package on brochures as well.

Consumer states the package does not contain channel 306 or 316. Consumer wants Spectrum to provide the channels 300-370 as agreed and offered on their brochure for \$5 per month.

CTR 392-phone

Ticket: # 4101662 - false advertisement not honoring what was promised**Date:** 7/21/2020 3:51:15 PM**City/State/Zip:** New York, New York 10038**Company Complaining About:** T Mobile

Description

On the week of July 12 and on the date of July 17 . I walked into T- mobile on 3780 Broadway & 157 st

store 9314 DCA License #1340636-DCA

DCA License #2003782-DCA

I asked about switching My Buisness KUBEMAS PHONE LINES from Sprint to T-mobile I Specifically went into detail that I wanted to switch my business phones from Sprint to T-mobile . I asked about the price I was quoted at 130.00 for 3 lines taxes included a month. I asked if they would pay off my phones as part of the promotion . I was told on both dates by two separate agents Chris R. and Will ,while their Retail Associate Manager Hector Castillo was present in store and asked if they would pay off my phones and I could keep my existing phones? The response from all 3 was that yes. I could up to 650\$

I was told to bring in my EIN number for my business my ID my last Sprint bill to see how much of the equipment was owed and 93 \$ for activation fees. I was told once my numbers where ported They could not be ported back to Sprint so was this what I wanted to do ? I said yes left the store came back on July 17 with all my info and the process took place. I was taken off Sprint and was now a T-Mobile customer.

It was late after 8. so I was asked to go home and finish the process for paying off my phones or come back the next day.

On The 18 I went back to the store and this tme spoke to Chris R. again. I told him I had been there the day before. I was sorry I missed him from prior that week where he specifically told me every item I needed to switch from one carrier to the other .But that the process had been done .Except for the part of sending my bill and getting my phones payed off.

Chris then sat with me and we tried starting the paying off the phone process, Chris had trouble making it happen via internet and so He went to the back to speak to Hector Castillo his manager. He explained that this was the promise.

I was told they where getting their district manager on the phone to see what could be done. Not really sure why they could not pay off my phone as they met the requirement of under the 650 per phone. Chris promised to call me on Monday because the District person was not picking up the phone.

Monday July 20 Chris gave me a call as promised to tell me that after discussion with the district manager they could not pay off the phones but would give me credits towards my bill. To equal the amount that they would pay for each devices . I could pay off the phones. Or they could just port back my phones to Sprint. Something was told they could not do in the start they said once the numbers where ported they could not be ported back. But thats not the issue. I do not want credit towards a bill I have not even made yet that was not the agreement . I wanted all my phones payed off. As I was promised .

We are in the middle of a pandemic . Not everyone has that kind of money available for phone device payments and two they are now messing with my business credit rating . Which is unacceptable. I switched under their promise which was checked on by 3 different agents at the store before I MADE THE SWITCH . This is total false advertising and now I have Sprint contacting me about the devices.

which would affect my credit. I know this is against the law. I Was promised one thing then after switching I was Lied to. Chris said well that was what they where offering or he could port back my phone numbers. UNACCEPTABLE and against the law. The promise was to payoff 440 dollars I BELIEVE ON THE 11 phone and what was owed on the Xs-max end of lease.

Ticket: # 4101719 - billing issue

Date: 7/21/2020 4:03:44 PM

City/State/Zip: Apex, North Carolina 27539

Company Complaining About: AT&T

Description

Go to cancel my service with Uverse and they say that i will be charged through august 18th. I explained to them I could no longer afford the service and want it disconnected today b/c I could no longer pay for the service. They said they could not prorate my bill. I have been affected by COVID19 and am trying to cut all of my bills that was the first one to start with. They expect me to pay for an entire month of service even though I canceled service today.

Ticket: # 4101780 - Automatic Billing without my permission

Date: 7/21/2020 4:17:31 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

I paid my Comcast bill for 3 months by credit card as I was stuck in the UK due to Covid 19. I made a payment by cheque June, upon my return, only to find Comcast had automatically charged 2 months to my credit card without my permission. I had NOT signed up for automatic payments NOR for electronic billing. It is NOT their credit card to use as they wish.

An acknowledgement and apology that they broached privacy rules would be appreciated.

Ticket: # 4101837 - Re: [FCC Complaints] Re: Internet provider fraud Ticket No. 3890428.

Date: 7/21/2020 4:29:57 PM

City/State/Zip: Stewartstown, New Hampshire 03576

Company Complaining About: Consolidated Communications

Description

This is a follow-up to your previous request (b) (6) "Internet provider fraud"

To The FCC in regards to a prior communication-

I'm sorry this is so long but I want a record somewhere of Consolidated Communications behavior.

June 11 2020 our 768kbps internet (it's all they provide) went off and for several days I tried to contact Consolidated Communications repeatedly, without success. Each time I called music played but no one would answer the phone. I give them 30 minutes after which I hang up, then there was an CC internal disruption message which meant I couldn't leave a message. Days later, still trying, some nice lady finally pick up a phone and found that her records said we no longer had an internet account with them. After finally getting through, Customer Service said yes that was correct. We were cut of because of a Better Business Bureau complaint. BBB had emailed me saying that Consolidated would not answer their inquiries but that was ages ago. Consolidated CS said the only received it June 11 and so we were terminated. I told CC quite a while ago that I was contacting BBB and the FCC if they weren't going to give me the service I was paying for.

I spoke to the local technician late May or early June and was told that his boss informed him that they had "done all they would" and that if they got more calls I'd be cut off; so I hadn't called even when there was a problem.

He said, that even if there were no more issues for three year, the company wouldn't make back their money. He was sorry and that the problem is likely in a mile stretch of line that runs off the road and they weren't given permission to check it out. I was informed spring of last year by CC that this area of line would be moved to the road no later that August 2019 and then everything would be fine. This was in response to me saying I was going to search for another internet provider. He also thought that the higher ups were going to have to accept that their actual range of service isn't as far as they tell people. I've since discovered that the area where the trouble starts is where their lines were put underground several decades ago.

We were never contacted of this termination of service, not by email (obviously that would have had to be before cut off), not on the bill, or by phone. During a time of a COVID pandemic, I find it appalling that this company is allowed to do this. The bills were always paid - sometimes months in advance. Out of two years of paying and fighting for service, I would graciously say, that I've received about two months of it - that's combined in TOTAL. It took this company months to show up to connect the internet in the first place and because of that I specifically ask if there was any problem

getting service this far out because I would look for another carrier if there was - No problem at all! You're well in the range of service, is what I was repeatedly told.

The house wiring wasn't good enough so I installed new CAT wiring to get a stronger connection. I purchased fifty feet of it because I was told it was necessary.

I added Network Care Plus with Wireless Router (though I own my router) at \$11.99 month because of they charge so much to work inside the house. I wouldn't have bothered if the internet had every worked properly.

I was told by one of their many techs, it was very likely the cheap router CC gives out to customers and the more expensive router would help a lot, which cost more than \$80, less than two months later another tech informed me that the router was to "good" for such a slow connection and to use the old one. I want the money back, it's boxed and ready for them. It can only be used for DSL connection and I obvious will not be using that again.

Other techs and also a tech service rep said the problem could be my pc - so I tried to run updates, repairs and reinstall my OP. The slow net took me over a month and it still didn't help. The bad download crashed my computer so I had to take it to a shop and have the operating system reinstalled (losing all my apps and programs) and checked for problems \$75. Then CC cut me off as i said with no notification.

Customer service said they would cancel the last bill which I already paid.

I have just yesterday, July 20, gotten Skywire to install a connection with so many people needed service I knew it would take a while to get installed. So was unable to update you about my problems with CCI.

Sorry this was so long.

(b) (6)

"Love all, trust a few, do wrong to none."
-William Shakespeare

From: FCC <consumercomplaints@fcc.gov>
Sent: Tuesday, March 31, 2020 1:37 PM
To: (b) (6)
Subject: [FCC Complaints] Re: Internet provider fraud

Ticket: # 4101878 - Availability/Billing during Covid-Pandemic

Date: 7/21/2020 4:39:25 PM

City/State/Zip: Roanoke, Virginia 24017

Company Complaining About: Cox

Description

Consumer said he was affected by the Covid-19 pandemic and lost his job

Consumer said Cox cut his service off during the Keep America Connected Pledge

Consumer said he told them he did not have the money and they still tried to take it out of his account

Consumer said they have even tacked on late fee's and return payment fee's

Consumer said they tried to take if out of his account and the bank would refuse it, they would then take a \$50 charge

Consumer said they are saying he owes \$730

Consumer said his bill was \$96 a month and he only missed 3 months, only since the pandemic

Consumer should only owe \$288 plus taxes

Consumer just wants Cox to take all the extra charges off the balance and he would pay the \$288 plus taxes since there should have never been any late fees or return payment fee's added

CTR402

Ticket: # 4102269 - Verizon taking advantage of Coronavirus damaged business

Date: 7/21/2020 6:34:29 PM

City/State/Zip: Richmond, Virginia 23219

Company Complaining About: Verizon

Description

I contacted Verizon on multiple occasions to try to pause my business internet service which was not being used (business closed by Virginia Gov's order re: coronavirus) (contacted on 3/2, 3/22, 5/28, 6/6, 6/10/20) and was told to keep paying. Later I found out Verizon decided to allow businesses to pause their internet service, contrary to what their customer service told me. After another poor customer service interaction, I told them to cancel service on 6/10. They then charged me an additional month of unused service plus \$116.43 early termination fee after 3 years with their service, 1 year outside contract. I want Verizon to refund this money to me.

Ticket: # 4102276 - Extra Charges after Cancelled Acct.

Date: 7/21/2020 6:37:53 PM

City/State/Zip: Miami, Florida 33126

Company Complaining About: AT&T

Description

After the cancellation by phone of the acct. for just Internet service with AT&T, due to hard situation with COVID19, and after paying a penalty fee of 123.05 for early termination on April 10th 2020, with the assurance from Mr. Marco, (Agent ID MW973M) I won't receive any more charges for that cancelled acct. I've receive two letter more asking me to pay a new penalty charges with a total of \$205.80

Ticket: # 4102365 - suddenlink internet connectivity unresolved

Date: 7/21/2020 7:13:48 PM

City/State/Zip: Fate, Texas 75087

Company Complaining About: Sudden Link

Description

We have Suddenlink internet service which has been down daily for the past 3 weeks. There have been regular connectivity problems since last September. Repeated calls to customer service and home technician visits have not fixed the problem. I was told by their technician today the upstream signal amplifier needs to be replaced but the company will not replace it. This issue affects a neighborhood with 120 homes. We are not getting the service we pay for, no offer of bill credit and no resolution of the signal problem. We work from home and have 4 kids that will be in online school soon due to covid 19. We need this connectivity issue fixed as soon as possible.

Ticket: # 4102379 - Internet Service

Date: 7/21/2020 7:17:53 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: AT&T

Description

I have been doing everything I can to pay the internet service. This company is suspending my service after 10-12 Days from the date of the bill being due when the next month bill hasn't been generated yet. My service was suspended in May, June and July with no disconnection notice. The bill was due July 10 2020 my service was suspended on July 20th 2020 This is ridiculous we are in a pandemic and this company could care less about people. since this company is suspending my service 10 days after the payment is due and they have me under contract until October 2020 I want At&t to get me out of their contract with no penalty

Ticket: # 4102482 - Unresolved Billing issue - Time Warner (Spectrum)

Date: 7/21/2020 7:56:50 PM

City/State/Zip: Los Angeles, California 90077

Company Complaining About: Spectrum

Description

On 6/30/20 I made a call to my cable/internet provider, Spectrum, to discuss a billing issue. There was a line item on the bill for the NBA TV Package that I did not order. I explained to them that I do not watch the NBA, and even if I did, the season was suspended due to covid. They stated I only had thirty days from purchase (which according to their data was 2/29) to challenge the charge. I explained to both the person answering my call as well as a supervisor that no one in my house would have made that purchase, and we didn't have anyone over. The charge was split into four payments, so I offered to split the difference and pay the first two charges, if they would cover the last two since they were within thirty days of me seeing it on the bill. I have no competition (other than satellite) to switch to, and I feel they are leveraging that knowledge by not helping with what was clearly an error of some kind. I have been in good standing with my monthly payments, and I have never challenged any bill previously.

Ticket: # 4102544 - constant price changing

Date: 7/21/2020 8:23:44 PM

City/State/Zip: Corcoran, California 93212

Company Complaining About: Comcast

Description

I have been a customer for 18 years. In those 18 years the issue has been with Comcast constantly changing the bill. I has a package that was \$121.52 a month that included 175mbps internet unlimited and local channels. i was told at that time my price would not change and i was not on a promotion or contract. Then covid came. They gave everyone unlimited internet so my price dropped. I never asked to change anything. Once the free covid unlimited data went away my price shot up to 161.38! I called comcast and they could not explain why the price hike. They were willing to change my package again and i was told i am on no promotion or contract but i have heard this before. I am sure im not the only customer that they are doing this to. I want the price changes to stop. I can understand slight increases but they swing wildly. Please fix this issue, thank you.

Ticket: # 4102733 - Reducing Signal

Date: 7/21/2020 10:49:02 PM

City/State/Zip: Kansas City, Missouri 64114

Company Complaining About: Cricket

Description

I'm paying for 4G service with Cricket (ATT) every evening after 7:00 pm they reduce the signal to 2G or less

This means internet is impossible

Of course they're pushing profits tremendously, blaming "high use" due to Covid.

Conveniently, they have eliminated live customer service "after 9:00 pm"

what you get from 7pm on

Ticket: # 4102740 - Illegal Penalty fee after closing the Internet Acct. in AT&T

Date: 7/21/2020 11:01:06 PM

City/State/Zip: Miami, Florida 33126

Company Complaining About: AT&T

Description

Due to COVID19 I had to cancel an Internet service for my company in April 10 2020, I have all the names and ID of people in AT&T that helped me get cancellation which was an early termination. After I cancel, I have to pay the same day an early cancellation fee and they told me, that was all I have to pay. Now I receive a bill asking me to pay \$205.

Ticket: # 4102806 - Internet Connection Fails

Date: 7/22/2020 1:53:03 AM

City/State/Zip: Carmel Valley, California 93924

Company Complaining About: Comcast

Description

Lose internet connection daily btw c. 0930 and 1730. Xfinity. Multiple contacts with Xfinity, multiple tests, equipment replacement, no-show by Xfinity service rep, many customers experiencing similar problems around the US. Started morning of 13 July, persists to this day. No meaningful action by Xfinity. No choice of other ISPs. Worked fine for c. 9 years! I'm suspicious...Xfinity metering service to save money during covid?

Ticket: # 4102845 - Fast Internet/fiber optic

Date: 7/22/2020 6:45:32 AM

City/State/Zip: Maxton, North Carolina 28364

Company Complaining About: Spectrum

Description

Unable to get Fiber optic lines in my area. Spectrum, Blue Wave and AT &T will not even do a survey in my area. I have requested this for my Community several times since 2015. I have been told leadership consider my area a brownfield area. I have three children my oldest is in college, middle child is in high school the youngest child will be in the 8th grade. We have to leave home to perform many programs for education that needs fast internet. Our Community has only satellite Hues net that the average price a month are between \$ 80-120.00. This service is not capable of downloading many programs for education for students of all ages and many adults who could work remotely from home during this Covid 19. I am a resident of North Carolina. I live in Robeson County. My address (b) (6). Our Community and our students need help I am requesting that your assistance.

Thank You

Ticket: # 4102871 - Sprint Billing Complaint**Date:** 7/22/2020 7:44:25 AM**City/State/Zip:** Gloucester City, New Jersey 08030**Company Complaining About:** Sprint

Description

From: (b) (6)

Sent: Monday, July 20, 2020 1:22 PM

Subject: Being slammed by sprint for over FOUR years and I'm disabled !!!!

Hi I do not have a phone from sprint. They have refused to put a supervisor on the phone as I now call from a government phone., I have however been paying for a broken phone my sister purchased via mail that I did not ask for about 4 years ago to establish residency at her address when I was buying my home. I have spoken to and tried over n over to fraud Dept etc n in person. They tell me I'm not me yet keep billing me for another leased phone I do not have nor do I lease my phones ever ! Each time 6 hr calls refuse to put supervisor especisly during pandemic in fact sent to collections n judgement so I paid that with no phone at all ! They asked for my government number tell me to hold n then disconnect the lines knowing I cannot call from a phone i do not have and a broken one. I have every bill n paid this broken phone 2 yrs ago in full assuring me that I would stop be in g harassed into in not me" but I'm me to pay. I finally resolved it in dec n physically in Jan n started getting more bills slamming and blatantly lying! I have every single bill fof all four years n after paying the judgement to not ruin my name flawless history. I get a new bill n emails stating I owe on a new leased phone I do not have . Once again I call 3 different ppl n they say hold n disconnect the 3 numbers they provide ! Please help me this is unbearable. (b) (6)

thank you

Ticket: # 4102982 - Lifeline Minutes

Date: 7/22/2020 9:27:10 AM

City/State/Zip: Bronx, New York 10462

Company Complaining About: Assurance Wireless

Description

The consumer states he is having issues with Assurance Wireless whom he has cell phone service with Lifeline assistance.

The consumer states that they gave them 250 unlimited minutes and now that the program is over because of COVID-19 they are refusing to give him his minutes.

The consumer needs 1,000 minutes and unlimited text and they have him on a 3 gb and 250 minute plan and state they can't do that.

The consumer needs his minutes back, he doesn't care much about the gbs since he has wifi but he needs his minutes back the 1,000 minutes.

CTR-415

Ticket: # 4103066 - AT&T Deceptive Notification

Date: 7/22/2020 10:02:47 AM

City/State/Zip: Orangeburg, South Carolina 29118

Company Complaining About: AT&T

Description

AT&T sent me a false and deceptive notification by email indicating that my Galaxy J3 cellphone would not work after the expected service upgrade in my area. The email was so outrageous, I thought it was spam or spoofing. It was not as confirmed by AT&T support.

The implication, frightening to many during the COVID pandemic is that purchase of a new cellphone is required to maintain telephone communication. This is a lie as confirmed by AT&T support. Only 5-G is not compatible, but 4-G etc will still work fine.

Any emails like this must be retracted and corrections transmitted to customers.

I have attached the offending email. Please see that this likely illegal, interstate commerce scam is rectified.

Ticket: # 4103105 - Comcast cable out but will not send technician due to Covid

Date: 7/22/2020 10:19:12 AM

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

Comcast cable only works on one channel but Comcast will not schedule a technician to fix the problem due to Covid. They have attempted to fix it remotely with no success. Ticket #C(b) (6). I need them to send a technician to restore my cable. It is most likely a problem with the connection outside of the home, according to one of the 3 people I spoke to, so they may not even have to enter the home. We do not have Covid.

Ticket: # 4103166 - Complaint With Optimum/Altice Internet/Phone Service

Date: 7/22/2020 10:38:46 AM

City/State/Zip: Babylon, New York 11702

Company Complaining About: Optimum

Description

My wife and I have had an ongoing dispute with company over unreliable service that has been going on for months. Both phone and internet service drop several times a day. This poses a potential hazard to us as we are both over 60 years old and there is a pandemic. Remote doctor conferences/emergency help/etc may be compromised by the situation.

Despite numerous complaints from us, their efforts have failed to resolve the issue, yet there is no adjustment in service billing along with an \$80.00 service fee to fix their problem and an errant \$10.00 late fee.

They have failed to fully resolve the issue and expect full payment for services/service call/etc.

Ticket: # 4103385 - Optimum/Altice

Date: 7/22/2020 11:34:53 AM

City/State/Zip: Bloomingdale, New Jersey 07403

Company Complaining About: Optimum

Description

None of my emails being sent to me are coming thru to my email account, this has been going on for more than a week. I have called at least 5 times, put on perma hold, for at least an hour, or if I want a call back, that too is over an hour. With each call I'm told that "due to the Corona Virus there are longer than usual wait times", I'm then told it will take 24 to 48 hours to resolve. This seems to be an issue in the Boro of Bloomingdale, NJ. not only emails, but TV also. I know this is not being resolved by above subject.

Ticket: # 4103395 - Poor internet service.... unauthorized charges... poor billing practices

Date: 7/22/2020 11:36:29 AM

City/State/Zip: Hendersonville, Tennessee 37075

Company Complaining About: Comcast

Description

I have xfinity comcast since 2017 december.... xfinity required a 20.00 a month contract for a year once i signed on. they did not inform me my rate would increase to 30.00 until after the completion of the first year. at this time i believed i was on a monthly plan. i later found out that otherwise. after 12 months they put me on a 50.00 a month plan for the same service (speed of 25, i believe 1 gig a month, the same service i had for 20.00 a month.) i started on a 14.95 a month plan during the covid-19 for two months. I went by the office here in town and spoke with them several times and to make my monthly payments. I attempted to sign up for their 10.00 a month service for low income (i received a social security check every month for 1070.00) its a very poorly run service and thru the internet i found out i would not qualify because i was currently paying for monthly service. They told me that i might qualify for the 10.00 plan if i did not have interenet service for 3 months. (the internet is the only way to communicate with my distant family(children and grandchildren) i'm fed up with comcast xfinity and their greedy poor service. I check my speed daily and its usually about 6-12 and im supposed to be getting 25.

they want me to sign another 20.00 a month contract with charges for additional data use(i can not monitor my data use) this data use was not on my original agreement. i'm just fed up with all the jibberish ... i try to let the service get turned off but they haven't until recently but they told me i could still use the email(they lied it was turned off for the 4th of july weekend) i went down to the store and paid about 135.00 for 4 or 5 months i'm not sure but its vexing

i am posting below a conversation i had online with one of their representatives

comcast 8-28-18 one hour on the phone...billing person after 30 mins transferred me to technical support who transferred me to another billing person (not supervisor as promised)..... billing incorrect on cc for 89.26

credit for visit (not authorized) credited plus 19.99 amount for service

also a second charge for a visit(not authorized) for poor service credited

100.00 for deposit will be refunded from Dec 2017te

dispute for 60.00 on 8-10-18

amount credited for visit not made

underground issues.....

89.26 reversedpayment 19.99 August 10 dispute 69.27

supervisor --- christine employee # 66: located with 3rd party company working with comcast

100.00 will be issued within 4-6 weeks

ticket (b) (6) for 100.00 refund

call lasted 1 hour and 10 minutes

previous call was 15 minutes when i was transferred by billing to technical support

customer solution with Sears 8-28-18 will send me a letter once comcast issues the credit....
in the meantime a credit for the amount of 69.27 will be notated on my account

1-28-19 service good until feb 21 2020 then goes up to over 50 a month

5-25 19 sears cc credi 40.00 dispute two others 4.09 and 8.09 approx for earlier misbills

FTC 7-8-19 Report Number: (b) (6)

Hello..... i started internet service with comcast xfinity in Dec 2017 and provided 100.00 deposit plus charged 19.95 a month. I was promised my 100.00 refunded in form of check within 6 mos. (I never received this money) I called Xfinity and opened a complaint... I spoke with supervisor --- christine employee # 66: located with 3rd party company working with comcast. I was told by Christine that 100.00 will be issued within 4-6 weeks. She gave me a ticket # (b) (6) for 100.00 refund.... I never received the check promised. In 2019 i started getting billed amounts over and above the 19.95 a month. Its been a billing nightmare and many calls were made to my Credit Card company to correct this overbilling..... i believe xfinity is taking advantage of seniors by not sending bills by mail. All their correspondence is thru one of their own email servers which was provided me when i started using the service. I didn't need or want an email address with them as i did not plan on keeping the service very long. I received several letters from my credit card company asking for paperwork which xfinity never supplies. (In Dec 2017 when i first received the service i was given someone elses receipt by the representative at the local office. Last week i went by the office to see if they could assist me with the billing fiasco and all they wanted to do was sell me a 19.95 service exactly like the one i got in Dec 2017. I believe that xfinity/comcast owes me everything they charged my credit card after january 2018 plus damages..... thank you and i look forward to your help with stopping this corporation from taking advantage of seniors by overbilling

please assist me with getting on the low income plan with xfinity for 10.00 a month thank you

Ticket: # 4103437 - Rural Access to Fire Island Pines

Date: 7/22/2020 11:47:54 AM

City/State/Zip: Fire Island Pines, New York 11782

Company Complaining About: Verizon Wireless

Description

Hello there,

We do not have stable internet on Fire Island Pines, making it extremely difficult for people to work from home during COVID.

Verizon will not place Fios in this community, even though they have done so in the western Fire Island communities. Additionally no DSL service exists.

There is a cell phone tower they is used for the community, however Verizon has strict data caps and rate limits on top of that service.

Verizon should remove those caps for that tower, given the Rural, remote nature of Fire Island pines so that users can leverage high speed data without fear of limits that they would reach in a few days with telecommuting, or have a clear plan on providing FiOS or DSL to the community.

Ticket: # 4103558 - deceptive billing charges

Date: 7/22/2020 12:10:39 PM

City/State/Zip: Cherry Hill, New Jersey 08003

Description

Hi, I have cell phone service with Tmobile in the USA, my # (b) (6). I am stuck in Argentina due to COVID pandemic. I have been receiving charges from calls I have not made, to a recurring number, as follows : # 805-637-7249, 805 is a California area code, the charges referred to calls "from Argentina to Canada", I spoke to Tmobile who kindly erased the charges, but they continue to appear month after month. Somebody is taking advantage of a situation here. I do not answer any calls from numbers I do not recognize, and even when I do recognize the numbers, I will call them back on Skype, WhatsApp, messenger, FaceTime, etc, to avoid charges. I saw nowhere in the Internet that other people have had the same issue with this same number. Please look into it. Thank you very much for your attention to this matter, (b) (6)

Ticket: # 4103593 - COMCAST UNRESOLVED BILLING ISSUE**Date:** 7/22/2020 12:20:26 PM**City/State/Zip:** Salem, New Hampshire 03079**Company Complaining About:** Comcast

Description

Comcast has not resolved a billing issue to date. The issues began on 4/8/20. Comcast said a back balance on bill needed to be paid in order to avoid a service disconnection. We paid the \$205.81 that they asked for over the phone. That was only half the bill but was what they asked for. Going forward, I was told by rep that the account was enrolled in the Xfinity Assistance Program and that internet would be free during the pandemic and that they were working on additional things to help customers during this time. When a new bill arrived the following month I called again as there was no reductions in any of the fee charges as I was promised. I spoke to 2 different reps on 5/18/20. I was told that the system did not enroll the account into the program but that starting that day (5/18) the service went over to the "Xfinity Assistance Program". She further indicated it would only be the slowest internet speed and phone. She further stated it was a program to help those who fell behind on their bill and that they would stay connected and not be shut off. She said that this was until "further notice". We then got another bill which again showed NO REDUCED FEES for services. Comcast continued to bill for full monthly services of approx. \$206.00. I then made yet another phone call on 6/26/20. A rep did research while I was on hold and contacted her supervisor. They spoke of giving what they referred to as an "Amnesty Credit" for the prior month. She promised a call back but I never received one. I then called again on 7/2/20 and the rep went as high as a supervisor. She called back and her message indicated that Xfinity was going to make an adjustment to the bill retroactive to 4/8/20 when the account should have been under the "Assistance Plan" all along. The rates explained to me amounted to approx. \$41.00 per month vs. what he was being charged (\$206.00). The supervisor then called back the next day and spoke to me but now her adjustment details differed greatly from the message she left the evening before. She left off that she would need to speak to another department but they were closed that day due to the holiday and she would call me the following Monday after she contacted them. She called me again on 7/6 and now the only adjustment we would get retro to 4/8 was \$60.00 but she could not explain how they came up with that figure. I asked her if she could look further into it and she said she would confer with her supervisor and I would get a call back in 1-2 days. The call never came so I called yet again on 7/20. I again explained everything all the way back to 4/8 and that we should have been in the "Xfinity Assistance Program" all along and she saw that they had just enrolled the program as of 7/3/20. She kept saying he was taken out of the program 4/8 when he made a payment of \$205.81. But yet every time I called I was told he was supposed to be in the program! She said she would have her supervisor call me back within a half hour. I received no such call... At the very least I would like Xfinity to re-calculate the charges starting 4/8/20 until 7/3/20 and apply the Xfinity Assistance Program rates. This should have already have been done. Each time I call I am on the phone no less than an hour and I shouldn't have had to make this many phone calls. I feel Xfinity does not have their act together. I understand they may have had good intentions in trying to help people during the pandemic but this has been an epic fail on their part since April! I refuse to call Comcast as I get absolutely nowhere with them. I have to get this to the next level for a resolution. I appreciate any assistance that can be offered.

Ticket: # 4103607 - COMCAST TOOK MONEY ON MY BANK ACCOUNT WITHOUT MY AUTHORIZATION

Date: 7/22/2020 12:25:23 PM

City/State/Zip: Milpitas, California 95035

Company Complaining About: Comcast

Description

Comcast cable took money on my bank account without my authorization even though i owe amount of money i never set up an automatic payment and instead paying manually and what ever i can because of pandemic. i want them to refund me the money or at least some of it to help me with my other bills and my kids

Ticket: # 4103712 - AT&T No Availability

Date: 7/22/2020 12:44:56 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: AT&T

Description

The consumer wants to file a complaint against AT&T.

The consumer states they shut her phone off yesterday.

The consumer needs her phone back on.

The consumer states that she can barely pay the \$200 monthly bill and now they sent her a bill for \$900.

The consumer does not owe that amount to them.

Consumer wants credit for the days she is going without service.

The consumer states that she had just gotten a replacement phone and she sent the other one back and told her they would credit her account so why is she being billed that much.

The consumer also states that they were to keep services on and not shut them off during COVID-19.

CTR-415

Ticket: # 4104024 - outgoing calls on caption phone

Date: 7/22/2020 1:44:38 PM

City/State/Zip: Port Saint Lucie, Florida 34983

Company Complaining About: Xfinity

Description

this is an addendum to ticket # (b) (6). I CONTINUE TO HAVE PROBLEMS WITH MY OUTGOING CALLS TO PEOPLE on my caption phone as well as other normal phones in my house. People who I call complain the static is so bad, also my voice cracks up and finally gets lost to them..Comcast has called me and all they do is ask me to go through the whole problem again!!!!!!!! I told them all they need to do is read the account!!!we are in our 70's and we will be stuck trying to set up new modems and boxes which we dont know how...they WILL NOT SEND ANYONE TO HOUSE claiming covid. My husband almost had a heart attack after 10 days of trying to deal with them and now they just call again to claim they are following up with the complaint I submitted to you and ask me to go THRU THE WHOLE THING AGAIN!!!! I cannot do that....I am as well as my husband cannot be submitted to this MENTAL TORTURE anymore...THEY ONLY NEED TO LOOK AT THE ACCOUNT AND FIX THE PROBLEM!!!! they are stealing my money by charging me for service I dont have!!!! PLEASE PLEASE PLEASE DO SOMETHING WITH THESE PEOPLE!!!!!! They need to send a tech to the house to resolve!!!!!! I keep telling them in the beginning of the day the phone is ok and as the call goes on the static builds and then my voice cuts out to others then finally disappears completely to them...they are saying hello hello hello I cant hear you.....yet I hear them.....PLEASE DO NOT MAKE US DEAL WITH COMCAST VIA PHONE....PLEASE PLEASE IF YOU HAVE ANY EMPATHY HELP THIS 70 YEAR OLD COUPLE WITH THIS EVIL COMPANY AND HAVE THEM SEND A TECH TO THE HOUSE CONFIRMING VIA EMAIL!!! thank you for your help.....

Ticket: # 4104101 - Unconscionable rate increases at this time of financial struggle.

Date: 7/22/2020 1:59:31 PM

City/State/Zip: Renton, Washington 98058-2824

Company Complaining About: Centurylink

Description

A settlement has been proposed in a class action involving the billing practices of CenturyLink. The settlement is a \$15.5 million fund.

I recently received a notice from CenturyLink informing me of rate increases. I am horrified that this company would entertain rate increases when people are struggling financially.

I pay 3 x more per month for my internet access than I do for my health insurance premium.

It seems that this rate increase might in part be an effort to recoup some of the money they are required to pay out in the settlement.

There are restrictions in place to protect people from for example; eviction - due to financial circumstances directly related to Covid 19.

Shouldn't protections also apply to price gouging from companies like Century Link, on whom the public is increasingly dependent at this time?

In the educational arena, because of Covid19, where schools and students may be more dependent on the internet, it is unconscionable that CenturyLink would capitalize on its position as an internet provider, and add more financial hardship to its customers and the public at large. Please ban and/or reverse rate increases by internet providers. Thank you. (b) (6)

Ticket: # 4104108 - Monopoly YV

Date: 7/22/2020 2:01:23 PM

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Apollo

Description

Apollo purchased a large part of Cox Media and is pressuring DISH to raise prices for news stations all over the country. In addition it has removed NFL. This looks like an attempt to put DISH out of business. Apollo's ABC recently showed an entire campaign speech by an elected official that lasted 30 minutes without giving equal time to the opposing candidate in Atlanta. Trump's speech a week ago was clearly a campaign speech and other stations only showed a short clip that was actually news. I also emailed ABC Atlanta to complain that some of the campaign ads they were showing were not factual and I received no response from them. They continue to show campaign ads that are sensationalizing with false information. Some are racist in their implications that BLM protestors are anarchists. This is unacceptable and not journalistically appropriate to show during a news cast even if it's as a commercial. I am currently on hold with Apollo to express my concerns and it has been 10 minutes so far. I called DISH and asked if there is a local nonprofit news station they can replace that does fact checking. I am also writing you a SECOND time to express to you in the strongest way possible that Fox is NOT news it is propaganda and it's license should be revoked. At the very least networks should be required to read and show a statement saying that "the following program is not news and has been cited repeatedly for pushing false information ". It is unacceptable for you to continue to ignore this situation. Fox is largely responsible for perpetuating fake information and endangering public health which is grounds for REVOKING THEIR LICENSE in relation to fake information repeatedly touted about COVID but also fake information about racism, discrediting anti racist protests that are peaceful, promoting fake Antifa narratives, and ignoring the racism public health crisis, as well as pushing fake information and denying the public health crisis of climate change. This is unacceptable and people have and will continue to DIE because of their fake news. It is unacceptable to fail to revoke their license. This is not a time for second chances. I want to turn on a different news station and see that Fox is no longer carried on any TV station. I have a BS in Journalism and when I got my degree journalism had ETHICS. I am also WHITE and deeply concerned about racism. Please act quickly to censor Apollo. As a hedge fund it is a conflict of interest for them to own TV stations if not legally then ethically and for the good of the nation. Correction they are a private equity fund. My complaint is NOT about DISH which is an excellent company.

Ticket: # 4104182 - Removed my Home Security without Informing Me and Will not Add Back

Date: 7/22/2020 2:15:15 PM

City/State/Zip: Johns Creek, Georgia 30097

Description

I have Comcast/Xfinity as my cable, internet and home security provider since 2018. Few months ago I called to change my package. In the process they have canceled my home security service which I found out a month later via a mail. I called them but they informed they cannot add that service due to Covid. They said they will contact me once security service is available. This is the time we need security more than ever yet they are non responsive. On top of that they are charging me for security control unit. Their mistake is causing security issues for my family. Who will bear the responsibility if something happens to my family?

Ticket: # 4104231 - trying to do business with these people

Date: 7/22/2020 2:23:23 PM

City/State/Zip: Conroe, Texas 77301

Company Complaining About: Consolidated Communications

Description

I have moved out of my house and need them to disconnect the tv service. I called and they told me to call back later. Their office is closed and I have all their equipment to turn into them. Again.. their office is closed. I called the corporate office and was told to call again later. How in the hell are we supposed to do business with these people? I know it is coronavirus blah..blah..blah... but damn.... people still have to do business.

Ticket: # 4104331 - No Clear Airwave Broadcasting for Antenna TV

Date: 7/22/2020 2:40:39 PM

City/State/Zip: Moses Lake, Washington 98837

Company Complaining About: Kbsn, Kdrm, Kwiq Broadcasting Stations

Description

(b) (6) keeps Turning OFF the Broadcast of Signals so NO TV Stations can be viewed, or they are so Scrambled that you can not view or Hear the Audio. In this time of COVID19 WE need access to get UPDATED Information and Regulations, and WARNINGS. All month of July we have gotten maybe 5 days max and only for an hour or two each day. If there were a National Emergency, WE WOULD NOT KNOW! Stations: KREM-DT 2.1 .. KXLY-HD 4.1 .. KXLY-DT 4.1 .. KXLY 4.2 METV .. KXLY 4.3 H&I .. KHQ-DT 6.1 .. KSPS-DT 7.1 .. KSPS7.2 WORLD .. KSPS7.3@CREATE .. KSPS7.4 PBS .. KAYU-DT 28.1 .. K34ND-D 3ABN (35,36)

I LIVE IN DIRECT LINE, NO OBSTRUCTIONS, WITH STATION ANTENNA TOWERS AND SO ARE MY FRIENDS THAT ARE HAVING THESE ISSUES ALSO. ONE LIVES JUST A COUPLE BLOCKS DOWN THE LAKE FROM THE TOWERS. THE WEATHER IS HOT AND DRY WITH WINDS BETWEEN 2-5MILES PER HOUR.

Please investigate Moses Lake Stations and Towers for Correct Clear Broadcasting Signals.

WE Thank you. Take Care, Be Safe. 7/22/2020 Wednesday 11:04AM

Ticket: # 4104442 - Internet Availability Complaint

Date: 7/22/2020 3:03:20 PM

Description

From: (b) (6) >

Sent: Wednesday, July 22, 2020 6:39 AM

Subject: Been internet availability

Unable to get Fiber optic lines in my area. Spectrum, Blue Wave and AT &T will not even do a survey in my area. I have requested this for my Community several times since 2015. I have been told leadership consider my area a brownfield area. I have three children my oldest is in college, middle child is in high school the youngest child will be in the 8th grade. We have to leave home to perform many programs for education that needs fast internet. Our Community has only satellite Hues net that the average price a month are between \$ 80-120.00. This service is not capable of downloading many programs for education for students of all ages and many adults who could work remotely from home during this Covid 19. I am a resident of North Carolina. I live in Robeson County. My address (b) (6). Our Community and our students need help I am requesting that your assistance.

Thank You

(b) (6)

Ticket: # 4104453 - Iphone security system FAIL

Date: 7/22/2020 3:08:42 PM

City/State/Zip: Naples, Florida 34109

Company Complaining About: Verizon Wireless

Description

Iphone prides themselves on their security system but it is nothing but a scam to keep you buying apple products. Their security system is as useless as their latest phones.

Today I called apple support with suspicion of my phone being hacked as the apps were opening and closing automatically. When I opened the text message app, old messages would open up and close automatically and the keyboard would not let me type as the screen either would not be responsive or other random letters would type.

I called the apple support center to see if they can tell if my phone has been hacked and to maybe do a factory reset on my phone. I, unfortunately, have forgotten my Apple ID password and I kept telling them that I don't have any other Apple products to help reset it. I figure a company as big as Apple would have additional security measures to aid customers who don't have additional apple products, but unfortunately I was wrong.

I spoke with supervisor Alissa who was extremely far from helpful. She kept repeating she understands my frustration but she didn't as currently my phone is extremely important to me and if I am being hacked, to me its a big deal. This manager did not provide any type of solutions and kept pushing on trying to reset the Apple ID password, even though I told her that I have apple care and it should cover a new phone. It seems apple personnel is trained to push mild repairs in order to avoid phone replacements at all, even though this is what's promised when apple care is purchased.

After a whole hour and a half wasted with apple support, I told Miss Alissa that I want a new phone and that's my right since she has seen the phone is non-functional as she has observed after taking visuals of my phone and she has confirmed I have AppleCare active. This manager was adamant that I need to reset the Apple ID first before anything and that since all apple stores are closed right now there isn't a way to fix this physically. This to me is laughable, it is unbelievable that a company of the size of apple don't have in-person customer care and have not strategies a better plan to take care of their customers during this pandemic.

The best solution this manager could provide to me its an appointment on Saturday, July 25th at 2 pm. Not a day or two after but three days after and 12 miles away from my home. Up to this point I don't know if my phone is hacked or not due to the poor service that apple has to offer.

Case number - 1(b) (6)

Highly dissatisfied with apple and I can confidently say - APPLE NO MORE --

Ticket: # 4104547 - Xfinity misuse of Lisc

Date: 7/22/2020 3:29:27 PM

City/State/Zip: Bokeelia, Florida 33922

Company Complaining About: Comcast

Description

Xfinity is forcing modem changes with existing customers when modem is not specifically identified as the source problem for connectivity drops, Xfinity replacement modems arrive with LESS capability (without warning) then ones being replaced but SAME price (Bait and Switch?). Xfinity replaced my modem and now I have LESS capabilities AND I still have intermittent service drops (so replacement probably wasn't even necessary), we still experience many connectivity drops per day even after technician installed new modem yesterday. Xfinity now wants to charge me a NEW SERVICE FEE to get a new technician out (and solve problem they never solved) and Xfinity is now using Covid as excuse why technician cannot come out which is a blatant LIE as technician was fully able to come out yesterday to install the modem they clearly want in my house and I did not ask for. Lastly many other on my same street are not getting consistent internet that they pay for. I have advised Xfinity that they have put me and family in a position in which I must pay for a second carrier just to be able to get work / internet related activities done reliably. Xfinity promised during my service telephone calls they would address my issue but they have NOT. Lastly they did not send me a survey (after my call) as I agreed to while waiting to talk to a technician, so I suspect they have a clear way to skew their customer satisfaction results. All of this is allowed to happen on the back of a Government Lisc that the FCC grants them and I am asking the FCC to pull their License

Ticket: # 4104743 - Surcharges by TMobile when trying to use freeconferencecall.com number

Date: 7/22/2020 4:05:28 PM

City/State/Zip: Bayonne, New Jersey 07002

Company Complaining About: T Mobile

Description

TMobile is charge a surcharge of \$.01 per minute when I use my freeconferencecall.com number. There is a message that the phone number is outside of my calling plan but i have unlimited calling in the US and the number is a South Dakota area code. The number that I am calling is 605-472-5379. TMobile should not be allowed to charge a fee to call this number. This number and freeconferencecall.com is very important to maintaining social distancing during the pandemic. The company charges nothing to use the number. TMobile should not be able to charge either. Freeconferencecall.com is free to use. TMobile shouldn't benefit.

Ticket: # 4104793 - Verizon service

Date: 7/22/2020 4:16:32 PM

City/State/Zip: Westbury, New York 11590

Company Complaining About: Verizon

Description

She has issues with Verizon; phone, internet and TV. Her home caught on fire in 2/19. Verizon was to cut off her service on 3/19. They didn't and now there is the pandemic. They are charging her \$210 per month.

They say they put service back on in a home that there is no home. Resolution the caller seeks is for Verizon to stop billing her. ***CTR386-phone***

Ticket: # 4104932 - Billing Issue**Date:** 7/22/2020 4:50:04 PM**City/State/Zip:** Haverhill, Massachusetts 01832**Company Complaining About:** Sprint

Description

On July 22nd 2020, I visited the Sprint store in Peabody Massachusetts at 232 Andover St I spoke with a man named Daniel about my bill, that his store had filed an error on. On June 11th 2020, I ordered and paid for a brand new iPhone 11 in full with a debit card - I paid the total amount for the equipment and the tax. an employee at the Sprint Peabody store entered in our fully paid phone as a credit to my bill, thus making my normal phone bill of \$186 to \$0.00, making me unable to pay. When I saw my June 2020 phone bill as 0.00, I contacted Sprint with no help. My July 2020 phone bill was now \$373 - double what I normally pay, because of an employee (Kelvin Aguirre) coding the payment for the phone incorrectly as part of my bill payment. I called Sprint again who then told me I had to drive to the Peabody store, during a pandemic, and ask them to fix the error. That leads us to today, July 22nd, and my interaction with Daniel and his manager, Joshua. After explaining what happened to Daniel, he decided to tell me verbatim "I ain't dealin with this anymore" and took off his name tag and left me on the sales floor; his manager, Joshua, took over while Daniel smirked and walked away. I was then told there was nothing they could do for me, even though this error occurred at their store. There was also no inclination that Daniel would be reprimanded for his unprofessional behavior, either. I was directed to their financial number, and called and spoke to a woman named Taylor, who admitted that the Peabody store made an error that left me unable to pay my June bill, and that they were sorry and it WAS THEIR FAULT! Now, I am left with a hefty bill during COVID-19 and an extension to pay it ! I want the month of June waived for me for the bill or a credit of \$186.

Ticket: # 4104992 - Additional charges and using Covid-19 to take advantage

Date: 7/22/2020 5:05:39 PM

City/State/Zip: Nashua, New Hampshire 03060

Company Complaining About: Verizon Wireless

Description

Verizon wireless are adding customers to the COVID-19 impact program without consent. Where we are seeing additional deferred balances added onto our bills. In my case I received an email saying I signed up for the COVID-19 assistance in March at the end of June. I never did. I noticed an additional \$380 deferred balance was added to my account when all my bills are paid fully, so the \$380 was an additional from somewhere they can't explained . They kept arguing saying I signed up for it and won't listen. I called multiple of times . I reached out to other Verizon customers and they said they are experiencing the same thing and Verizon won't reverse it. They can't explain these additional charges even when they see that my payment history was all paid in full. I find this as concerning as it is not dollars amounts but hundreds of dollars at a time like this. Especially lying and telling consumers " well we have in our notes you signed up for it so you can't dispute that" when we ourselves know we didn't. What's also concerning is they're saying we can't dispute a near 400\$ amount that was added on to the bill when all bills are paid in full and nothing was missed and we should be paying this unknown amount ? This is unacceptable.

Ticket: # 4105009 - Fradulent Cancellation of services

Date: 7/22/2020 5:09:07 PM

City/State/Zip: Memphis, Tennessee 38114

Company Complaining About: AT&T

Description

ATT cancelled my services without my authorization while being placed on the Covid 19 list which protects me against suspension.

Ticket: # 4105041 - Fixed Broadband Internet Monopoly**Date:** 7/22/2020 5:18:33 PM**City/State/Zip:** Tampa, Florida 33647**Company Complaining About:** Spectrum

Description

According the US Census Bureau, my area has about 70,000 individuals of which is part of the larger metropolitan area, of Tampa Bay, with an estimated 3.1 million people as of 2018, and only has has one internet service provider, Spectrum, which limits my internet service provider options. This company has a fixed broadband monopoly in my area. Furthermore, if Spectrum is allowed to set data caps, I do not have an option to find cheaper fixed broadband service, reflecting a serious fixed broadband monopoly in the area which is not uncommon to hear of for ISPs. We cannot allow a fixed broadband monopoly, which is already illegal, to have more chances to profiteer in this area and should not be allow to set data caps during a pandemic since Spectrum would like to do this according to PETITION BY CHARTER COMMUNICATIONS, INC.TO SUNSET MERGER CONDITIONS WC DOCKET 16-197. The Spectrum representative who contacted me tried to convince me they do not have monopoly after I told him I had researched other providers like Frontier, FIOS, etc. and confirmed they do not service my area and said I should be glad that Spectrum/Charter put cables to service my area, as if I should be thanking Spectrum for being a fixed broadband monopoly in a major metropolitan locality.

Ticket: # 4105072 - Suddenlink Billing and Outages-Fraud Charges**Date:** 7/22/2020 5:29:21 PM**City/State/Zip:** Minden, Louisiana 71055**Company Complaining About:** Sudden Link

Description

In January of this year our home was hit by a tornado and our Suddenlink service was taken out. It took three months for the service to be restored and I was billed the whole time. I tried at least 20 different times to get the charges corrected as the service didn't work. I was threatened with collections so I paid \$140 on something that didn't work. We closed the account and tried starting over under my husband's name, hoping to avoid more issues. Now the service has been down for days with no explanation and of course we are still being billed for it. Suddenlink is the only WiFi provider in our area so we have no choice but to use them. I home school and aside from the constant headaches dealing with Suddenlink, the financial loss (\$200 total so far) and poor service, I cannot use online classes for my 7th grader during a pandemic. Our entire city of Minden, Louisiana has terrible service and everyone complains about being billed for services that don't work. Our local office was closed and the next closest office only says to call the 800 number. We get hung up on or sent to person after person, never any resolution.

Ticket: # 4105101 - Distruption in Internet service. XFINITY want to charge me for the technician to troubleshoot my connection till the entry point into my house

Date: 7/22/2020 5:42:58 PM

City/State/Zip: Spring, Texas 77379

Company Complaining About: Comcast

Description

XFINITY Account # (b) (6)

Property Address: (b) (6)

Called XFINITY customer service for continuous disruption in Internet service at my home. On line representative said that he does not see any intermittent issue with my connection. When I insisted he said that due to COVID and regulations placed by authorities due to COVID they are only answering service call with high priority. I disagreed with the XFINITY and told the rep that if tech does not want to enter my home that fine, let him check the connection to my home's entry point. XFINITY rep told me that there will be a service charge for the tech to come out.

How XFINITY can change a customer for troubleshooting their own service line which they are supposed to check and maintain.

I am complaining about un lawful ask by XFINITY to pay them for troubleshooting.

Ticket: # 4105115 - High charge on Cable & Internet service

Date: 7/22/2020 5:45:00 PM

City/State/Zip: San Angelo, Texas 76904

Company Complaining About: Sudden Link

Description

I got a high bill from my cable & internet provider, Suddenlink, when I do not think my routine or my usage of both services has not changed. I do not understand why bill went so high. I have contacted their customer service and it looks like the usage went up in end of Feb/March when COVID-19 hit. Again I do not believe my household usage has change for my bill to go up so much. When I had made changes to my plan I tried to cancel cable and only have internet, but they kept insisting my best deal was to keep local channels and internet.

Ticket: # 4105187 - Century Link Internet service

Date: 7/22/2020 6:01:51 PM

City/State/Zip: Chandler, Texas 75758

Company Complaining About: Centurylink

Description

I have been without internet for 2 days and will be without for 10 days. i work from home and must have internet to do my job. I have called a minimum of 5 times and hung up on three separate occasions even after they called me at 3:36am to tell me my issue had been resolved in which it has not. They state the earliest they can get to me is July 30th. That keeps me from working for 10 days. I have tried to escalate due to my desire need to work but again they tell me it cannot happen. During COVID lots of people are working from home and depend on the internet and they should have escalated by service order so that I can provide for my family and pay my bills.

Ticket: # 4105289 - COX COMMUNICATIONS FRADULENT BUSINESS PRACTICES**Date:** 7/22/2020 6:42:57 PM**City/State/Zip:** Glendale, Arizona 85304**Company Complaining About:** Cox

Description

I have been a Cox Communications customer for approximately ten years and have paid them an exorbitant amount of money over the years. They have held my services hostage causing me to pay their fraudulent billing. My latest issue is due to more fraudulent billing practices. In October, 2019, I changed my rate from \$400 a month to \$105.54 per month. Cox never corrected the billing and I kept being charged the higher rate. I have spent countless hours, days, months trying to fix but they refuse to do so. At some point I was told that Cox records every phone conversation so I requested that my call logs be pulled to prove the requested rate change. Conveniently enough, COX could not find the call where I made the rate change. I find this hard to believe. Further, they sent a tech out in November to install the new Modem reflective of the change. It goes without saying Cox does not install new Modems without changing account services. Further, after my services were held hostage in January, I paid COX approximately \$500 to keep services on. After I made the payment, THEIR OWN WEBSITE listed my monthly rate as \$105.54 (not the \$400 they kept billing me at) and the services I received were to the left of the monthly rate (copy of screenshot attached). I have spent this entire year and some of last year (2019) trying to resolve this issue and have called and sent emails to COX' president Pat Esser, all to no avail. My services are currently suspended in Arizona (highest number of COVID deaths in the nation and they do this to me -nice, right?). I need my service rate to accurately reflect \$105.54 since October, 2019 and all monies applied since that time to be applied for the monthly rate and my services turned back on as I should have a credit with them not owe them money! COX feels they can push me around because are the big bad company and I am just one person. This is not fair and their business practices are fraudulent. I have exhausted all means at resolving this issue directly with COX and want a formal investigation to be conducted by the FCC against Cox Communications. Thank you.

Ticket: # 4105302 - COX COMMUNICATIONS FRAUDULENT BUSINESS PRACTICES**Date:** 7/22/2020 6:45:10 PM**City/State/Zip:** Glendale, Arizona 85304**Company Complaining About:** Cox

Description

I have been a Cox Communications customer for approximately ten years and have paid them an exorbitant amount of money over the years. They have held my services hostage causing me to pay their fraudulent billing. My latest issue is due to more fraudulent billing practices. In October, 2019, I changed my rate from \$400 a month to \$105.54 per month. Cox never corrected the billing and I kept being charged the higher rate. I have spent countless hours, days, months trying to fix but they refuse to do so. At some point I was told that Cox records every phone conversation so I requested that my call logs be pulled to prove the requested rate change. Conveniently enough, COX could not find the call where I made the rate change. I find this hard to believe. Further, they sent a tech out in November to install the new Modem reflective of the change. It goes without saying Cox does not install new Modems without changing account services. Further, after my services were held hostage in January, I paid COX approximately \$500 to keep services on. After I made the payment, THEIR OWN WEBSITE listed my monthly rate as \$105.54 (not the \$400 they kept billing me at) and the services I received were to the left of the monthly rate (copy of screenshot attached). I have spent this entire year and some of last year (2019) trying to resolve this issue and have called and sent emails to COX' president Pat Esser, all to no avail. My services are currently suspended in Arizona (highest number of COVID deaths in the nation and they do this to me -nice, right?). I need my service rate to accurately reflect \$105.54 since October, 2019 and all monies applied since that time to be applied for the monthly rate and my services turned back on as I should have a credit with them not owe them money! COX feels they can push me around because are the big bad company and I am just one person. This is not fair and their business practices are fraudulent. I have exhausted all means at resolving this issue directly with COX and want a formal investigation to be conducted by the FCC against Cox Communications. Thank you.

Ticket: # 4105333 - Internet capacity

Date: 7/22/2020 7:03:34 PM

City/State/Zip: New London, Minnesota 56273

Company Complaining About: Tds

Description

We live in New London, mn just 3 miles out of town and only 5 miles from a tds office center. We have had constant issues with our internet speed. The local technician comes out here often and has informed us we don't even get the speed we are paying for the majority of the time. Tds has been investing in this rural community all over to get new customers and revenue but won't invest in upgrades to its current customers that have no other option for internet. I am now outraged that this company is not even giving its customers the speed they are paying for on a consistent basis. They need to be held accountable and make sure they are not just focusing on new revenue but the customers that they have had for years. During a global pandemic this is our livelihood and everything we do depends on the internet. I have been renting a modem for years so the one good technician they have swaps out the latest and fastest modem when they come out because he feels bad for us. Unacceptable... They need to upgrade and invest in all their customers.

Ticket: # 4105496 - No internet for a month.

Date: 7/22/2020 8:27:02 PM

City/State/Zip: Greenville, North Carolina 27834

Company Complaining About: Sudden Link

Description

My wife and I have not had internet for a month; we have had 3 appointments (first, 7/8/20, the technician was hours outside of the appointment window and said cables were improperly installed and he needed to return; second, 7/17/20, appointment date to install said cables was altered without notice; and third, 7/22/20, a 10-hour window was given where the technician was no call/no show after multiple times calling to confirm. We were unable to reach a representative via phone) and now 3 full days were taken off of work (both of us are essential workers in the healthcare and pharmaceutical fields during the pandemic, so this was difficult and costly). Customer service is a dead end (we've called almost daily with little to no luck reaching a representative). We pay for 100 Mbps (\$99/month) and for the last month have averaged 50 Kbps, at least when we've had internet. Additionally, we are both in graduate school and cannot submit our completed homework from home, instead having to spend long stretches of time at local restaurants for their wifi, which limits our ability to safely social distance. We just want the issue resolved where we can access internet speeds that we pay for, and for our last month of services to be refunded, as well as the time we took off work to be reimbursed, especially considering we will now most likely have to take even more days off.

Ticket: # 4105612 - Upload speed failing

Date: 7/22/2020 9:45:40 PM

City/State/Zip: Reseda, California 91335

Company Complaining About: Spectrum

Description

My internet upload speed is dropping to detrimental levels at totally random times and increments resulting in instability and even frequent disconnects of my live streams (which I now do for a living as a result of covid-19). I've had over 3 technicians come out to resolve the problem to no avail and it is now affecting my income and how I make my living.

Ticket: # 4105645 - Suddenlink

Date: 7/22/2020 10:38:04 PM

City/State/Zip: Charleston, West Virginia 25311

Company Complaining About: Sudden Link

Description

Customer for 20 years. Regular internet outages. Called for service correction a week ago. Scheduled tech Was supposed to be here between 8-11 Tuesday. Never arrived. Spoke to 3 agents and a supervisor to find technician enter in log wasn't home at 8:06am. We are in the middle of pandemic office is closed, I was home, no one came. Was promised a tech next day but given an 8a-8pm window. Never arrived, no one called. I called after 1 hour & 15 minutes on hold I was told tech rerouted and the earliest I could get a tech is a week from now. I can't go to the office, it's closed due to the pandemic and I can't work due to no internet that I pay out every month to keep.

Ticket: # 4105678 - Comcast Xfinity

Date: 7/22/2020 11:42:55 PM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: Comcast

Description

My complaint is with Comcast Xfinity . On September 6, 2018, I called because I was coming back to my apt after being away for over 5 months due to an accident. I was going to have surgery on the Friday the September 7, 2018. I spoke to an operator and they had me pay my bill from my original bill in full and opened a new account. I owed a pass bill because as I stated above I was not in my home for over 5 months. Upon opening my account they had a promotion that came in my mailbox for 79.99- Select Tripleplay which included Free installation, phone, internet with up to 150 mbps (which it only went to 79mbps at the height of its usage(didn't complain), and tv with 210 channels. They waived the 100.00 deposit and told me the man could not come out to install till the following week. I stated I was having surgery on September 7th and comcast made me the offer to pick it up in the store and any problems I still had the free installation for the serviceman to come out if need be. Upon completion of the order they sent me a "Review My Order" form to insure what I was signing for and the I authorize the promotion. I was charged 99.99 + tax and fees for 12 months. I should have been charged 79.99 + tax and fees, thus why the complaint is being made. Let me state that I have tried my hardest to resolve this issue even explaining it to a debt collector they had call me and she took my statement and was going to speak to Comcast. I never heard from her again.

Over the next 3 months, from Sept 2018-Dec. 2018 we had several problems of overcharging, of which all were addressed, I thought= please remember that during this time I am still in the healing period of a very serious surgery. They charged me for 2 phone lines-(609-541-2106 /609-246-6280) and I only had one phone line, they charged me for an installation fee, which was supposed to be free-again they removed it. Because I had to make numerous calls over the next 3-4 months, they gave me HBO and Cinemax free(of which they never connected). Comcast operators kept mixing up the accounts and I spent many many painful hours on the phone discussing the problems and having most of them addressed. I gave up on the premium channels because after trying to access the channels and receiving an unauthorized user message and, speaking with the operators only to find out the information was not added to the notes.

Around May of 2019 I noticed that they had been overcharging me 20.00 per month. I called and tried to get it resolved and to know avail I kept running into long over one hour and more in time on the phone between operator and different departments. I was still healing from my surgery on my hand from September, so I was unable to handle my bills effectively without assistance. Someone else was assisting me, since I was not able to still use my hand from surgery. I called again in August to try and resolve the issues and I paid my last bill to them in September still with no resolve and stating I needed to be reimbursed for the overcharge in each conversation receiving no resolve. A man came in a truck in November to pick up the equipment.

Upon receiving my final bill I noticed that the were still requiring one month in advance, a early termination fee, late fees and all types of other charges. Still charging me the 99.99 for the Triple play when in fact I was supposed to be charged 79.99. During this pandemic I have tried to resolve the issue, but the two supervisors it escalated too, stated they were only able to give me 80.00 credit they weren't allowed to go back more than four months. One operator recently told me I had three months to notice the mistake, well I explained I spent those three months cleaning up other issues along with the rate as I stated above, I was recovering from a surgery.

I recently spoke with several operators again, spending over 2 days and 3-4 hours total..at one point on the phone for 1:25:03 (I took a picture because I couldn't believe it)and each one had a different story. One guy even went as far as to tell me "they have things and discounts on their side that the customers don't see on the bill, but is discounted on my bill". His exact words. I replied, then how would a customer know they are getting discount, that doesn't make sense. He finally agreed and forwarded me to what was supposed to be a supervisor. This was one of my last conversations with this company. I have talk to a supervisor who said she would take off 80.00, of the 20.00 overcharge which should be 240.00, that's 20.00×12 =the cost of the monthly overcharge and the early termination fee of 120.00. that would bring the 489.97 bill. If you subtract the over charge and the early termination fee = my balance should be 129.97 and that is according one of the totals they gave me. I have received several totals from different people. I am attaching a copy of the "Review My Order", which shows they had me in a 79.99 Tripleplay package and were overcharging me.

While this sounds quite extensive, this is just the tip of the iceberg of all the people who were involved. I have been with this company since it was Sammons cable in our area. Thank God I had a hotspot on my phone so my grandson could complete his work for school of which he received all kinds of honors, to think that during a pandemic I have to have such poor service and not reach a resolution for a customer who has been with this company through all the name changes for over 40 years is quite disappointing. To think I have to speak to someone at the top because no would could resolve a small problem. You owe me the 20.00 overcharge for the months that you charged me which is 240.00. We qualified for Internet Essentials and could not even take advantage of the program, because there were no qualifying supervisors to resolve the issue. How is I have to pay Comcast their money but only have to pay me 4 months of my money.

The supervisors have several times admitted they overcharged me,, but they all say they can only give me 4 months credit. I want my full 240.00 credit and the early termination fee refunded. I am willing to resolve this bill with a 129.97 final bill payment and the ability to access internet only service, which their present offer is 49.99 Performance Pro+ deal with 200 mbps, as I dare venture down tv since such nightmares have incurred. This is the only resolve I should have to take and it is unfortunate that I have to go to such levels to resolve something that could have been done effectively and efficiently over the phone or in the offices-which also stated they don't have the power to give me the credit that I was overcharged. All this through a pandemic. It caused me loss of work because I cant work online without a stable internet connection. It is such an inconvenience when all they need is good customer service agents that are given the ability to address critical calls for longtime customers. Comcast Xfinity whatever you call yourselves now should be better prepared with giving customers service. I hear it all the time from my friends, especially those who open up Summer homes..they spend the winter trying to straighten out the bill. You have got to do better. You are charging huge fees, with huge fees should be good service. And the nerve of a longtime customer to have to contact you about 240.00 that you owe me. You want your money,so why shouldn't I?

Ticket: # 4105697 - ViaSat Service -- Dealing in Good Faith?

Date: 7/23/2020 12:23:04 AM

City/State/Zip: Rescue, California 95672

Company Complaining About: Viasat

Description

ViaSat services significantly under perform what they advertise. "Up to speed" does not provide the Company the freedom to deliver consistently less than 50% of their advertised speed. Further, their service speeds are inconsistent over the day, and even show variances in excess of 150% during a download.

Their sales process is less than clear regarding re-prioritizing traffic, when one exceeds the low data limit of 100 GB/month. There is no mention made, nor even implied, they reduce your speed up to 90% once you exceed the monthly "soft data" limit. This is a significant term of sale they neglect to mention.

Despite numerous calls and attempts to resolve performance issues, the only noticeable change is the performance continues be inconsistent and on a downward trend.

When one has to work from home, and has children participate in remote learning, their continued poor service, and unwillingness to improve the service, brings into question whether they should continue to be considered as a viable, reliable commercial provider of internet service.

We have been a customer for over two years, and have enough evidence for a reasonable person to conclude, ViaSat has not dealt with us in good faith, and has not provided any evidence to the contrary, to indicate their behavior and service will change in the future.

The increased reliance on internet connectivity to perform basic remote work, has shown the light on poor service and lack of accountability of this ISP to its customers.

It is time for the FCC to hold ViaSat accountable to improve their service. ViaSat's continued poor service likely undermines individuals, and their organizations, ability to engage in commerce, not only during this pandemic, but into the future as the remote workforce increases. Their poor service also likely undermines other essential internet-dependent activities; e.g., remote learning for our children, as this activity is likely to continue to increase.

Ticket: # 4105700 - Comcast Data Cap

Date: 7/23/2020 12:24:42 AM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

Comcast, my internet service provider, implements data caps and overage fees for going over their arbitrary data limits. In the midst of a global pandemic they seek to profit from simply using the Internet "too much". Data transfer isn't a finite resource like electricity

Ticket: # 4105722 - Internet

Date: 7/23/2020 12:55:56 AM

City/State/Zip: Tenaflly, New Jersey 07670

Company Complaining About: Optimum

Description

Hi. We have extremely terrible internet service. It is extremely slow and we get kicked off sometimes. We have three kids and both of us work. It is extremely difficult for our kids to have virtual school. Please help us put pressure on Optimim, which is our only choice basically. This has become as basic as food and water in this new Covid world and beyond. Thank you!

Ticket: # 4105761 - ATT Circuit issues not resolved in reasonable time frame

Date: 7/23/2020 4:47:35 AM

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: AT&T

Description

I called AT&T on Monday July 20th to report massive, frequent, repeated circuit flapping on my service that were preventing me from using my TV and Internet. When I first called, the automated system stated my upload and download speeds were fine (even though I had no service). I then called and got to a live human and explained the problem. After running multiple tests, they concluded it was my modem firmware. I tried to explain multiple times that this was not the issue and could not be the issue. The agent sent me a new modem which arrived on Tuesday. I swapped out the modem and waited until morning. On Wednesday, I started having the issues again. The automated system again declared my internet fine during the outage. I finally got back to an agent, who told me the soonest they could send someone out was on Friday at 4PM, resulting in 2 days of downtime. I repeatedly explained, attempted to escalate and get them to send out a tech to fix the issue. These attempts were unsuccessful. So now I am left with 2 days of issues. This is a serious issue with AT&T not being able to fix outages and issues in a timely manner.

This needs to be fixed. When a user has an outage, and knows what they are talking about, they need to be able to get to a human being who can get a human being to come and fix the problem. I work from home due to Covid and this prevents me from doing my job.

Ticket: # 4105856 - HD Technology Fee \$10.00 per Month

Date: 7/23/2020 9:02:59 AM

City/State/Zip: Venice, Florida 34293

Company Complaining About: Comcast

Description

Contacted Comcast about why this fee has been charged when my community fees appear to include it. The representative didn't appear to understand spoken English that well, so I couldn't resolve this issue over the phone. Local offices of Comcast are also closed because of the pandemic.

Ticket: # 4105873 - disconnected billing issues and refusal of service.

Date: 7/23/2020 9:22:07 AM

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Sudden Link

Description

you all helped me out before at that time it was verified that I'm a authorized user. Jonathan ortiz spoke to suddenlink now since I'm questioning why am I being disconnected during covid-19 and why are we being charged late fees. Thay want to act like they have not spoken to me multiple times.

Ticket: # 4105951 - Optimum Billing Issues

Date: 7/23/2020 9:58:03 AM

City/State/Zip: Hampton Bays, New York 11946

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum as his carrier
- He has a bundled package
- He states he was on seasonal package for \$30/month
- He states it goes back to full service in April
- He states he received a bill of \$200
- He reached out to the carrier
- He states he was not able to go back to that location due to COVID-19
- They advised they would put him back on Seasonal and give him a credit for this
- He called them in May when he was able to get to that location
- He states they did not restore his full service thy kept him on seasonal
- They advised he pay \$180 and then the credit they offered would kick in
- He then received a bill for \$500, they doubled his services
- He has reached out to the carrier multiple times
- The consumer wants the bill to get straightened out to the \$180/month with the promotions that he had
- The consumer also wants the credit that he was told he would receive

CTR405-phone

Ticket: # 4106049 - Dish Network Apollo Blocks Local Channels

Date: 7/23/2020 10:45:08 AM

City/State/Zip: Darlington, Pennsylvania 16115

Company Complaining About: Dish Network

Description

The consumer states she has Dish Network through satellite.

She states that when getting Dish they were promised their local channels.

Now she states that Dish took the local channels from her and it is unfair and an emergency situation right now during COVID-19.

She states that they told her Apollo blacked out stations because of an ongoing litigation whether DISH's carriage agreement for the Cox stations was prematurely terminated when Apollo acquired those stations.

The consumer needs refund for this horrible interference.

She is most concerned because she lives out in the country and they need the local news channels available to them.

The consumer is very upset and Apollo has no right to do this during a pandemic and DISH needs to fix this.

****CTR-415*****

Ticket: # 4106072 - Unreliable Internet Service Due to Spectrum Internet Service Monopoly - La Canada Flintridge, CA (zip code 91011)

Date: 7/23/2020 10:52:36 AM

City/State/Zip: La Canada, California 91011

Company Complaining About: Spectrum

Description

There is continued reliability, speed, and fair competition issues in La Canada as we are limited to one provide of real high speed internet access. In these pandemic times when everyone is highly dependent on reliable access it seems unfathomable that spectrum can not maintain services and when services do fail has no one competent to answer the phones. Today there was a clear issue on the spectrum end (see attached tracedrt). At first the agent tried to convince me it was with my computer, when he couldn't he told me he has no way of taking an outage/issue report and then hung up on me. La Canada needs more competition for high speed internet!

Ticket: # 4106089 - Unable to get Comcast at our location for Internet and Phone

Date: 7/23/2020 10:58:41 AM

City/State/Zip: Fort Myers, Florida 33905

Company Complaining About: Comcast

Description

Only can get Century Link as provider for internet/phone; Comcast wont come one street over to me unless i pay upwards of \$25,000. Need better internet for 2 children due to COVID home learning. Century Link can only provide me 8mb service & its too slow. This past learning school year my youngest had to move across town to his dads to get good internet to get school done & college student had to go sit in MCD parkinglot for free wifi in his truck to do homework. We need Comcast but they have told us for 4 years now they cant provide. Our neighborhood is fully developed and I know of 4 houses included us that will use them if they provide to us. Century Link is too slow out here, need something better for my kids to do online school due to COVID. Please help get Comcast with fast service to my street. I can't have my child not living at home and the other having to sit in his truck using restaurant wifi.

Ticket: # 4106110 - Radio stations having to change frequencies

Date: 7/23/2020 11:05:01 AM

City/State/Zip: Orlando, Florida 32836

Company Complaining About: Cox Media Group Wdbo

Description

Why does this have to happen? I have listened to WDBO 96.5 in Orlando for a long time. Now they switch frequencies and I have to go looking for them on the dial each time because they are not listed on IHeart by the same frequency. The same thing in my car. It's a mess. Why do you make them do it or is it their choice. I tried calling the front desk at their station but they have no one there to answer because of COVID-19.

Ticket: # 4106136 - Sudden Link Unreliable internet service/ COVID-19

Date: 7/23/2020 11:12:02 AM

City/State/Zip: Ashburn, Virginia 26386

Company Complaining About: Sudden Link

Description

Consumer states that at 9:15 am on the 07.23.2020 (b) (6) lost her Tv and Internet service. Consumer tried on calling the company consumer service and due to the COVID-19 they are not able to take her calls. Consumer wanted to report an outage and they are asking her to go online but she cannot go online because she does not have internet access. Consumer wants this to be fix immediately. Consumer cannot be without internet during this pandemic.

ctr408-phone

Ticket: # 4106153 - Company refuse to change my services

Date: 7/23/2020 11:15:55 AM

City/State/Zip: Brooklyn, New York 11218

Company Complaining About: Optimum

Description

I need to change my services with Optimum. They sold me package deal (TV/Phone/Internet) and then increased monthly rate, which I can no longer afford. I've been trying to contact the company for 2 weeks and they keep transferring me to different departments and then hang up on me. Hold times are over 40 minutes each time and then basically give you run around. I am affected by COVID-19 and experience financial difficulties and need to lower my bill.

Ticket: # 4106287 - Verizon itemized bill & mobile hotspot deception

Date: 7/23/2020 11:47:51 AM

City/State/Zip: Alexandria, Virginia 22302

Company Complaining About: Verizon Wireless

Description

Mar 2020 added 15gb hotspot allowance for telework on my cell bill. Never ran over allowance. This month Jun 19/2020, get a warning that it is running out, 10% left. Shocked, I called requesting prior bills since Mar 2020 & usage up to the 19 of each month so I could compare. Verizon could NOT provide me this data. Called twice. I was told, I was given an extra 15gb hotspot usage for these months, because of COVID-19, that's why I never ran out. That promotion was over this month, so this is probably why I'm running short. I was never made aware of this. I assumed my 15gb that they sold to me in Mar was taking care of me, each month. They then proceeded to try, to tell me the extra 15gb. NO THANK YOU! This was the scheme all along. I referred back to my paper bills & noticed my bills are NOT itemized. They don't state data usage, mobile hotspot usage, none of that. Something that use to be provided in prior paper bills. I have been receiving paper bills for 10+ years, every year they REMOVE information. How can I monitor my usage if my bills are NOT itemized? Requesting 2 things: monthly itemized bills, with usage AND my prior 3 bills reflecting mobile hotspot usage up until the 19 of each month.

Ticket: # 4106325 - Xfinity billing

Date: 7/23/2020 11:56:46 AM

City/State/Zip: N Ft Myers, Florida 33903

Company Complaining About: Comcast

Description

Consumer says Xfinity charges for a package that includes a sports package

Consumer says that Xfinity then charges extra for the sports channel

Consumer says that she does not watch sports and there are no sports on TV due to the coronavirus

Consumer wants Xfinity to credit her the regional sports fee when it was supposed to be included in her package

Consumer does not even want the sports channels

CTR407-phone

Ticket: # 4106474 - Frontier-No service available- Billing/credit/disputes. COVID-19

Date: 7/23/2020 12:31:34 PM

City/State/Zip: Ridgeway, Wisconsin 53582

Company Complaining About: Frontier Communications

Description

(b) (6) is filing a complaint for the following reasons, consumer states that on July.13.2019 she had an outage in her area that lasted for more than two months. Consumer was unable to receive calls and the area that she lives in is consider G4 hole where is dead for cellphone reception most of the time. Consumer had her husband waiting for a call from their doctor a life or death situation and they did not care and when she asked for the credit. They declined her request. Consumer also states that she had a package with AT&T as well for worldwide calling and Frontier is constantly calling AT&T to have it remove without authorization. They have done these three times to charge (b) (6) with their rates of international calling. Consumer is tired of this situation. (b) (6) is also stating that they keep charging her with late fees and she has only one line and she had another for free. The line that is free does not have any extras features just the phone and they charge (b) (6) like if they were both the same making the late fees \$90.00 per re-connection. These rates are extremely high, and she believes that she shouldn't be getting charger for both. Consumer WANTS a reliable service since she can only relate in her landlines for emergency. Consumer wants a credit to be issue for the two months that she was with no service last year. It was unbelievable the situation that her deceased husband had to go through during a time that he needed the most his landline for a call of an organ donation. (b) (6) states that during the pandemic Frontier interrupted her landline twice when they were on the FCC pledge of during COVID-19. Consumer states that because of the outages she was unable to pay her bill and they were going to charger her with late fees this month and she want that balance to be removed as well. Consumer wants a refund for the last year. Consumer has spent a lot of time fixing the situations that frontier has place her in.

ctr408-phone

Ticket: # 4106728 - Optimum Equipment and Billing

Date: 7/23/2020 1:22:14 PM

City/State/Zip: Ringwood, New Jersey 07456

Company Complaining About: Optimum

Description

The consumer is having issues with optimum Cable service.

He spend several hours on the phone yesterday to set up an appointment to drop equipment off outside and string up his cable lines outside.

They called him today to say they were canceling his appointment.

He states that its not the first time they push these issues off and they still expect him to pay his full bill.

The consumer needs them to come to his home, fix the lines and drop the equipment off.

The consumer needs credit to his account for all the delays that they are causing which is delaying his service.

The consumer understands with COVID-19 they don't want anyone in homes but they don't have to come in the home.

CTR-415

Ticket: # 4107336 - Out of Service Phone, TV, Internet

Date: 7/23/2020 3:31:29 PM

City/State/Zip: Fort Myers, Florida 33908

Company Complaining About: Comcast

Description

Comcast was replaceing underground cables in my community on 7/9. They cut my cables and I had no service for 4 daYS. CALL everyday to get someone to come and repair the problem. I had no TV, Internet, Phone during this pandemic. I felt like I was cut off from the world. Finally came on Sunday said someone had to come to bury wires and I need to get a signal from my neighbor. Tuesday they came to bury wires and they take down my neighbors service for three days. They are now working down the block from me and other are having this same problem. After replacing these cables service is worst than ever. I am retired from AT&T and find this kind of work TOTALLY unacceptable. One person at Comcast does not know what the other one is doing. Please HELP.

Ticket: # 4107373 - 4+ Month Long Upload Speed issue NEVER fully resolved. I want FIOS in my area.

Date: 7/23/2020 3:39:37 PM

City/State/Zip: Morganville, New Jersey 07751

Company Complaining About: Optimum

Description

I have been dealing with ongoing intermittent internet issues with Optimum since the pandemic started (back in April). This issue specifically affects my upload speed, in which throughout the weeks my upload speed would drop under 2 mbps for periods of time, making it extremely difficult to be able to do work on the internet which requires me to utilize my upstreams. I even submitted an FCC complaint all the way back in April regarding the exact same problem.

After being in contact with their corporate department, as well as multiple technicians who went to my home, my speeds continue to be severely inconsistent! I initially had an entire coaxial cable replacement, to eliminate any signal loss I was getting. However, that fix did not solve the upload speed drops I've been experiencing since the very beginning. Afterwards, the additional technicians who came to my home evaluated that all my equipment in my house and outside should be working fine, and that the problem lies on Optimum's end; an issue with the plant. I addressed these findings to the Optimum Corporate Department, as well as emailed them evidence of my packet loss in my upstream and everything. Still, after trying to cooperate with Optimum Corporate in solving my issue for good, I sit here present day STILL experiencing the exact same problems, as if Optimum did nothing to evaluate it.

I am convinced that Optimum refuses to try solving my problem for good for whatever reason, whether it is due to Optimum replacing qualified employees with cheap replacements, or it is not in their best interest. As a customer, it is their obligation to FIX any internet problems I have with them, especially since I am paying a high price for sub par internet. According to their engineering team, they tell me that "everything should be running fine" which is absolutely false. The problem is very likely that their DOCSIS systems are flawed in my neighborhood, since there is congestion due to everyone being home. They do not prioritize in quality of upload speeds, so as a result I get affected negatively from this.

I have also talked to neighbors on my street as well as several other individuals in my job field in Morganville/Marlboro who have been experiencing very similar problems with Optimum themselves, and it is unfair as a community for us to not have any additional providers for legitimate internet service, since Optimum pretty much monopolizes my region. Verizon FIOS provides their full service only a mile away from where I live, so I do not understand why FIOS can not provide in the 07751 area. It is a monopoly for Optimum to buy out the cable lines in our area, while providing absolutely poor service in the process. My neighbors are all interested in receiving FIOS service if possible, and that source of competition would be extremely beneficial for our community. At this point, I have a better chance being able to switch to Verizon FIOS than having Optimum actually solve their problems with my upload speed.

Ticket: # 4107505 - Xfinity internet/cable television service

Date: 7/23/2020 4:10:26 PM

City/State/Zip: Southfield, Michigan 48076

Company Complaining About: Comcast

Description

I have been trying to work with Comcast to fix my service for almost 2 weeks. I've been told by others that the problem is a broken Coaxial drop in my near me. Comcast has kept me on hold via automation in excess of an hour at least 4 times in as many days trying to resolve this. They were supposed to call me back, per a representative. I received that call LATE that evening stating that management had to leave early and no one else could help me. I work from home, due to COVID, and after a week had to secure another form of service. Comcast needs to terminate my contract with NO fees due to their inability to provide service or at least inform me of their intentions. To ignore, is just not acceptable. At the time of this submission, I am still awaiting repair and a return call.

Ticket: # 4107546 - Internet problems and billing problems

Date: 7/23/2020 4:20:20 PM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

For 3 weeks now my internet will drop every 5 minutes. It has been impossible to be in zoom meetings for work or even just getting my everyday work completed. I was told that I would receive a credit for the inconvenience but instead I was charged reconnect fees for all the times they tried to reboot my modem. I was also just informed that they didn't schedule my appointment so now I have to wait another week and was told that I could be charged for the service call to come out and fix the problem with their equipment. I am extremely frustrated and the fact that suddenlink is the only provider in my town that can handle the speeds that I am needing makes me sick. They claim they are trying to make the covid pandemic easier and they are making it so much harder.

Ticket: # 4107576 - Collections For Equipment**Date:** 7/23/2020 4:27:44 PM**City/State/Zip:** Charleston, West Virginia 25304**Company Complaining About:** Sudden Link

Description

We moved out of our home/disconnected service on 4/2/20, during a national pandemic. Everything in our area was shut down 3/19. I made multiple calls to Suddenlink(45 min hold time to only be disconnected), left return call messages, as well as, made notations on a bill and returned it to request where/how to return their equipment. Today, I received a collections letter from Sunrise Credit Services for \$1015.00. I made yet another attempt to call suddenlink, 3x. I could not reach a representative and their automated service could not find my account.

Ticket: # 4107610 - Coronavirus UN scam/spam

Date: 7/23/2020 4:36:55 PM

City/State/Zip: Sedalia, Missouri 65301

Company Complaining About: Un

Description

(b) (6)

Attention:

This is to officially inform you that you have been selected to receive the UN COVID-19 Response and Recovery Fund of \$1,500,000.00 US Dollars. The selection process was carried out through The United Nations (UN) computerized email selection system, from a database of over 79,980,000 email addresses obtained from all continents of the world, which your email address were selected among.

The United Nations COVID-19 Response and Recovery Fund is a UN inter-agency fund mechanism established by the UN Secretary-General to help support low- and middle-income people(s) to respond to the pandemic and its impacts, including an unprecedented socio-economic shock. The Fund's assistance targets those most vulnerable to economic hardship and social disruption around the world.

We are delighted to inform you that due to mixed up of names and numbers, your name attached to approved number UN6MM020/COVID-19, which consequently fall on (UN) African Chapter, therefore, you are advised to contact the United Nations COVID-19 Response and Recovery Fund, African Coordinator and Grants Manager Mrs Anita Johnson, to claim your \$1,500,000.00 US Dollars.

Name: (b) (6)

Email: (b) (6)

Confirm this listed information as soon as possible.

1. Name In Full :
2. Address :
3. Nationality :
4. Direct Telephone #:

Note, it's in your hands to stop the spread of COVID-19. United Nation's advises to follow the guidelines of the scientific community.

(1) Wash your hands frequently and thoroughly with soap and water, or an alcohol based solution. (2) Avoid touching your eyes, nose and mouth.

(3) Practice social distancing. Reduce social activity and, if you really need to meet someone, maintain a 2-meter (6-foot) distance between the two of you.

Finally, I am the Grants Manager and i am responsible for the smooth and efficient release of your United Nations COVID-19 Response and Recovery Fund of \$1,500,000.00 US Dollars, so contact him immediately with these information's as required above. Congratulations once again.

Thanks Yours

Mrs.Amina J Mohammed

Deputy Secretary-General of the United Nations

Ticket: # 4107648 - Safe Link Lifeline Application

Date: 7/23/2020 4:48:29 PM

City/State/Zip: Miami, Florida 33136

Company Complaining About: Safelink Wireless

Description

The consumer wants to file a complaint against Safe Link Wireless whom he filed Lifeline with.

He states he got a letter from National Verifier and he was approved.

He was told to call Safe Link and they always say his application is pending and its been 3 weeks.

He wants to know what is going on because during COVID-19 he is struggling and needs this taken care off immediately.

He was suppose to be receiving a replacement phone.

Ticket: # 4107742 - CELL PHONE SERVICE

Date: 7/23/2020 5:12:32 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Verizon

Description

I spoke to Corey at Verizon today about various options to upgrade my plan and/or my phone, just collecting information. He provided me with information but I did not make a decision and did not authorize any changes to my plan. Shortly thereafter, I got an e-mail confirming that I had changed my plan to a data plan. I have a flip phone that will not even accommodate a data plan which Corey knew. The new plan costs significantly more. I called back and talked to Jessica after a lengthy hold and she said there was no way she could fix this and I would have to go to a store, even though I am COVID high risk and am sheltering in place. She refused to allow me to talk to a supervisor. After about another hour on hold, I finally talked to Thimeka and then reached a supervisor named Ellen. She said she couldn't change my plan back until the next billing cycle but she would issue me a credit in September. I want the error immediately reversed and to not be charged an extra cent over my existing plan. Why should I have to wait until September to correct Verizon's error? Also, what action is going to be taken against Corey who changed my plan without my authorization? I have already wasted about two hours trying to resolve Verizon's error.

Ticket: # 4107827 - Issues with Internet Connection

Date: 7/23/2020 5:35:48 PM

City/State/Zip: Alexandria, Louisiana 71302

Company Complaining About: Sudden Link

Description

I am writing to FCC today to explain about the ongoing unstable connection with my internet service provider Suddenlink Communications.

For the few past weeks, I have been dissatisfied with the internet service with Suddenlink. Due to this uneven connection, this have impacted a couple of opportunities for me. One, being how this is now impacting my chance to continue my education by learning remotely from the comfort of my home and impacting the opportunity to work from home. This is troublesome for me.

I have been a customer with Suddenlink on and off again for a sustained amount of time. While I have never a problem with their customer service and very pleased with their high speed service, I think it is unfair that I am paying a large amount of money each month for a service that is not reliable.

Please take this into consideration, at a time where having a stable internet connection is more critical than ever due to the amount of people who are now at home due to the COVID-19 pandemic. Suddenlink have to do better as a company and provide a better service to their customers.

Thank you for your time and assistance.

Ticket: # 4108375 - Disconnection issues

Date: 7/23/2020 10:42:01 PM

City/State/Zip: Princeton, West Virginia 24740

Company Complaining About: Sudden Link

Description

Despite Altice signing a pledge not to disconnect customers who fall behind on their bills during this covid crisis, I was disconnected twice after the date they signed that pledge along with other communications providers. Both times I was disconnected for past due amounts of less than 100 dollars. I dont even have cable with Suddenlink. I only have phone and internet. I did pay the money that I owed but what happened to their promise to be a little more forgiving and give customers more time. I struggle to pay the bill anyway and have reduced it to internet and phone only to keep my bill below 100 dollars a month but they cut it off twice just as they normally would do. No extra time to pay at all. So their signing that pledge was a ploy to look good but not truly to care about their customer's struggles.

Ticket: # 4108506 - Comcast -Xfinity internet

Date: 7/24/2020 6:11:26 AM

City/State/Zip: Plant City, Florida 33565

Company Complaining About: Hughes Net

Description

I live on a small road with 3 homes but surrounded by many other homes - not a subdivision.

Comcast is the only non satellite provider in the area but they refuse to run a line for our 3 homes. All the houses around us have Comcast though. Especially with pandemic good internet is essential for schooling! I have not asked for this to be done for free and they still refuse to run a line!

Ticket: # 4108559 - internet

Date: 7/24/2020 8:44:44 AM

City/State/Zip: Muskogee, Oklahoma 74401

Company Complaining About: Sudden Link

Description

I called Suddenlink about my slow internet speed. A tech was to be sent out. Later in the week the speed became slower. I called again. After some troubleshooting I was unable to connect to the internet. A tech came out, installed new equipment and said I needed a new router. After setting up the router I was still unable to connect to the internet. I called Suddenlink 4 times, each time they were unable to find the problem. They would hang up on me stating they would call back in 10 minutes. After 2 hours still no call. Each time I called they were not able to connect to me the internet, they continually hung up on me stating they would call me back but they never did. I am currently paying for unlimited, high speed internet. My speed continues to be slow and they have not/refused to assist me. I am an essential worker, who must have internet in order to do my job. I am working from home due to COVID19 and unable to go to my office.

Ticket: # 4108612 - Internet is unusable

Date: 7/24/2020 9:26:38 AM

City/State/Zip: Fredericktown, Ohio 43019

Company Complaining About: Centurylink

Description

Our internet has become totally unusable. I have called numerous times and centurylink has overcommitted to too many customers for what their infrastructure can support but they have no plans to upgrade their infrastructure. My daughter's high school is considering moving to online school due to covid, and we are super worried what we are going to do because we have no other options.

Ticket: # 4108651 - Optimum

Date: 7/24/2020 9:50:16 AM

City/State/Zip: Saddle River, New Jersey 07458

Company Complaining About: Optimum

Description

What recourse does anyone have when you have none or intermittent internet or phone service and have reached out innumerable times with no success. I have called Optimum numerous times about my intermittent internet, voice and TV service, spending hours upon hours on the phone with customer service reps, who send me repeatedly through the same useless, time wasting, mind numbing, trouble shooting processes, with zero results. I have had appointments with technicians who may or may not show up...with one tech who did show up causing even more issues. The latest issue is with my landlines I used for what little business I have left during this pandemic. I have been without service for 3 days.....and the only way to connect with Optimum is by phone or online chat where they just ignore you, hang up on you, or just leave you hanging for hours stating "stay connected" with zero results.

Businesses like this should not be allowed to maintain a license with the FCC and continue to charge customers for service they are not providing....nor should they be immune from being sued.

All customers who have not received the services they were promised, should be able to seek remuneration, the result of which would be a huge sum of money that would make Optimum take notice and correct their business model.

Ticket: # 4108700 - Reporting False information

Date: 7/24/2020 10:15:36 AM

City/State/Zip: Richland, Mississippi 39218

Company Complaining About: Directv

Description

CNN news anchor reporting false information and not correcting it about possible drug treatment for COVID.

Proof = <https://www.foxnews.com/media/cnn-anchor-keilar-ludicrous-claim-hydroxychloroquine>

Ticket: # 4108734 - Phone Billing

Date: 7/24/2020 10:27:53 AM

City/State/Zip: Ashley, Illinois 62808

Company Complaining About: Verizon Wireless

Description

Consumer is stating that he has Verizon Wireless. He was told that during the pandemic they would be receiving free gigs. They did not receive notice that when it was over that they were going to be charged for this. He received a text message stating that he went over 12.95 gigs and he was going to be billed for this. Resolution: Consumer feels that he should not have to pay the \$207.73 for the gigs that that they did not notify him about.

****CTR406-phone****

Ticket: # 4108819 - Suddenlink Billing

Date: 7/24/2020 11:03:44 AM

City/State/Zip: Lubbock, Texas 79413-5831

Company Complaining About: Sudden Link

Description

I started calling on 6-14-2020 to have my services disconnected and was given multiple reasons as to why they couldn't process my request or why I needed to wait to disconnect my services. The new billing date was 7-8-2020 and I returned my equipment into the drop box at their office on 7-7-2020. I wanted to do it in person however the Lubbock Tx office was closed that day due to Covid-19 concerns. I was then billed for an additional month. When I called to complain I was told there were no records of my trying to cancel services so therefore even though my equipment was turned in I was still liable for an additional month because I had not called to cancel services. I called many times and was assured by employees that they were taking detailed notes on my account in regards to my wanting to cancel services. On 7-21-2020 I spoke with a supervisor who said there were no notes on my account so I will be liable for this service. I just want the charges billed on 7-8-2020 to be taken off.

Ticket: # 4108836 - Overcharging During Covid**Date:** 7/24/2020 11:12:33 AM**City/State/Zip:** Knoxville, Tennessee 37909**Company Complaining About:** Spectrum

Description

Spectrum of Florida Account No. (b) (6) gave notice on 5/08/2020 that they would be moving and to cancel service on May 31, 2020 at midnight(See attached confirmation, Exhibit "A"). The prior bill for the period of 4/22 to 5/22/2020 was paid on May 10, 2020. On May 23, 2020 Mr. (b) (6) was mailed a bill in the amount of \$161.35 for the period from May 22 through 6/21/20 despite the fact that Mr. (b) (6) only received services through May 31, after which service was turned off, a period of ten (10) days. Mr. (b) (6) paid Spectrum for ten days, a total of \$52.05, a check which Spectrum cashed (see copy of check and payment stub attached as Exhibit "B" as well as Spectrum invoice for period until 6/21/2020 as Exhibit "C"). Subsequently Spectrum sent Mr. (b) (6) an invoice for the remaining amount of \$109.30 along with a statement that they only bill monthly and does not give credit for services canceled prior to the end of the current billing month. That invoice is also noted as for the period from 6/22 through 7/21/2020 (Exhibit "D") Note that equipment was returned per Spectrum policy on 5/27/2020 per Exhibit "E".

- 1.) Spectrum states that it is not it's policy that they only bill monthly and does not give credit for services canceled prior to the end of the current billing month, however that was not their policy at the time Mr. (b) (6) entered into a contract with them, rather they allege verbally that the policy was added to their bill on or about July 2018. They can not unilaterally change their contract with a customer without the consent of the customer and or make it retroactive by burying it in the fine print of an invoice.
- 2.) Please note that the alleged statement regarding "monthly billing is not on the invoice dated 6/21/2020.
- 3.) The notice of cancellation was given prior to the "current billing month therefore the statement is not factually applicable to this invoice.
- 4.) They are billing for services the customer never received, in fact this is the company policy which is not enforceable.
- 5.) they are attempting to deceive Mr.(b) (6) into believing the additional payment is for a time two billing periods past the cancellation of the service and in fact there was no longer an applicable contract upon which to base their claim.
- 6.) During this time of Covid-19 their actions are unconscionable, immoral and unethical. They are taking advantage of their customers contrary to state law which addresses price gouging and is illegal.
- 7.) Their business practices are contrary to all legal logic by charging for services their customers have not received hence is contrary to law, unenforceable and illegal. This matter goes beyond just Mr. (b) (6) but extends to the class encompassed by all their customers subject to this policy.
- 8.) Mr. (b) (6) balance needs to be canceled for the reasons stated above and further any action to collect or credit reporting is illegal and constitutes damages to Mr. (b) (6)

Ticket: # 4108922 - Lack of internet access in my neighborhood

Date: 7/24/2020 11:34:47 AM

City/State/Zip: Alexandria, Kentucky 41001

Company Complaining About: Cincinnati Bell

Description

We are in dire need of internet services in our community, especially with the onset of COVID where people are working from home or home schooling their children. Our local carrier, Cincinnati Bell, refuses to run any updated internet service to our area to support better connections. As a result, most of us are forced to rely on hot spots which are not ideal whatsoever.

Ticket: # 4109025 - T-mobile-Billing-rates-COVID-19

Date: 7/24/2020 11:46:57 AM

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: T Mobile

Description

Consumer states that he is getting over charger. Consumer states that he signs up for a \$55.00 dollar per plan plus \$7.00 for the equipment. Consumer states that he was very clear with the representative when he told him that he only makes \$600 per month and that he needed a solid plan and one that did not go up. Consumer states that he never receives a bill for \$62 dollars instead his bill kept going up. Consumer states that consumer service is not helping him and that they only want to give him a \$50.00-dollar credit now that he is starting to receive bills up to \$200.00. Consumer never agree to any of this. Consumer was forced to sign a contract that he is unable to understand taking advantage of his necessity on having a cell phone. Now consumer must debate weather pay for the bill or to purchase groceries for his month. Consumer wants his promotion to be honor and respected for the time that they agree too. Consumer is a senior citizen who lives alone and cannot afford this bill. Consumer needs assistance in Spanish.

ctr408-phone

Ticket: # 4109281 - service disconnected

Date: 7/24/2020 12:46:55 PM

City/State/Zip: Seymour, Tennessee 37865

Company Complaining About: Spectrum

Description

On Tuesday 07/21/20 my service with spectrum was disconnected and I understand that due to covid-19 pandemic they were not disconnecting services . That was extremely help since my daughter goes to school online and since I have lost my job I was able to search and look for another. Unfortunately I was not able to found work , we were living off my husbands social security income. i just received a job on 07/13 as a customer service rep online and I would have gotten my first paycheck on 07/31 and the morning of 07/21 spectrum disconnected my service I could not sign in for work. I called and spoke with several people including supervisors and no one would help me with restoring my service until I got paid making me super late for work. So I took every last dime I had to pay the bill and have my service restored. Leaving my family with .59 in my checking account no means to provide for my girls and my 9 month old baby and we do not receive state assistance because of my husband income excess the income limit. I am filing this complaint because I am extremely dissatisfied with this company for putting my family in this situation

Ticket: # 4109539 - Spoofed

Date: 7/24/2020 1:49:45 PM

City/State/Zip: Union City, Pennsylvania 16438

Company Complaining About: I Do Not Know!

Description

I have a recent new number and I get calls allll day long. I googled my landline number, I don't know why but it led me to several other landline numbers and something I'd never heard of before, caller id spoofing. I haven't put my new landline on the Internet so I don't understand how 50+ numbers have my phone number. I asked Spectrum to make the number private when I got it. But Spectrums service has highly disappointed me, turning my phone off during this covid epidemic for \$7.50, a total of 3 times. I know nothing else to do but get a new number. I don't answer the calls.

Ticket: # 4109573 - Constant Centurylink outages

Date: 7/24/2020 1:58:53 PM

City/State/Zip: Foley, Missouri 63347

Company Complaining About: Centurylink

Description

With COVID-19 and working from home and having an essential role in keeping the railroad industry infrastructure moving, my employer cannot tolerate me not being able to perform my essential role with no internet service. I have had no internet 6 of the past 8 days. I cannot go to the office due to positive COVID In our building.

Ticket: # 4109642 - FRONTIER FIOS INTERNET

Date: 7/24/2020 2:14:59 PM

City/State/Zip: Santa Fe Springs, California 90670

Company Complaining About: Frontier Communications

Description

A (b) (6) 7/24/2020 CLOSED CONF (b) (6). I have been calling since last 7/16/2020 keep telling me i had have 5 # code. I closed it with Michelle Frontier Fios Cut.SVC she said i need to pay till the end of my cycle I unplugged it on 7/16/2020 and now they want me to pay a fee plus \$9.99 to close. I would like to file a complaint with this pandemic I think they are taking advantage of people. I closed my account as of today. But still technically a customer till August 2, 2020... I feel I should only pay from July 2,2020 to July 16, 2020 not the whole billing cycle. This is also the name on the account Please help they cant keep doing this to customers and their internet is always slow having to always reset box and trouble shoot that's why I closed my account customer since 1987. Also my husband had a business account and we closed it and opened a residential account as i was closing my account she said we show you have equipment never returned since 2016. I said they told us we didn't need to but i save everything i said hold on. I have ti she said if you didn't we would charge you \$100.00 I said why it wasn't under my name it was under my husband and they will be sending me a box to return the router I will but I still would like you to check into those charges for us. thank again and stay safe :)

Ticket: # 4109763 - Unable to resolve Internet Connection issues with Comcast**Date:** 7/24/2020 2:40:19 PM**City/State/Zip:** Union City, California 94587**Company Complaining About:** Comcast

Description

We get really poor internet connection at our house 4-5 hours per day. Rest of the time, it works fine. We have tried to reach out to Comcast repeatedly to solve this issue. Every time we call them, we get an automated robot asking us a series of questions. The robot says it cannot proceed without rebooting my modem. Every time, I call them, the robot keeps rebooting the modem. But, we end up right back in the same situation.

We lose internet connectivity 3-4 hrs per day, usually in the afternoon. Everything works itself out by evening. This happens almost on a daily basis. We are currently two parents working from home due to COVID guidelines. We have no idea how to get hold of Comcast to fix this problem.

A month back, we were able to get hold of Comcast and they created a ticket number for us:

(b) (6)

Property Address: (b) (6)

Ticket: # 4109778 - Service disconnected during the Pledge

Date: 7/24/2020 2:45:13 PM

City/State/Zip: Hyde Park, New York 12538

Company Complaining About: Optimum

Description

Consumer was late paying her internet bill in May-June.

Due to the COVID Virus the companies had promised to not shut people off or charge late fees.

Consumer borrowed the money to bring the account up to date.
However she does not want to pay the late and re-connect fees.

It was during the time of the Keep America Connected Pledge.

Consumer asked that we file a complaint on her behalf.

CTR412-phone

Ticket: # 4109903 - Covid-19 - Threaten Shut off - Comcast/Xfinity Subpar Service for over 4 Years - Incorrect Billing!!!!

Date: 7/24/2020 3:05:49 PM

City/State/Zip: St. Augustine, Florida 32085

Company Complaining About: Comcast

Description

Covid-19, Threaten to shut off internet services July 28th and just got it on July 23, 2020! Comcast has given me subpar internet and tv/cable services for over 4 years/since late June 2016. Billing is incorrect for Internet and Cable. I have free Cable with Rent, and they are billing me. Internet billing is overcharged too! I was told on June 4, 2020, by Thomas in Customer Service, my bill was only \$4.51 due. I paid it on June 15, 2020. Now, they are saying that wasn't true! It was over \$198! This week I got a letter saying balance is \$100.33 and another bill for cable which is free! Please help!

Ticket: # 4109949 - Complaint against Optimum**Date:** 7/24/2020 3:19:31 PM**City/State/Zip:** Bedford, New York 10506**Company Complaining About:** Optimum

Description

We are Optimum customers for internet, television and telephone service. Our service became very slow and intermittent several months ago, around the beginning of COVID-19 quarantine. I got limited help by phone and eventually our phone line stopped working altogether and the internet became very intermittent - off, more than on. I called Optimum for help and one agent said there was an issue in the area that was being worked on. Another agent said I needed a new modem and one would be sent to me by FEDEX. It turns out, one full week later, the modem was never sent and the issue was never fixed. I scheduled a repair appointment for the technician to bring a new modem. I informed the scheduler that he cannot enter my house due to health concerns. When the technician arrived he refused to leave the modem saying he had to enter my house. I said I would install it and give him the old one but he got into his truck and drove off. Now I have no reliable phone, television or internet service that I have paid for in advance. This is incorrigible behavior, at a time when health and safety should come first and the ability to call for medical support for my ill 84 year old husband is paramount.

Ticket: # 4110094 - RE: Restore Fees COVID-19

Date: 7/24/2020 3:58:41 PM

City/State/Zip: Pasco, Washington 99301

Company Complaining About: Directv

Description

Few months ago spoke to customer service about waiving a reconnect service fee which I was told I would not have one on my bill. Now due to COVID-19 and still out of work without no Unemployment payment I tired again to get a restore waived as I was told would be. I have read several news outlets that June 30th would be when ATT/DirecTV wavier it's fees. Well I'm still being charged late fees on top of reconnecting fees.

Ticket: # 4110274 - Internet-Intermittent service interruptions w confirmed breaks in line

Date: 7/24/2020 4:38:43 PM

City/State/Zip: Newbury, Ohio 44065

Company Complaining About: Sudden Link

Description

Suddenlink has failed to maintain its underground service feed lines to supply our neighborhood with consistent service per contract.

My neighbors have been informed by a Sudden link employee that the company is aware that there is a break in the line that results in outages and decreases the ability to handle volume.

We now have increased need with many required to work from home to stay safe in this pandemic.

With an additional increased volume coming when the school year starts.

The numerous pleas to have consistent reliable service has been ignored for months for multiple customers and the service has been less than acceptable for the almost 4 years we have been in this house.

We are stuck with just one fiber internet provider and they are taking advantage of that monopoly.

July 19th 2020 we were told by the phone representative that yes they had 3 complaints from us.

They didn't respond to any of these complaints. We were told on previous complaints someone would call and come inspect line from engineering.

On that call the representative assured us that on July 21st 2020 an engineer would come to our home to look for the problem. They never came.

We reached out to our neighbors to find out their situation and found out additional facts.

Our neighbor across the street confirmed that they had been told by the technician a while ago, that Suddenlink is aware that they have a line that is bad and so they were continuing to mislead me that they didn't know the issue.

It's time that Suddenlink is required to hold up their end of the contract by repairing the faulty equipment that keeps us from having the full service we are paying for.

Ticket: # 4110297 - Order Cancellation without notice

Date: 7/24/2020 4:44:26 PM

City/State/Zip: Winona, Texas 75792

Company Complaining About: Verizon Wireless

Description

I placed an order with Verizon Wireless online. My credit was fine and I paid my portion due for a phone and service. Emails start to come in telling me I am good to go. Then out of nowhere I get an email from Verizon Fraud. They ask me for a copy of my DL so I provide the information, and my identity is proven. The next email I get is telling me they are closing my order. I am livid. I call and speak with a supervisor. Now apparently verification of my identity is not enough. Now they want proof that I live where I live based on the Indiana DL. I offer Bank Statements, Insurance, Medical Bills and even tell them to call my work "University of Texas" at Athens and verify whatever they want. This turns into a long and tedious process. I relocated in January 2020 from Indiana to Texas and I live with my fiance permanently. since electric, cable, ect are in her name, I do not have utility bills, and we do not have a mortgage. I came to work here in Texas due to Covid-19 and my profession as a Biomedical Engineer, I AM HOSPITAL BASED. So, the earliest drivers license appointment I could get is December 12, 2020. To prove my residency my fiance completed a Residency Affidavit and included her drivers license to verify the address. In this document she states that I permanently reside at my address. Now, Verizon states that I must provide a Car Registration, Voter Registration Card, or utility bills. Voter Registration is questionable at best. Anyone can complete a voter registration online and receive a card, no questions asked. Yet Verizon cannot take a Bank Statement, Medical Bill, Insurance Card, or the verification of an employer? Verizon uses excessive power over consumer by randomly causing stress as it sifts through personal information without providing a detailed list of unauthorized investigation into potential customer accounts, delaying orders, recording calls, and refusing service to credible consumers with valid proof of residency. Verizon Fraud Department apparently trolls information from consumers and flags potential paying customers. When questioned, Verizon provides limited details at best. Verizon is refusing to complete my order and has no credible justification for doing so. If you look at the requirements for a Drivers License, I have more than met the burden of proof.

Ticket: # 4110495 - Comcast internet and cable service interruption

Date: 7/24/2020 5:54:28 PM

City/State/Zip: Decatur, Georgia 30030-4514

Company Complaining About: Comcast

Description

My Comcast cable and internet service is disrupted up to twice a week for several weeks now. The interruption happen during business hours and last for several hours. This has been disastrous for my work since I have to work from home during the COVID-19 pandemic.

Comcast makes it extremely difficult to report and mitigate outages. Their standard response is to disrespectful and absolutely not helpful. Comcast refuses to get access to qualified agents who could help mitigating the issues. Comcast refuses reimbursement for the otages

Ticket: # 4110509 - Optimum/Altice leaving a town without working internet for months

Date: 7/24/2020 5:57:44 PM

City/State/Zip: Thomaston, Connecticut 06787-1120

Company Complaining About: Optimum

Description

Optimum has left this area (Thomaston, CT) without a working high speed internet provider since June 10th. They acknowledge a known issue that takes the internet offline every night starting around 7pm and lasting until the early hours of the morning, and are providing no ETA on a fix or any remedy to customers. As the town has allowed them a monopoly on high speed internet, we're left with no options. So much for trying to work remotely or communicate with friends and family during the COVID pandemic. I've made many calls to Optimum, sometimes waiting on hold more than 90 minutes to speak to a useless support agent who refuses to help.

Ticket: # 4110582 - Refusal to install internet that is needed for cyber school because of COVID 19

Date: 7/24/2020 6:30:43 PM

City/State/Zip: Rockwood, Pennsylvania 15557

Company Complaining About: Armstrong Cable Company- 259 E. Crawford Ave., Connellsville, Pa

Description

On Monday, July 20th, I called Armstrong Cable to see if they would run their cable service to our residence because my son will be attending cyber school due to the COVID 19 pandemic. I was told no they would not because it is too far of a distance to run the cable. I informed Armstrong that there were 2 other neighbors that would want the service as well. I asked what I could do to get them to run it and was told to have my neighbors call in as well. Which I did. The cable lines end approximately 0.3 mile from our home in one direction and approximately 0.5 mile in the other direction. There should be no reason why we should be denied this service because we live in a rural area. This is placing my son at a disadvantage. Any help you can provide would be greatly appreciated.

Ticket: # 4110602 - AT&T abusive refusal to terminate service

Date: 7/24/2020 6:37:12 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: AT&T

Description

I am trying to cancel my home internet service from AT&T. They refuse to allow consumers to cancel via chat online or provide any online means to cancel service. They force you to call their telephone number and then demand PINs and other information saying that it is a "security" issue. I went to my online account and changed the PIN and provided it to AT&T. They still refused to cancel the account. They demand that I go to their in person office in downtown San Francisco. I took the covid risk of doing so but the in person office ultimately would not terminate the account.

Ticket: # 4110605 - robocalls from spoofed/fake numbers

Date: 7/24/2020 6:37:44 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs, Byhalia and Ashland, MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. I recently received (and filed a complaint for) a call identified as coming from Indian Spring, NV. For the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated Tulsa, OK.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected. Today, I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to

communicate directly with the sender, and at least gain their assurance that they would not contact me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4110621 - Can not access my email

Date: 7/24/2020 6:40:38 PM

City/State/Zip: Fort Atkinson, Wisconsin 53538

Company Complaining About: Google

Description

Can not get my email. I have been forced to rewrite passwords over 25 times. Google is totally inaccessible to help solve the problem. I called at least 4 times. in the last month, and I just get a computer-generated voice saying their support team is closed due to COvid.

Ticket: # 4110670 - Interruption of service.

Date: 7/24/2020 7:04:28 PM

City/State/Zip: Tustin, California 92780

Company Complaining About: Spectrum

Description

I've been having major interruption of services with my new cable box provided by Spectrum. After receiving and installing new upgraded internet boxes, I've been having intermittent and buffering issues. I'm suppose to have 200 Mbps. I'm not able to connect to the internet in the bedrooms, 15 feet away. I've had multiple techs come to my home, 7/7, 7/12, 7/17, 7/21 and will have 7/26/20. I want the internet to work, specially that my children will be doing on-line school due to the pandemic. My frustration is that there's no accountability to ensure customer satisfaction in a timely manner. Constantly have to wait days for new technicians to come in. Also, I would like to be compensated for inconvenience and trouble this has cause to my family due to not able having the services that I'm paying for this lack of service. Thank You.

Ticket: # 4110676 - Data, Phone, Internet, TV & Net-Neutrality

Date: 7/24/2020 7:06:08 PM

City/State/Zip: San Jose, California 95122

Company Complaining About: AT&T

Description

When will the congress will assign Net Neutrality because my head is getting small which is my brain size is diminishing Ratio of the Band Wave with my equipment, and appliances are being over used unless PG&E is settle to downsize the bandwidth on our IPTV, VoIP, and anything that runs with cordless Internet Phone, and TV my cellphone is have interference with thous class A, B, and C. equipment from IRF exposures. Especialy COVID-19 related IRF issues with the equipment or appliances. Not only that my Cellphone kept on Blowing on and off rings all day.

Ticket: # 4110762 - AT&T OVER CHARGES

Date: 7/24/2020 8:01:09 PM

City/State/Zip: Cromwell, Minnesota 55726

Company Complaining About: AT&T

Description

AT & T overcharged me \$10.00 for some international (Canada) calling/texting back in February 2020. I've tried to resolve the issue with their Customer Service but due to the COVID19, they weren't taking calls until more recently. I was never in Canada so I never used the international plan and should not be charged the amount. My daughter wanted to get her own plan so AT & T forced me to pay the \$10 over charge or she couldn't get her own plan.

I want my \$10.00 refunded to me and want the international calling/texting plan discontinued from my account.

I can't get any resolution with AT & T Customer Service, therefore, this complain.

(b) (6)

Ticket: # 4110918 - Overcharging my phone bill / wrong credit for trade in

Date: 7/24/2020 10:47:24 PM

City/State/Zip: Hearne, Texas 77859

Company Complaining About: Verizon Wireless

Description

My daughter got a new phone I gave her the full amount to outright purchase her new phone she paid the full balance due. She traded it her old phone for 300 dollars the contract only shows 180 dollars. Verizon is also charging me for her phone monthly I have paid for this phone once and they are charging me again. Infinity wireless College Station Texas is the mobil company i used they will not resolve the problem. I discovered this problem today but they have been billing me for over a year. I lost my job because of covid19 this bill is a serious problem. Please help. Verizon needs to step up and resolve the problem with there sales team.

Ticket: # 4110919 - Access Media3

Date: 7/24/2020 10:52:17 PM

City/State/Zip: South Orange, New Jersey 07079

Company Complaining About: Access Media3

Description

The speed is not as advertised. Internet speed tests consistently demonstrate up to 90% reduction in advertised speeds. I live in an apartment complex with this provider as the only option. My family relies on the internet during this pandemic for work and it is affecting us financially.

Ticket: # 4111015 - the TV program Plandemic on Sinclair stations

Date: 7/25/2020 3:45:02 AM

City/State/Zip: Hot Springs Village, Arkansas 71909

Description

Local TV stations owned by Sinclair are set to air a conspiracy theory over the weekend that suggests Dr. Anthony Fauci, the nation's top expert on infectious diseases, was responsible for the creation of the coronavirus. It will be on my local station in Little Rock KATV. Take it off the air because it is without merit and could serious harm public health and endanger Dr. Fauci's life.

Ticket: # 4111036 - Sinclair Broadcasting- "Plandemic"

Date: 7/25/2020 7:03:37 AM

City/State/Zip: Vernon Hills, Illinois 60061

Company Complaining About: Comcast

Description

Baseless conspiracy theories about the novel coronavirus and Dr. Anthony Fauci, a prominent member of the White House coronavirus task force, found a platform on the new episode of Sinclair Broadcast Group's America This Week. The episode is available for streaming on Sinclair-owned or -operated television station websites and is set to air on dozens of Sinclair stations over the weekend.

Ticket: # 4111041 - False information on news

Date: 7/25/2020 7:16:45 AM

City/State/Zip: Annandale, Virginia 22003

Company Complaining About: Verizon

Description

Local television stations owned by the Sinclair Broadcast Group are set to air a conspiracy theory over the weekend that suggests Dr. Anthony Fauci, the nation's top expert on infectious diseases, was responsible for the creation of the coronavirus.

The baseless conspiracy theory is set to air on stations across the country in a segment during the program "America This Week" hosted by Eric Bolling. The show, which is posted online before it is broadcast over the weekend, is distributed to Sinclair Broadcast Group's network of local television stations, one of the largest in the country. A survey by Pew Research Group earlier this year showed that local news was a vital source of information on the coronavirus for many Americans, and more trusted than the media overall.

Ticket: # 4111052 - Sinclair Broadcast Group planning on Broadcasting Debunked Conspiracy Theory to all of their Stations

Date: 7/25/2020 7:25:13 AM

City/State/Zip: Roswell, Georgia 30075

Company Complaining About: Sinclair

Description

CNN is reporting that the Sinclair Broadcast Group is planning on Broadcasting a “conspiracy theory over the weekend that suggests Dr. Anthony Fauci, the nation's top expert on infectious diseases, was responsible for the creation of the coronavirus.

The baseless conspiracy theory is set to air on stations across the country in a segment during the program "America This Week" hosted by Eric Bolling. The show, which is posted online before it is broadcast over the weekend, is distributed to Sinclair Broadcast Group's network of local television stations, one of the largest in the country. “

<https://www.cnn.com/2020/07/24/media/sinclair-fauci-conspiracy-bolling/index.html>

This violates the FCC policy of Stations knowing Broadcasting false or misleading news to the General Public.

Ticket: # 4111061 - Misleading and false new presented as fact.

Date: 7/25/2020 7:34:23 AM

City/State/Zip: Jacksonville, Florida 32224

Description

Several stations in Florida are playing a completely fake documentary and presenting it as real. The stations are WEAR, WFGX (penesacola), weat Palm stations WPEC, WTVX, and WTCN. The above mentioned "documentary" presents comepletly false and very dangerous information regarding the pandemic and COVID-19. This documentary has and will cause more public harm if presented as fact. The movie needs to have several warnings throughout the duration of the film to remind viewers the information presented is in no way backed up by science. Sinclair Media is the company behind the stations showing this film.

Ticket: # 4111066 - Sinclair Stations Plandemic

Date: 7/25/2020 7:35:43 AM

City/State/Zip: Sammamish, Washington 98074

Description

The plan to air a conspiracy piece about a public health crisis emergency that pushes a theory that Dr. Anthony Fauci created COVID-19 is dangerous and false. Please stop the airing of this dangerous conspiracy piece.

Ticket: # 4111067 - Lies and disinformation

Date: 7/25/2020 7:35:46 AM

City/State/Zip: Tulsa, Oklahoma 74133

Description

Business)Local television stations owned by the Sinclair Broadcast Group are set to air a conspiracy theory over the weekend that suggests Dr. Anthony Fauci, the nation's top expert on infectious diseases, was responsible for the creation of the coronavirus.

Ticket: # 4111084 - Xfinity

Date: 7/25/2020 7:54:10 AM

City/State/Zip: Southaven, Mississippi 38672

Company Complaining About: Comcast

Description

My service has been so called an outage from 1am-1pm on most days EVERYDAY THIS WEEK. I called on yesterday and they couldn't tell me why it was an unexplained outage. I told them they were doing it bc of my balance due. Sure enough it was out this morning at 6am and the resolve time was 9:59 via text. I paid the bill at 6:10, my services were back on in less than 10 minutes. Not fair when my child has to use internet for school & we have hardships due to covid19.

Ticket: # 4111088 - Sinclair broadcast of Plandemic disinformation

Date: 7/25/2020 7:57:46 AM

City/State/Zip: Riegelsville, Pa 18077, Pennsylvania 18077

Description

The plandemic narrative is dangerous and reckless disinformation that will have deadly consequences if believed. The scope of Sinclair broadcasting is sizable - spanning most states.

The video features Dr Judy Mikovits, a former research scientist who blames the coronavirus outbreak on big pharma, Bill Gates and the World Health Organization.

Even the Trump administration understands the importance of vaccines for protecting lives and restoring the economy. Time to step up FCC to protect the public from this dangerous disinformation -- broadcast by a network owned by a single family - (b) (6).

PA is just one of many states:

Harrisburg: KHP (CBS21) @CBS21NEWS

Altoona: WJAC (NBC56) @WJACTV

WWCP (Fox 8)

WATM (ABC23)

Pittsburg: WPGH (Fox53) @fox53wpgh

WPNT (22ThePoint) @22ThePoint

Ticket: # 4111090 - Claims Outage everyday

Date: 7/25/2020 8:04:12 AM

City/State/Zip: Southaven, Mississippi 38672

Company Complaining About: Comcast

Description

Internet interrupted everyday this week from 1am-10am. I have a balance due. Outage scheduled to resolve at 10am this morning. I paid the bill at 6am & less than 10 mins my services returned. Not fair to interruption services due to hardships to covid19.

Ticket: # 4111098 - Sinclair broadcasting disinformation

Date: 7/25/2020 8:11:15 AM

City/State/Zip: N/a, Maine 00000

Description

Hello, Please censure or stop Sinclair Broadcasting Group from airing "Plandemic" which is proven to be disinformation regarding the CoVid-19 pandemic. Thank you.

Ticket: # 4111109 - Sinclair Broadcasting Plandemic

Date: 7/25/2020 8:33:22 AM

City/State/Zip: Dallas, Pennsylvania 18612

Description

Hello my name is (b) (6) I'm extremely troubled to hear many Sinclair owned news stations will be broadcast in a piece called Plandemic on the Eric Bolling show. The piece has been widely discredited by infectious disease experts and I find the seemingly unfettered dissemination of false information like this will have disastrous effects on this country's already poor ability to behave responsibly during this pandemic.

Ticket: # 4111111 - Sinclair Broadcasting

Date: 7/25/2020 8:35:20 AM

City/State/Zip: Oxford, Pennsylvania 19363

Company Complaining About: Verizon Wireless

Description

Airing Plandemic as a news show? It is propaganda that has been proven false and it's being put out as news, that is horrifying and could lead to even higher rates of COVID infections and deaths than we already have in this country. Should be banned

Ticket: # 4111114 - Plandemic airing

Date: 7/25/2020 8:40:25 AM

City/State/Zip: Tustin, California 92782

Company Complaining About: AT&T

Description

Hello,

I'd like to lodge a complaint against the intended airing of Plandemic on Sinclair Broadcasting. The discredited peice has been pulled from online platforms due to factual gaps and the materials propensity to harm this nation's recovery from Covid 19. Please be as responsible with the airwaves as Facebook has been with its site on this issue and block its airing.

Ticket: # 4111132 - False and Misleading Practices**Date:** 7/25/2020 9:04:25 AM**City/State/Zip:** West Haven, Connecticut 06516**Company Complaining About:** Comcast

Description

I have xfinity prepaid service. I had issues with my modem and called tech support to troubleshoot. Still not working so a technician was sent out to fix it. The tech said the problem is the modem and it needs to be replaced. I call xfinity prepaid and they tell me the modem warranty is only 3 months and I have to pay for a new modem, but when I activated service in store, I was told whenever I have an issue to call support and they will swap it out if any issues. Now I'm being told two completely different things but they're under the same entity. I want my replacement modem free of charge as I was promised when I signed up for services. Now they're taking advantage of people during Covid-19. Shameful

Ticket: # 4111145 - False information

Date: 7/25/2020 9:11:03 AM

City/State/Zip: Bay Shore, New York 11706

Description

Sinclair tv stations are reporting conspiracy theories that Dr Fauci created covid-19

Ticket: # 4111148 - Sinclair Broadcast Group - New York

Date: 7/25/2020 9:13:48 AM

City/State/Zip: Ridgewood, New Jersey 07450

Description

Sinclair-owned local TV stations across US are set to air the discredited "Plandemic" conspiracy theory. The segment that is set to air asserts Fauci is responsible for creation of COVID-19. This includes CBS 6 Albany (WRBG), CW15 (WCWN), and CNY Central (WSTM, WTVH, WSTQ). (<https://www.cnn.com/2020/07/24/media/sinclair-fauci-conspiracy-bolling/index.html>)

Ticket: # 4111151 - Sinclair News Stations Airing Proven False Plandemic

Date: 7/25/2020 9:22:23 AM

City/State/Zip: Palm Springs, Florida 33406

Company Complaining About: Comcast

Description

I would like to file a complaint against Sinclair Broadcast Group for broadcasting false information that causes substantial public harm. The airing of "Plandemic", which has already been discredited to the point Facebook and YouTube have taken this down, is dangerous misinformation during the COVID-19 pandemic. It is imperative the public can trust their news sources for accurate information, and it is extremely hazardous to public health and safety to air proven false information during this health crisis.

Ticket: # 4111156 - Sinclair airing "plandemic"

Date: 7/25/2020 9:23:59 AM

City/State/Zip: Edgewater, Florida 32132

Description

I am writing to express my disgust over Sinclair broadcasting airing the discredited "Plandemic" conspiracy theory on their stations throughout the country. The airing of this FAKE "documentary " is false propaganda at best, and very dangerous considering the global pandemic we are facing. This should not be allowed to air! If it does air, it should be with a large, fixed disclaimer at the bottom on the screen the whole time!

Ticket: # 4111163 - Sinclair airing conspiracy theories

Date: 7/25/2020 9:32:51 AM

City/State/Zip: Livermore, California 94550

Description

Airing plandemic (a conspiracy theory) and trying to blame dr fauci for a pandemic is blatantly misleading and is falsified information. It can also be considered defamation and could be subject to legal action. Especially airing it when the US has 4M cases

Ticket: # 4111165 - Sinclair stations broadcasting false content

Date: 7/25/2020 9:34:28 AM

City/State/Zip: Georgetown, Texas 78633

Description

Sinclair stations nationwide (including KEYE in Austin TX) are broadcasting a debunked show called "Plandemic" today that falsely accuses Dr. Anthony Fauci of causing the COVID19 pandemic. This fake documentary has been banned by Facebook for it's false and misleading claims. Dr. Fauci is already receiving death threats and the airing of this program will likely increase the chances of more threats to his life, and spread dangerous misinformation about the pandemic that could very likely cost American lives.

Ticket: # 4111169 - Sinclair broadcasting false propaganda

Date: 7/25/2020 9:36:29 AM

City/State/Zip: No, Pennsylvania 16335

Company Complaining About: Verizon

Description

Sinclair broadcasting group is going to air a completely false narrative that Dr. Fauci planned and started the covid-19 pandemic. This will only make current matters worse and further risk human life. Stations owned by Sinclair that plan to air or do air this propaganda should have it cut short or issue retraction statements. Also, fuck Ajit Pai, what a loser.

Ticket: # 4111183 - Sinclair-Pandemic

Date: 7/25/2020 9:45:42 AM

City/State/Zip: Centreville, Michigan 49032

Description

Sinclair Broadcasting's plan to air a segment on the discredited scientist's conspiracy theory, 'Plandemic' is wildly inappropriate. It all the more heinous, as Sinclair owns many stations across the country in areas that are rural & there are few other options. By airing this segment, it gives credibility to disinformation on the pandemic. This irresponsible decision will literally lead to deaths, as it will give easily manipulated people an excuse to ignore the science.

Ticket: # 4111194 - Sinclair is broadcasting false information

Date: 7/25/2020 9:53:19 AM

City/State/Zip: Lexington, Kentucky 40508

Description

Sinclair Media Group is broadcasting a conspiracy laced, false flag "documentary" about COVID. This will further disrupt the trust of the medical community. Many of the claims in this propaganda have been debunked. Local outlets have reported they are unable to go against Sinclair and not broadcast the lies.

Ticket: # 4111201 - "Plandemic" story by Sinclair owned news stations

Date: 7/25/2020 9:57:27 AM

City/State/Zip: Portland, Oregon 97232

Description

Hello,

I would like to voice a complaint about the local news stations owned by Sinclair. It appears as if they're going to air a story that has already been discredited to further damage the image of Dr. Fauci the leading physician guiding the US Coronavirus pandemic. This story is nothing but a political stunt to push blame away from our current national leadership, the Trump administration.

Ticket: # 4111203 - Sinclair Broadcasting stations false Dr. Fauci conspiracy story

Date: 7/25/2020 9:58:51 AM

City/State/Zip: Chittenango, New York 13037

Description

Airing false conspiracy story that Dr Fauci created CoVID 19. This is dangerous and a crime against the country.

Ticket: # 4111215 - Stop Sinclair Broadcast Group from Airing Dangerous Coronavirus Misinformation

Date: 7/25/2020 10:09:41 AM

City/State/Zip: New York, New York 10075

Description

It is my understanding that the Sinclair Broadcast Group intends to air a conspiracy theory on "America This Week" hosted by Eric Bolling that accuses Dr. Anthony Fauci, the nation's leading infectious disease expert, of being involved in the creation of the novel coronavirus spreading across the country. The person leveling this accusation is a medical researcher associated with a discredited video making the rounds online, a video taken down from platforms like Facebook and YouTube for spreading disinformation about the origins of COVID-19. Allowing this segment to air could cause disinformation to spread about the origins of the coronavirus and result in distrust of Dr. Fauci and other medical experts, which in turn could lead to more cases of the disease. I request that the FCC do not allow this segment to air because it is a serious threat to the public's health and their understanding of this dangerous virus.

Ticket: # 4111217 - Plandemic is dangerous lies

Date: 7/25/2020 10:11:44 AM

City/State/Zip: Atlanta, Georgia 30318

Description

Airing something as blatantly false as this piece of propaganda during the current increase in daily cases of Covid 19 will cost lives.

Ticket: # 4111223 - The Sinclair Group is substantially distorting the facts on coronavirus

Date: 7/25/2020 10:14:24 AM

City/State/Zip: Peoria, Illinois 61602

Description

This is (b) (6), a physician on the front lines of the coronavirus pandemic. I am calling to protest the Sinclair group's airing of the Plandemic video and discussion with Judy Mikovits. This video substantially damages the public perception of the facts and will cause more conspiracy theorists to damage the public health response to coronavirus. I am calling on the FCC to fine the Sinclair group to remind them this is unacceptable.

Ticket: # 4111226 - ATT Destroying Property**Date:** 7/25/2020 10:17:52 AM**City/State/Zip:** The Colony, Texas 75056**Company Complaining About:** AT&T

Description

I would like to file a complaint about AT&T. I had Spectrum internet, when my boyfriend moved in he asked if we could change to AT&T internet and Direct TV so he could get the NFL Sunday ticket. We did and then the internet service was bad. We were both kicked off of our work web ex meetings consistently. After having a technician come out and he couldn't fix the issue, we decided to switch back to Spectrum. We opted to do the self install with Spectrum due to Covid 19 but it wouldn't install. I called Spectrum customer service and she asked me to check the wires outside because ATT has a habit of interfering with their coax cables. She was correct. When I walked outside I saw that someone from ATT cut the Spectrum cables. That was not necessary, and it wasn't even their property! They damaged MY house and Spectrum's line. I have also filed a complaint with them.

Ticket: # 4111232 - Fresno, CA KMPH disinformation about COVID-19

Date: 7/25/2020 10:21:02 AM

City/State/Zip: Fresno, California 93720

Description

Plandemic airing: This stations airing of disinformation regarding Covid-19 and it's origins are beyond unacceptable. They continue to push a mandated segment from their owner Sinclair media into their news. There is no place for such opinion pieces in a news program. We need truth in programming especially in this area.

Ticket: # 4111245 - Sinclair media group

Date: 7/25/2020 10:25:04 AM

City/State/Zip: Burnsville, Minnesota 55337

Description

Sinclair media group are planning to broadcast a PROVEN FALSE news segment claiming Dr. Anthony Fauci planned the release of COVID 19. This is in clear violation of your rules:

"Broadcasting false information that causes substantial 'public harm'"

---The FCC prohibits broadcasting false information about a crime or a catastrophe if the broadcaster knows the information is false and will cause substantial "public harm" if aired.

Ticket: # 4111246 - WUTV & WNYO (Fox 29)

Date: 7/25/2020 10:25:31 AM

City/State/Zip: Spring Valley, New York 10977

Company Complaining About: Spectrum

Description

TV stations are airing discredited conspiracy theories that Dr. Anthony Fauci the director of the National Institute of Allergies and Infectious Diseases created the coronavirus Covid-19.

Ticket: # 4111248 - Fake news

Date: 7/25/2020 10:25:46 AM

City/State/Zip: Watkinsville, Georgia 30677

Company Complaining About: Directv

Description

Sinclair owned TV stations are planning to Broadcast false news regarding COVID-19. This had been discredited and taken down on Facebook and other social media. This broadcast should be banned for false and misleading information.

Ticket: # 4111258 - Sinclair COVID 19 documentary

Date: 7/25/2020 10:28:25 AM

City/State/Zip: Munster, Indiana 46321

Company Complaining About: Sinclair Broadcast Group

Description

This documentary will likely incite violence and death threats against a top public official. It spreads baseless conspiracy theories that undermine the safety and security of Americans.

Ticket: # 4111259 - Sinclair stations

Date: 7/25/2020 10:28:51 AM

City/State/Zip: Liverpool, New York 13088

Description

The Sinclair stations are planning to show "Plandemic", a debunked and seriously harmful fake documentary on COVID, that asserts that Dr Fauci created the virus and much more. In a time of pandemic could be critically harmful.

Ticket: # 4111269 - Sinclair TV

Date: 7/25/2020 10:33:28 AM

City/State/Zip: Liverpool, New York 13088

Description

The Sinclair stations are planning to show "Plandemic", a debunked fake documentary on COVID, that asserts that Dr Fauci created the virus and much more. In a time of pandemic could be critically harmful.

Ticket: # 4111273 - Sinclair media.

Date: 7/25/2020 10:35:07 AM

City/State/Zip: Holbrook, New York 11742

Company Complaining About: Sinclair Medis

Description

Sinclair media has repeatedly repeated unfounded falsehoods in an attempt to sway presidential support for Donald Trump. An example is blatantly blaming Dr. Anthony Fauci as the creator of the corona virus, an obvious complete falsehood. Please ask Sinclair media from airing falsehoods or ban the outright.

Ticket: # 4111282 - Knowingly Spreading False Information

Date: 7/25/2020 10:37:41 AM

City/State/Zip: Savannah, Georgia 31401

Description

It is being reported that the Sinclair Broadcast Group is set to air a segment with Judy Mikovits, the medical researcher featured in the discredited "Plandemic" video that went viral earlier this year and which was banned from platforms such as Facebook and YouTube. This is unacceptable, despicable, and dangerous. There has been over 4 million cases of the coronavirus with over 120,000 deaths. Americans continue to resist wearing their masks and cases continue to soar. This irresponsible reporting and airing of false information only exacerbates this problem. When more people die because they are watching the content you produce, their blood is on your hands. Please do not ignore the dire implications of lending a platform to such false information and pull this segment for the wellbeing of our country.

Ticket: # 4111314 - Complaint about Sinclair

Date: 7/25/2020 10:55:07 AM

City/State/Zip: Ambler, Pennsylvania 19002

Company Complaining About: Verizon

Description

Sinclair Broadcasting is going to air a piece tonight that states that COVID-19 is a conspiracy involving Dr. Fauci. This is slander and libel against Dr. Fauci, and is ALSO ENDANGERING THE PUBLIC HEALTH! Sinclair must be stopped for the public good. Thank You!

(b) (6)

Ticket: # 4111317 - Sinclair Broadcasting Airing False and Dangerous Information

Date: 7/25/2020 11:01:49 AM

City/State/Zip: Saranac Lake, New York 12983

Description

Hello,

I'm writing to report Sinclair Broadcast Group's plan to air propaganda this weekend and it should not be allowed. Their intention to air the widely debunked propaganda film Plandemic will harm countless Americans by spreading lies and misinformation regarding medical information and Dr. Fauci.

I had to debunk this for my 79-year-old mother when she shared it with me a month ago, before facebook/youtube pulled down Plandemic as it was determined to be propaganda and not truthful.

Now Sinclair Broadcasting Group is going to air this misinformation to millions of vulnerable, ill informed elderly who are most at risk for Covid19 death and misinformation campaigns. This is illegal.

Do not allow this filth to pollute public airwaves. Now that you are informed of this threat to the welfare of millions of Americans, what is the FCC going to do about this?

With little hope that the FCC will do the right thing,

(b) (6)

PS. I should not have to fill out all the below information you requested to lodge a complaint against Sinclair Broadcasting Group for poisoning American airwaves but I had to submit this. Ridiculous. I should be able to complain pre-emptively about this, before they air this filth, without reporting a day/time, my personal information etc. or throwing CBS under the bus because Sinclair bought the local affiliate. Please correct this. It should not be this hard to report an issue such as this. Almost seems like FCC doesn't really want to know.

Ticket: # 4111323 - SINCLAIR FALSE BROADCASTING

Date: 7/25/2020 11:03:53 AM

City/State/Zip: Auburn, Maine 04210

Company Complaining About: Sinclair Broadcasting

Description

Sinclair Broadcasting is coordinating to spread propaganda from QANON. QANON is listed as a TERRORIST ORGANIZATION with the FBI.

FCC- please do your jobs for our country.

Sinclair was allowed to take over far too much of the airwaves.

They now will air KNOWN LIES , apparently for financial/political gain over the health of our country and certainly without care to truth.

They are targeting an expert for harassment and lying about him. DURING A PANDEMIC.

This is not acceptable. EVERY AMERICAN should be outraged at stopping the real information that Dr. Fauci provides to protect us.

FINE SINCLAIR AND DEMAND THEY BREAK UP THEIR NETWORK.

Ticket: # 4111330 - COVID-19

Date: 7/25/2020 11:05:21 AM

City/State/Zip: Kalamazoo, Michigan 49007

Company Complaining About: Wwmt (kalamazoo Mi) Owned By Sinclair

Description

WWMT owned by Sinclair plans to broadcast debunked conspiracy theories regarding the novel corona virus currently causing pandemic in the United States. THis undermines governmental and non-governmental efforts to control transmission in the community, which can lead to harm to American citizens.

Ticket: # 4111346 - Plandemic

Date: 7/25/2020 11:12:39 AM

City/State/Zip: Shoreview, Minnesota 55126

Description

I'm sure I'm one of the many people reaching out regarding Sinclair broadcasting's future airing of Plandemic. This is a baseless, inaccurate portrayal of the Coronavirus that could be extremely dangerous if broadcasted to the country. Since this will be on TV, certain people will believe this to be true and this dangerous fake rhetoric could spread like wildfire in an already divided country.

Ticket: # 4111349 - Plandemic on TV

Date: 7/25/2020 11:13:30 AM

City/State/Zip: Draper, Utah 84020

Description

I want to complain about Sinclair corporation airing Plandemic, a show falsely portraying the COVID-19 virus starting with CDC leader Anthony Fauci. It is false and gives people misinformation about it, something we don't need right now. I don't know if the local TV station ended up airing it, but their parent corporation aired it in other areas in the US

Ticket: # 4111354 - Sinclair

Date: 7/25/2020 11:18:28 AM

City/State/Zip: Brooklyn, New York 11226

Description

The Sinclair Broadcasting group is rolling out to nearly 300 news stations it owns nationwide a false news story with an interview by the director of the conspiracy-doc "Plandemic." They claim that Dr. Anthony Fauci created the SARS-COV-2 virus, but the way they are going to roll it out is by asking a "question": "Did Dr. Fauci create the Coronavirus?"

The reason this is dangerous is because 1) spreading false information is itself dangerous and can mislead people into taking dangerous actions with the belief they are helping themselves (read: Trump claiming drinking bleach could cure the virus); 2) spreading false information and calling into question the validity of the top public health expert in the country will sow confusion and mistrust, leading to people not taking the actions that will help stop the spread of the virus in affected areas; and 3) spreading such information on SUCH A WIDE SCALE is dangerous to democracy.

The Sinclair Broadcasting Group must be investigated, now.

Ticket: # 4111371 - False news about COVID airing on local TV

Date: 7/25/2020 11:28:08 AM

City/State/Zip: Ellicott City, Maryland 21043

Description

My local stations Fox 45 Baltimore and CW Baltimore are airing the debunked "Plandemic" documentary this weekend. I would like to report them for promoting a very dangerous piece of misinformation. It will endanger the public health.

Ticket: # 4111373 - Plandemic

Date: 7/25/2020 11:28:27 AM

City/State/Zip: Walla Walla, Washington 99362-1426

Description

I just read in the news that the Sinclair owned TV stations are going to air a discredited "Plandemic". During this time of rising COVID-19 cases across the country I feel it is dangerous to air the misinformation this conspiracy theory show has. News show have a responsibility to air truthful & factual shows, and this is not a show that can fit into that description.

Ticket: # 4111383 - Propaganda being aired as news

Date: 7/25/2020 11:39:49 AM

City/State/Zip: Mapleton, Minnesota 56065

Description

Sinclair is airing a false conspiracy theory as news on its stations blaming Dr. Anthony Fauci for creating the pandemic. This is incredibly harmful for our country at this time. Please don't allow it.

Ticket: # 4111385 - Sinclair owned tv networks, channels propaganda

Date: 7/25/2020 11:40:30 AM

City/State/Zip: Roseville, California 95661

Company Complaining About: Comcast

Description

Sinclair TV and its subsidiaries are fomenting propaganda about Dr. Fauci who is a eminent leader in public health saying he developed the coronavirus and released it.

Further they're lying about the elections and vote by mail a long proven effective means of placing a ballot. In a pandemic in a nation that has failed leadership and spreads propaganda that leads to more infections, deaths than any other nation we must prohibit this at all times, especially now when lives depend upon it.

Ticket: # 4111396 - Plandemic

Date: 7/25/2020 11:43:32 AM

City/State/Zip: Brush Prairie, Washington 98606

Description

I just learned that our local station owned by Sinclair broadcasting is airing Plandemic this weekend. You Tube, Facebook and other platforms have taken down the video because of GROSS inaccuracies. It is irresponsible and extremely harmful to the greater good during a true pandemic for a local broadcast to air such misinformation.

Ticket: # 4111401 - Sinclair to broadcast "Plandemic" : danger to public health

Date: 7/25/2020 11:46:55 AM

City/State/Zip: Kalamazoo, Michigan 49001

Description

Plandemic is a 26-minute conspiracy theory video, first posted to several social media, on May 4, 2020, promoting falsehoods and misinformation about the COVID-19 pandemic. Airing this to a vulnerable and unsuspecting audience could cause immediate harm as we navigate the best ways to fight Covid-19 through science and metrics.

FCC rules specifically say that "the public harm: must begin immediately and cause direct and actual damage to property or the health or safety of the general public; or divert law enforcement or public health and safety authorities from their duties."

Ban the airing of this film immediately from all broadcast outlets covered by FCC regulation. Waiting until after it's aired will be too late.

Ticket: # 4111408 - WJLA Broadcasting public harm

Date: 7/25/2020 11:50:24 AM

City/State/Zip: Washington, District Of Columbia 20008

Description

The Sinclair Broadcasting Group, owners of dozens of local news channels around the country, including WJLA in DC has announced plans to run a segment against Dr. Anthony Fauci, head of NIAID, created by the team behind the debunked "Plandemic" video. This constitutes a grave danger to the public as they have already been shown to include false information about COVID-19 that could lead to people contracting and dying from this virus. This problem could be solved by refusing to allow these channels from knowingly broadcasting false information on a news program under threat of losing their broadcast licenses.

Ticket: # 4111441 - Sinclair Broadcasting False Covid Narrative speciously impugning Dr. Fauci

Date: 7/25/2020 12:08:48 PM

City/State/Zip: Coon Rapids, Minnesota 55448

Description

The Sinclair Television Group, Inc. (parent of Sinclair Broadcast Group) is once again engaging in the deplorable practice of broadcasting deleterious misinformation to the American public via local television stations. In this case, it's a story about how Dr. Fauci created the coronavirus and spread it purposely to destroy the right wing and your sitting potus. It's particularly harmful because many people do not realize their "own" local station is actually run by this corporate behemoth with a clear (and not benign) agenda. Please consider reviewing their license to broadcast such patently false narratives. Dr. Fauci and his family have already received many death threats, and after this weekend, it's almost guaranteed that those threats will increase because of Sinclair's broadcasts. Please reign in these fearmongers by revoking their license, and thus restricting their ability to manipulate low information viewers by broadcasting blatantly false information.

Ticket: # 4111482 - Spreading Dangerous and Debunked Information on the Corona Virus

Date: 7/25/2020 12:42:43 PM

City/State/Zip: Clovis, California 93611

Company Complaining About: Dish Network

Description

I'm ANGRY and aghast that my local tv station KMPHFOX26 would air dangerously false information regarding the Corona Virus which will do nothing but harm Americans in my city and county. This has got to be stopped, PEOPLE will die because of this false information and will not listen. The Virus doesn't care who you are or who you believe - it will kill you if it can get a hold of you, and the only protection that THE HUMAN RACE has is by fighting this virus TOGETHER not by lying to Americans! If you care about people and this Country DO NOT SHOW THIS VIDEO AGAIN. THIS MUST STOP NOW!

Ticket: # 4111496 - cable t.v. control of Volumn, and others functions in your home!

Date: 7/25/2020 12:50:11 PM

City/State/Zip: Beeville, Texas 78102

Company Complaining About: Spectrum

Description

I have cable t.v. that has the power, and volumn controlled by the Provider. this is a attack on my freedom. why does the government allow this? during covid19 the phone system is computerized! no live customer service? Why? Have i been Hacked?

Ticket: # 4111505 - Sinclair Broadcast Group

Date: 7/25/2020 12:51:42 PM

City/State/Zip: Daphne, Alabama 36526

Description

Sinclair Broadcast Group is scheduled to air the discredited and extremely dangerous Plandemic “documentary” to a multitude of local broadcast stations. I am an ICU RN, this kind of disinformation is extremely dangerous and I am appalled that a broadcast group would air this to the public during a pandemic.

Ticket: # 4111508 - Sinclair Broadcasting

Date: 7/25/2020 12:52:30 PM

City/State/Zip: Milton, Massachusetts 02186

Description

It is being widely reported that local Sinclair Broadcasting affiliates will be airing "Pandemic." This video contains a number of conspiracy theories.

I was wondering if the FCC is involved in keeping this kind of disinformation off the airwaves. I don't personally mind a broadcasting company being either too progressive or too conservative but I am worried that disinformation of this kind will make it harder for us to fight the spread of COVID-19.

<https://www.mediamatters.org/sinclair-broadcast-group/sinclair-gives-plandemic-conspiracy-theorists-platform-spread-their-lies>

This video is very troubling.

Thanks for your time!

Ticket: # 4111517 - Unfair pricing and contract lengths

Date: 7/25/2020 12:57:50 PM

City/State/Zip: Pace, Florida 32571

Company Complaining About: AT&T

Description

AT&T should not be allowed to only offer 24 month contracts for tv and internet with vastly higher prices for the second year. These monopoly tactics do not give customers free choice. And during a pandemic they are gouging customers on a vital resource.

Ticket: # 4111524 - Sinclair broadcasting

Date: 7/25/2020 1:01:05 PM

City/State/Zip: Rochester, New York 14620

Company Complaining About: Sinclair Broadcasting

Description

In late July, 2020, Sinclair broadcasting, a right wing organization is making available for its stations to show the alt right propaganda fim, "Plandemic" that among other lies accuses Dr. Anthony Fauci the head of infectious diseases for the US created the Covid-19 virus in order to take away American Rights. This piece of filth has been vetted by independent news sources as untrue and it's Sinclair's mission is to create chaos, disruptions

Ticket: # 4111548 - Sinclair Broadcasting plans to air lies about Anthony Fauci, MD

Date: 7/25/2020 1:08:20 PM

City/State/Zip: Webster, New York 14580

Company Complaining About: Sinclair Broadcasting

Description

Reportedly, an upcoming documentary scheduled to air this weeken on Sinclair affiliates around the country will blame the Coronavirus pandemic on Anthony Fauci. How is this serving the public good? Can't this be stopped?

Ticket: # 4111566 - paying for a service we are not receiving

Date: 7/25/2020 1:20:56 PM

City/State/Zip: Fort Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

For nearly two months 2 of our cable boxes and three remote controls have been out. We call Customer service, Technical support etc regularly. Each call last about 1 hour. Yet nothing gets resolved. Because they tell us that because of the Covid -19 Virus they cannot send a tech. But If we pay \$70 they can, this is is a hypocrisy. This is our 3rd time with this problem in the last 7 months, way before the COVID 19 situation. This is due to faulty service because they have not installed the cables correctly. We are tired of the runaround. We cannot just cancel service or we will have to pay all their small print fines.

Ticket: # 4111606 - Sinclair Commercial

Date: 7/25/2020 1:43:22 PM

City/State/Zip: Houston, Texas 77062

Description

Sinclair is airing commercials that spread misinformation and puts the well being of citizens in danger. This method of discrediting science will continue to increase deaths during the pandemic. You need to stop Sinclair from continuing to air thee commercials. This is not a free speech debate. This is spreading false information that puts people's lives in danger.

Ticket: # 4111617 - Sinclair airing conspiracy about Dr Fauci

Date: 7/25/2020 1:45:05 PM

City/State/Zip: Omaha, Nebraska 68135

Company Complaining About: Cox

Description

Stop Sinclair broadcasting from airing the conspiracy theory that Dr Fauci is responsible for COVID.
It's your duty to the American people.

[Ticket: # 4111621 - Sinclair broadcasting](#)

Date: 7/25/2020 1:45:52 PM

City/State/Zip: High Springs, Florida 32643

Description

Sinclair broadcasting is televising a show filled with lies, misinformation and propaganda during this dangerous pandemic. Airing this during this horrific time is unbelievable and unforgivable. The American people depend on honest information especially during these dangerous times

Ticket: # 4111626 - Sinclair Broadcast Group airing false information on COVID-19

Date: 7/25/2020 1:47:09 PM

City/State/Zip: Northampton, Massachusetts 01060

Description

Per the following report, the Sinclair Broadcast Group is going to knowingly air false information regarding the coronavirus pandemic: <https://www.cnn.com/2020/07/24/media/sinclair-fauci-conspiracy-bolling/index.html>

This goes against FCC rules that ban broadcasters from knowingly spreading false information: <https://www.fcc.gov/consumers/guides/broadcasting-false-information>

Ticket: # 4111633 - Sinclair Media and Plandemic

Date: 7/25/2020 1:48:36 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Sinclair Media

Description

Sinclair Media plans to air a discredited conspiracy theory film across the country soon that will have real world consequences - if people are fed this false info they are liable to mistrust the scientists who are leading the battle against the coronavirus pandemic. And exacerbate an already untenable situation. If you don't stop this absurdity, you'll be directly responsible for allowing disinformation to spread and be acting against the public good. Do your job and stop this nonsense from airing.

Ticket: # 4111651 - Sinclair Broadcast Group

Date: 7/25/2020 1:54:57 PM

City/State/Zip: Santa Rosa, California 95407

Description

Sinclair Broadcast Group is airing the controversial and false documentary "Plandemic" to undermine the nations leading scientists, doctors and epidemiologists that are trying to combat the global pandemic that we are currently failing to get under control in part because of false information and conspiracy theories like those presented in this documentary

Ticket: # 4111655 - Sinclair's Airing of "Plandemic"

Date: 7/25/2020 1:56:15 PM

City/State/Zip: Folsom, California 95630

Description

I'm disgusted to learn Sinclair is planning to air the propaganda piece "Plandemic" -- accusing Dr. Fauci of starting the pandemic. Where are we living? What is happening to factual journalism? It is irresponsible and dangerous to add fuel to the fire of those who think this is a hoax. Sinclair shouldn't be allowed to air this. To produce debunked BS as news is despicable.

Ticket: # 4111663 - Sinclair's false content about Dr. ANTHONY FAUCI creating the Coronavirus

Date: 7/25/2020 1:57:51 PM

City/State/Zip: Webster, New York 14580

Description

"CNN Local television stations owned by the Sinclair Broadcast Group are set to air a conspiracy theory over the weekend that suggests Dr. Anthony Fauci, the nation's top expert on infectious diseases, was responsible for the creation of the coronavirus.

The baseless conspiracy theory is set to air on stations across the country in a segment during the program "America This Week" hosted by Eric Bolling. The show, which is posted online before it is broadcast over the weekend, is distributed to Sinclair Broadcast Group's network of local television stations, one of the largest in the country. A survey by Pew Research Group earlier this year showed that local news was a vital source of information on the coronavirus for many Americans, and more trusted than the media overall."

This type of outrageous conspiracy theory should be censored and banned, Sinclair should be sanctioned and at the very least fined for this. They have no factual information as evidence and they are inciting violence against Dr. Fauci.

Ticket: # 4111666 - Sinclair's airing of "Plandemic"

Date: 7/25/2020 1:59:21 PM

City/State/Zip: Panama City Beach, Florida 32407

Company Complaining About: Sinclair

Description

This weekend, Sinclair is airing the dangerous "Plandemic" on 300 of its stations. This show promotes false information about the COVID-19 virus which will result in people taking actions that jeopardize their own health, that of their families, and that of our country.

Ticket: # 4111675 - Sinclair Media

Date: 7/25/2020 2:03:25 PM

City/State/Zip: Coralville, Iowa 52241

Description

Sinclair media should not be allowed to air blatantly debunked coronavirus information that could put hundreds of thousands of individuals at risk. Peddling of conspiracy theories during a global pandemic, especially one that has hit the United States the hardest and killed over 100,000, is not only unethical and unconscionable but unamerican at its core. The FCC should not permit any new network to air clearly debunked conspiracy theories regarding the coronavirus, especially as it relates to medicine and healthcare.

Ticket: # 4111689 - Sinclair Broadcasting Airing Defamatory Conspiracy Theories About Dr. Anthony Fauci

Date: 7/25/2020 2:06:11 PM

City/State/Zip: Old Bridge, New Jersey 08857

Description

Sinclair Broadcasting is defending their planned airing via their "America This Week" program of what they know to be false and defamatory conspiracy theories regarding Dr. Anthony Fauci and his role in the COVID-19 pandemic that is continuing to ravage our nation at an increasing rate. Undermining trust in one of the nation's top public health officials during a crisis like this poses an immediate danger to the health and safety of all Americans. As such, I am asking Sinclair Broadcasting to not air this content.

References:

-<https://www.forbes.com/sites/jackbrewster/2020/07/25/sinclair-broadcasting-defends-giving-plandemic-conspiracy-air-time-were-a-supporter-of-free-speech/#3a8c6b794d82>

-https://www.cnn.com/2020/07/24/media/sinclair-fauci-conspiracy-bolling/index.html?fbclid=IwAR102RA8F7HhuzyYu9yAgtwltFblm1pJ8Q312V2fA_RKg32PccWi7UkPFwA

-<https://www.mediamatters.org/sinclair-broadcast-group/sinclair-gives-plandemic-conspiracy-theorists-platform-spread-their-lies>

Ticket: # 4111690 - Sinclair Broadcasting "Plandemic" Story

Date: 7/25/2020 2:06:21 PM

City/State/Zip: Allston, Massachusetts 02134

Description

Like many Americans, I am appalled that Sinclair Broadcasting Group is airing a segment that breathes life into the widely debunked "Plandemic" conspiracy theory that, among other falsehoods, claims that Dr. Anthony Fauci may have spread Covid 19. Sinclair owns or operates 130+ TV stations with local news coverage. An enormous amount of Americans will be exposed to this dangerously false information that only serves to encourage people to act irresponsibly (not wear masks or practice social distancing), leading to an overrun hospital system with burned out doctors and nurses who can't handle the number of patients who seek care.

It is irrelevant if Sinclair gives voice to an opposing viewpoint in the story, as that just creates a false equivalency. There are numerous conspiracy theories the media ignores everyday for this reason.

Ticket: # 4111725 - Sinclair Cincinnati WKRC (Local12),WSTR (Star64) Airing debunked 'Plandemic' as news

Date: 7/25/2020 2:16:13 PM

City/State/Zip: Cincinnati, Ohio 45249-2643

Company Complaining About: Sicclair

Description

WKRC (Local12),WSTR (Star64) both are going to air the much debunked documentary 'Plandemic' which is harmful to public health and claims Dr Fauci created the pandemic. It claims wearing a mask will make you sick. I have had a total of 8 friends get Covid19. Two are still in the hospital in intensive care. I find the misinformation in 'Plandemic' exceedingly dangerous and misleading. It should not be allowed to air whatsoever.

Ticket: # 4111737 - Sinclair airing of Pandemic

Date: 7/25/2020 2:22:44 PM

City/State/Zip: Cave Creek, Arizona 85331

Company Complaining About: Sinclair

Description

I would hope the FCC will take some action against Sinclair for airing "Plandemic" when they know the information presented in this show is false, and the host even admits he doesn't believe it was started by Dr. Fauci. This kind of broadcasting of out right lies needs to be stopped by the FCC. Pull Sinclair's license if you have to.

Ticket: # 4111741 - Plandemic airing on Sinclair Media outlets - WMSM47

Date: 7/25/2020 2:25:31 PM

City/State/Zip: Kenosha, Wisconsin 53142

Description

I'm writing today to report the airing of the widely-discredited pseudo-documentary 'Plandemic' on Madison's WMSM-47 and other Sinclair outlets across the country. The program is full of outright lies about Covid-19 that present a risk to public health. This is in direct violation of the stated FCC prohibitions against broadcasting false information.

Please take the necessary steps to prevent this harmful documentary from spreading lies and half-truths that will inevitably cause confusion at a time when verified, scientifically-sound information is needed more than ever.

Sincerely,

(b) (6)

Broadcasting false information that causes substantial 'public harm'

The FCC prohibits broadcasting false information about a crime or a catastrophe if the broadcaster knows the information is false and will cause substantial "public harm" if aired.

FCC rules specifically say that "the public harm: must begin immediately and cause direct and actual damage to property or the health or safety of the general public; or divert law enforcement or public health and safety authorities from their duties."

Ticket: # 4111745 - Misinformation

Date: 7/25/2020 2:28:44 PM

City/State/Zip: Lorain, Ohio 44052

Company Complaining About: Spectrum

Description

Sinclair broadcast group plan to air a massive misinformation about the pandemic this weekend. They are telling their viewers that it was a planndemic and Dr. Fauci made the virus. Please don't let them air such dangerous lies

Ticket: # 4111756 - SINCLAIR BROADCASTING

Date: 7/25/2020 2:31:55 PM

City/State/Zip: Berkeley, California 94703

Company Complaining About: Comcast

Description

I'm deeply concerned about Sinclair broadcasting and have been for quite some time. My understanding is but they force their newscasters in various cities across the country to read statements they prefer and have them masquerade as journalism being reported. Currently it seems Sinclair is pushing propaganda, dangerous propaganda, that doctor Fauci is responsible for the coronavirus pandemic in America. This will endanger doctor Fauci's life. Dr. Falchi did not orchestrate this pandemic and putting this out there in the mouths of journalists that people may Trust is not only unconscionable but should be illegal. What can be done about this? All we can do is voice our concerns and complain to you and hope that something gets done. Thank you

Ticket: # 4111766 - Sinclair Broadcasting Group & airing harmful conspiracy theories that incite violence & harm Americans

Date: 7/25/2020 2:34:52 PM

City/State/Zip: Rochester, Minnesota 55904

Company Complaining About: Spectrum

Description

Sinclair Broadcasting Group & airing harmful conspiracy theories that incite violence & harm Americans. Airing RU propaganda & inciting violence against Dr. Fauci. Creating doubt in science-based information on Covid 19 that will further imperil the a American public.

Ticket: # 4111770 - AT&T Criminal Sales Activity

Date: 7/25/2020 2:35:33 PM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: AT&T

Description

In January 2020 I contacted At&t to move my service to my new home. After months of calling and hours on the phone I have found the following. At&t is aware that some of their commission based Sales people are routinely lying to customers, and one of those people installed my service using "illegal" tactics. This in turn forced me to separate my accounts to continue service, which increase both my cell phone and internet bills, and after multiple app tempts by different technicians to fix my internet slow my service out dramatically (cut from over 50meg/sec to 6meg) and my bill increased yet again. the customer service people told me that "in the eyes of ATT, Covid-19 is over, and they are able to operate in this way". since those calls ive been instructed by other att custmer service people, to cancel all my accounts and rejoin to make things cleaner. I did just that and it caused even more confusion. i still have no internet, i still have no resolution, I'm still paying my bills. please help me, I've calculated that I've spent over 17 hours on the phone, and 3 in store trips. one in store trip lasted 4 hours.

Ticket: # 4111777 - call to break up Sinclair Broadcasting

Date: 7/25/2020 2:37:11 PM

City/State/Zip: Silver Spring, Maryland 20910

Description

I believe that Sinclair Broadcasting is no longer acting for the public good. I believe they are a right-wing propaganda outlet whose goal is to destroy locally-owned and operated media outlet across America. I call for the FCC to increase oversight of Sinclair Broadcasting, especially in light of a recent interview with a discredited phony scientist who is peddling a discredited conspiracy theory about the origins of coronavirus. I call on the FCC to do more to prevent giant national interests from dictating an extremist right-wing agenda to local broadcasters across the country.

Ticket: # 4111783 - Sinclair Airing

Date: 7/25/2020 2:39:54 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: Other

Description

I understand Sinclair stations are about to air dangerously false propaganda in the form of Plandemic. This is a dangerous, false Conspiracy Theory and it is unconscionable, particularly during a pandemic. People rely on their local news stations for factual li formation, not false and discredited garbage. Sinclair should NOT be airing this piece that is harmful to public safety and knowledge.

Ticket: # 4111790 - Dangerous conspiracy theory aired can endanger lives

Date: 7/25/2020 2:42:01 PM

City/State/Zip: Redwood City, California 94063

Description

Sinclair-owned TV stations planning to air discredited conspiracy theories from "Plandemic" which asserts that Dr Fauci started this pandemic is beyond irresponsible and a danger to the public's health and well being. This is not "free speech", this is a person using their wealth to propagate their own agenda. This is why we have the FCC and I hope this is investigated and stopped immediately. Thank you.

Ticket: # 4111793 - Dangerous false news narrative

Date: 7/25/2020 2:43:19 PM

City/State/Zip: Midland, Texas 79704

Company Complaining About: Sudden Link

Description

Sinclair which owns several local news affiliates is re broadcasting scientifically discredited claims regarding the COVID-19 virus that, if followed and believed, would place its viewers in immediate health jeopardy and may even cause their death! Sinclair is aware of the debunked science behind the claims but is proceeding anyway!

Ticket: # 4111807 - Sinclair Broadcasting Group running discredited conspiracy theory

Date: 7/25/2020 2:47:50 PM

City/State/Zip: Birmingham, Alabama 35212

Description

Sinclair Broadcast Group-owned local television stations across the country are set to run a discredited conspiracy theory over the weekend that Dr. Anthony Fauci was responsible for creating the coronavirus, according to a Media Matters report.

This must be stopped!!

Ticket: # 4111817 - Mikovitz (from Plandemic doc) interview by Eric Bolling on Sinclair News affiliates stations

Date: 7/25/2020 2:50:49 PM

City/State/Zip: Winchester, New Hampshire 03470

Company Complaining About: Sinclair

Description

I am very dismayed and appalled by this. Many people do not think much, and will not research farther, and thus will be strongly influenced by whatever they hear on TV on "supposed news" shows. Mikovitz has already been discredited on numerous occasions for spreading misinformation. This could be a great threat to Dr. Fauci who she even claims "helped create Covid-19" which is completely untrue. Dr. Fauci and his family have already been threatened many times and thus need even more security surveillance as it is. This will possibly - and most likely - make for even greater misunderstandings and misinformation - about Dr. Fauci and Covid-19. PLEASE do not allow this to ridiculous interview air, or at least have some sorts of disclaimers or something! We already have enough problems with the pandemic. Thank you for listening.

Ticket: # 4111819 - Eric Bolling and Sinclair regarding America This Week

Date: 7/25/2020 2:51:38 PM

City/State/Zip: Page, Arizona 86040

Description

Killing people by spreading provable false information about the spread and treatment of the corona virus. Treating fiction as if it were truth. Our local news agencies are responsible for giving us verifiable truth, not conspiracy theories.

Ticket: # 4111821 - Plandemic airing on Sinclair owned stations

Date: 7/25/2020 2:51:48 PM

City/State/Zip: Austin, Texas 78738

Description

Please stop the national airing! It is unacceptable that hateful and unfactual information that could lead to more American death be allowed to air across the nation. To outrageously claim that Dr T Fauci was responsible for the outbreak and not strongly condone this message is the reason his family is receiving death threats and why the COVID-19 disease continues to spread In the US. I strongly request the airing of this show called plandemic be pulled as free speech does not include lies that will absolutely lead to mass death and violence.

[Ticket: # 4111830 - Sinclair Broadcasting Plandemic Conspiracy During America This Week](#)

Date: 7/25/2020 2:57:33 PM

City/State/Zip: Munford, Tennessee 38058

Description

Sinclair is going to air an exhaustively debunked conspiracy about the coronavirus to thousands of homes across the country via their local stations on the news program America This Week. This is going to put countless lives in danger and will claim blatantly false information as truth. Please do not allow this documentary to be aired.

Ticket: # 4111851 - Sinclair airing mis-Information about Covid-19

Date: 7/25/2020 3:10:01 PM

City/State/Zip: San Antonio, Texas 78261

Description

Several the San Antonio Texas local TV stations are planning to air false mid-information about Covid-19 based on debunked Plandemic video. One example is that wearing masks increase infections. masks

Ticket: # 4111863 - Sinclair Broadcasting is airing a false Pandemic video.

Date: 7/25/2020 3:13:53 PM

City/State/Zip: San Jose, California 95128

Company Complaining About: Comcast

Description

Sinclair Broadcasting must be stopped from broadcasting this false covid-19 video. This video has incorrect unproven information in it that can jeopardize progress against covid-19. If people take the actions encouraged in this video our nation's health will be damaged!

Ticket: # 4111868 - Sinclair / Plandemic

Date: 7/25/2020 3:14:23 PM

City/State/Zip: Portland, Oregon 97217

Description

As of today, 7/25, the US has had at least 143,000 deaths due to the Coronavirus.

This weekend, the Sinclair Broadcasting group is televising "Plandemic," the conspiracy-theory propaganda piece that suggests, among other theories, that the virus is "activated" by face masks, casts suspicion on Dr. Anthony Fauci and his guidance regarding the pandemic, and many other claims that have been proven demonstrably false by Science magazine, as well as many others.

The doubt this propaganda piece inspires will directly lead to more people contracting and dying from the disease.

Ticket: # 4111903 - Public health risk

Date: 7/25/2020 3:30:25 PM

City/State/Zip: Duvall, Washington 98019

Company Complaining About: Other

Description

Sinclair media is airing information that is false and harmful to viewers about the coronavirus. Please do not allow the interview with Judy Mikovitz. You are allowing the American public to be mislead and harmed.

Ticket: # 4111914 - Bend Broadband late fees and shutting off service

Date: 7/25/2020 3:34:06 PM

City/State/Zip: Bend, Oregon 97701

Company Complaining About: Bend Broadband

Description

Bend broadband has been charging late fees during the pandemic, they have also started to shut customers off of their internet. Their customer service reps would not fix the issue and they have lied on their website about not charging late fees or shutting customers off. What they're doing is blatantly illegal, especially during a global health crisis.

Ticket: # 4111919 - Conspiracy theory about Dr Fauci

Date: 7/25/2020 3:36:46 PM

City/State/Zip: Paso Robles, California 93446

Company Complaining About: AT&T

Description

Please stop the airing of the Dr Fauci conspiracy theory about the origin of covid-19 blaming Dr Fauci on local TV stations. This is upsetting and disgusting.

Ticket: # 4111952 - Sinclair Broadcasting, Fox News, Rush Limbaugh, etc

Date: 7/25/2020 3:46:02 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: None, Broadcast Over Air.

Description

Purposefully broadcasting non-credible information about COVID, etc.. FCC is responsible for over seeing the spread of non-credible, dangerous, hateful information on TV and radio. It is presently not doing so. FCC clearly needs new leadership.

Ticket: # 4111960 - Sinclair Broadcasting to air "Plandemic"

Date: 7/25/2020 3:47:14 PM

City/State/Zip: Livermore, California 94550

Description

Sinclair intends to broadcast the right wing conspiracy documentary "Plandemic", which pushes the narrative that the COVID-19 pandemic is a hoax and says that Dr. Anthony Fauci of the CDC created the virus. This is dangerous, libelous and creates the potential for incitement to violence against a national hero, Dr. Fauci. If Sinclair cannot be stopped from broadcasting these dangerous lies, they should face steep fines for trafficking in information that puts the public and specific individuals at risk.

Ticket: # 4111973 - Sinclair

Date: 7/25/2020 3:49:47 PM

City/State/Zip: Longview, Texas 75601

Company Complaining About: Sinclair Broadcasting

Description

TV stations have an obligation to report true and actual facts. It is criminal that Sinclair Broadcasting report that the Covid19 virus was created by DrFauci. He has faithfully served 6 administrations and his credentials are impeccable. Ever since the GOP has taken over the FCC partisan politics have played a central role. The chairman is responsible for this. Make the airwaves safe again.

Ticket: # 4111980 - Sinclair affiliates to broadcast dangerous COVID-19 conspiracies

Date: 7/25/2020 3:51:41 PM

City/State/Zip: Dekalb, Illinois 60115

Description

Sinclair affiliates plan to air a dangerously misleading program. The airing of America This Week hosted by Eric Bolling needs to be stopped. Bolling interviews discredited researcher Judy Mikovitz who suggests that Dr. Anthony Fauci may be responsible for the coronavirus, that social distancing makes no sense and that wearing masks actually "activates" the virus. These discredited, unproven views are exceptionally dangerous and the choice to broadcast them is reckless and beyond irresponsible.

Ticket: # 4111991 - Sinclair stations airing "Plandemic"

Date: 7/25/2020 3:57:27 PM

City/State/Zip: Bellingham, Washington 98225

Description

I heard about Sinclair's plans to air the conspiracy theory based "documentary" "Plandemic" on its stations. This country is already at a very low point in the fight against the coronavirus, and airing clearly misleading and debunked "information" is dangerous and unacceptable, as numbers continue to spike, and leaders have turned common sense approaches to contain infection rates political. Airing this will make it impossible for medical professionals to prevent more infections. These are unprecedented and terrifying times. Please prevent Sinclair from contributing to the problem rather than the solution. This is no time for them to play politics. Our lives depend on facts and science, not conspiracy theories.

Ticket: # 4112025 - Sinclair's subversive and dangerous attack on scientific understanding of the C

Date: 7/25/2020 4:23:57 PM

City/State/Zip: Lancaster, Pennsylvania 17602

Description

The Sinclair conglomerate is compelling local TV stations to air a mendacious, dangerous program which, as I have come to understand it, includes along with segments of the discredited "Pandemic" film, attacks on vital medical understanding of the COVID-19 pandemic and attacks on Dr. Fauci. This scurrilous piece of propaganda, if broadcast, would put in danger the health and lives of people in our community and would increase the threat on Dr Fauci's life by armed conspiracy-fueled extremist elements in our society. Please prevent the broadcast of this subversive piece of propaganda, and if this is not possible, compel

Sinclair to allow local stations to disclaim responsibility for its message on their news programs for a week after the broadcast.

Ticket: # 4112030 - Sinclair air false statements and debunked claims

Date: 7/25/2020 4:26:53 PM

City/State/Zip: Soquel, California 95073

Company Complaining About: Comcast

Description

(b) (6)

False statements on Covid 19 by a right wing conspiracy pushing statements by debunked Doctor and in all probability being financed by Trumps campaign

Ticket: # 4112051 - Sinclair broadcasting, "Plandemic" documentary

Date: 7/25/2020 4:38:14 PM

City/State/Zip: Sunnyside, New York 11104

Description

This weekend (7-25/26 2020), Sinclair broadcasting will air a documentary called "Plandemic" that claims (among other things) that Dr. Anthony Fauci created the Sars-COV-2 virus.

This documentary has already been (narrowly) made available via the web and elsewhere, and has big currency among the lunatic fringe on the right wing. It has been thoroughly debunked. And it has already caused major issues for Dr. Fauci and for the public health efforts he orchestrates. (Threats against himself and his family, etc.)

In today's circumstances, with the pandemic surging in the US and the Trump administration working actively to a) hinder data gathering in the interest of public health; b) undermine the effectiveness of agencies like CDC in acquiring, validating, and disseminating good information; and c) politicizing to an extreme degree deliberations that should be made exclusively in response to objective research; casting libelous assertions to damage the credibility of experts who advise on public health matters is actively, deliberately criminal: foreseeable to result, directly or indirectly, in less-effective public health response, reduced compliance with behavioral recommendations aimed at reducing disease spread, and in increased illness and death.

Please bring Sinclair firmly to heel, immediately. This is shameful.

Ticket: # 4112070 - Sinclair Broadcasting a totally discredited conspiracy theory

Date: 7/25/2020 4:47:50 PM

City/State/Zip: Mountain City, Tennessee 37683

Description

Sinclair Broadcasting is set to air a totally discredited piece on Covid-19 by a conspiracy theorist. Lay people may believe what is said because being lay people, they do not understand the false information that a single person is pushing. This may do them great harm!

Ticket: # 4112078 - Sinclair conspiracy theories

Date: 7/25/2020 4:51:18 PM

City/State/Zip: Menlo Park, California 94025

Description

I just read that Sinclair stations plan to air a documentary including a conspiracy theorist who claims Dr Fauci started the pandemic, and that beaches should be open because sand and water can cure the disease. This is a clear violation of the FCCs rules against false information that can cause public harm. This segment should not air.

Ticket: # 4112111 - A T & T Cable Service

Date: 7/25/2020 5:26:36 PM

City/State/Zip: Frisco, Texas 75036

Company Complaining About: AT&T

Description

We had already filed a complaint to the local BBB regarding such terrible service with A T & T in our neighborhood back last month-(June)-Case (b) (6)

Per that complaint we were provided additional incentives to our A T & T account to satisfy the complaint, but they were not satisfied-because within just a few weeks of new billing and credits-A T & T completely messed up our billing and account which forced us to have to go back to internet and basic cable only! This has been frusting during this Pandemic! Our internet for this area continues to run at terrible speeds and we have not been provided what we were promised for our billing and account.

We have also been notified by our local HOA-that they are attempting to obtain another cable/internet competitor for this neighborhood, but have been unsuccessful due to A T & T monopolizes this area.

Ticket: # 4112123 - Sinclair to broadcast defamatory, false and misleading stories during a time of national COVID-19 crisis that can cause of thosands of Americans

Date: 7/25/2020 5:41:18 PM

City/State/Zip: Hartford, Connecticut 06103

Company Complaining About: Sinclair Broadcasting Company

Description

<https://www.yahoo.com/lifestyle/hundreds-local-tv-stations-across-163727552.html>

Sinclair Broadcasting will excerzise its free speach rights in the run up to national elections in the time of COVID-19 PANDEMIC by broadcasting a fully refuted, scientifically false story defaming a national leader in war against COVID-19,Dr. Fauci.

Ticket: # 4112135 - Multiple technicians out and still NO internet

Date: 7/25/2020 5:48:54 PM

City/State/Zip: Celina, Texas 75009

Company Complaining About: Sudden Link

Description

On July 17th my husband paid for an account for Suddenlink to set up Internet at our newly built house. One tech came and said "sorry can't do anything" on the 18th. So we called and they said he didn't turn anything in so they would send another tech out. 2nd tech came out and said our line is bad, and left. Nothing was fixed. Now it's the 21st and another tech comes and leave a door hanger on the front door saying it's all fixed. Never saw them. Then another tech come Wednesday and comes into the house, then outside and then leaves. Never a word. And when we call Suddenlink we ask to speak to a Supervisor because of all that has occurred. The person on the phone has no answers, and then says it is mandatory 48 hours to wait for a supervisor to call us during Covid, at was the 23rd. They said on the 23rd that we would have a tech at our house on the 25th of July between 2-5 pm. I rearranged my work schedule to be home and not one person called or came. I am lodging a Formal complaint because they are the only ones that service our area and we have no other choices. We work from home due to Covid and I can't because I have no internet.

Ticket: # 4112145 - Sinclair stations airing false and out right lies about the pandemic during trusted broadcasts.

Date: 7/25/2020 5:54:12 PM

City/State/Zip: St. Louis, Missouri 63146

Description

Sinclair stations are planning on airing false and out right lies about the pandemic during varies news broadcasts making it look like a real broadcast. In the broadcast they blame Dr. Fauci for creating the virus, wearing a mask makes you sick a makes vaccines not work. This will put Dr. Fauci under greater risk of being harmed by nutjobs who already believe this crap and put even more people at risk because stupid people will believe this propaganda. I know there is free speech, but having so called trusted broadcasters air a false interview under the titled "news" is misleading, irresponsible, life threatening to many people, and should be criminal.

Ticket: # 4112175 - Sinclair Broadcasting

Date: 7/25/2020 6:25:33 PM

City/State/Zip: Brooklyn Park, Maryland 21225

Description

Sinclair Broadcasting stations are plan on airing a fully debunked conspiracy theory that blames Dr Fauci and says that face masks activate covid-19 among many other false statements that are not fact checked, that's so absurd that Facebook even took it down.

You need to stop this from airing it's a threat to the country.

In this week's episode of "America This Week" hosted by Eric Bolling, stations around the country will watch as Bolling interviews Judy Mikovits, the medical researcher featured in Plandemic, which has been repeatedly discredited and pulled from platforms such as Facebook and YouTube in May.

"Suggesting that wearing a mask can make you sick could lead to imminent harm, so we're removing the video," Facebook said at the time.

Throughout the show, a red banner runs at the bottom reading, "DID DR. FAUCI CREATE COVID-19?"

Ticket: # 4112266 - TV Local Channels Issue

Date: 7/25/2020 7:24:26 PM

City/State/Zip: Nebo,, North Carolina 28761

Company Complaining About: AT&T

Description

Dear FCC,

We transferred our ATT/DirecTV cable service yesterday.

It was at an address we were renting since 4/1/2020, moving to our new home under construction less than 1000yds away. At rented address, we had NC (Charlotte) channels so we could stay abreast of NC mandates during the pandemic. Our new home's address ... ACCORDING TO FCC REGS PER ATT/DirecTV ... requires we are serviced by stations out of SC. We were told that if we were in Burke County, NC, which we are ... we pay our property taxes to Burke County ... we could get the NC local news out of Charlotte, NOT SC news out of Greenville and Spartanburg. This, we were told was due to our address and FCC regulations.

We are IN Burke, we pay taxes TO Burke, in the midst of a pandemic, we NEED NC/Cooper info ... NOT SC/McMaster info.

What gives?? We're we just getting a run-around from ATT/DirecTV?

Please advise!!

Ticket: # 4112276 - Dangerously false COVID information broadcast by Sinclair Media

Date: 7/25/2020 7:29:13 PM

City/State/Zip: Superior, Wisconsin 54880

Company Complaining About: Sinclair

Description

Sinclair Media, who owns various local access news stations across the country and in my area too will be airing a program called "Plandemic". This programs intentional false information on COVID-19 was put together by a woman who has claimed that mask wearing actually causes the virus and she actively pushes for people to stop wearing masks. On top of that she is accusing our national top infections disease expert Dr Anthony Faucci of actually creating COVID-19 himself! not only is this information factially incorrect and without merit or proof, it WILL DISCOURAGE MASK WEARING IN A PANDEMIC AND COST PEOPLE THEIR LIVES! this must not be shown and I feel the FCC needs to step in and stop this as this misinformation will cost Americans their lives if people act on it! Please help!

Ticket: # 4112296 - Sinclair broadcasting false broadcasting

Date: 7/25/2020 7:45:13 PM

City/State/Zip: Berkeley, California 94710

Description

Sinclair broadcasting is airing a false story about Dr. Fauci and Covid. They are violating the FCC False Broadcasting and Fair and Balanced rules.

Please review the broadcast and news reports about the broadcast.

A web search for "sinclair broadcasting fauci" brings up a list of articles such as:

<https://www.mediamatters.org/sinclair-broadcast-group/sinclair-gives-plandemic-conspiracy-theorists-platform-spread-their-lies>

Such false stories about Dr. Fauci and Covid do great harm to the american community and should be stopped. The first amendment is not cover for a broadcasters responsibility for truth and fair and balanced broadcasting.

It is indecent and irresponsible t to falsely accuse Dr. Fauci who is already provided federal security because of threats to him and his family.

It's unclear to me the time each of the hundreds of Sinclair local stations broadcasted this segment. I can see at KBAK, <https://bakersfieldnow.com/watch>.

Thank you for your service and attention to this matter.

Ticket: # 4112305 - Sinclair Broadcasting - story "Plandemic" - are they broadcasting in public interest and benefit or to promote conspiracy

Date: 7/25/2020 7:53:10 PM

City/State/Zip: Kirkland, Washington 98034

Description

This is a copy of the message I sent to Sinclair. Video captured from broadcast is on the internet. Sinclair has delayed broadcast in other markets. However the attempt to do so and the future broadcast undermines the effort nationwide to focus attention and managing the pandemic. It appears to be an attempt to smear a public official - for doing their job.

From quote of Sinclair Broadcast Group by Media Matters for America (mediamatters.org, accessed 2020/07/25) :

' The company stated that it was "a supporter of free speech and a marketplace of ideas and viewpoints, even if incredibly controversial." '

So I'm sure that you'll appreciate my efforts to encourage viewers in the Sinclair service areas across the country to file protests with the FCC. Freedom of speech works for all.

Have your lawyers look up the meaning of "Reckless endangerment" and "Culpable negligence" in all 50 states, plus the laws concerning public health boards (cities, counties, and states) enforcing their existing administrative laws to manage and control spread of infectious diseases. Those laws are in place not because of Dr. Fauci; nor were they enacted for COVID-19. They predate COVID-19, often by decades. Dr. Fauci's actions are founded on the same principles as those of the public health officials. Supporting conspiracy activities to impede the work of public officials may be a violation of US Code 18 115 and/or US Code 18 2385.

Your program (Plandemic) would send the wrong message to those who want to believe the pandemic is a hoax. It would encourage its audience(s) to flout the requirements of public health authorities. In short, it encourages a reckless endangerment of public safety. So yes, please have your lawyers review your position. While you're at it, ask them to read the US Code for those laws, already on the books, concerning organizations that promote attempts to overthrow government - not just the federal government, but state, county and city governments that have been duly elected.

These are laws put in place back in the 1950s, and strengthened after 9/11, which could be construed such that persons or entities spreading misinformation against public officials and those trying to manage the spread of the COVID-19 disease are acting as domestic terrorists. Indeed Trump's own officials in HHS have already declared that COVID-19 could be a biological weapon, Trump has argued that we are at war with the SARS-CoV-2 virus.

Ask your legal team what the civil and criminal liabilities might be if your actions can be demonstrated as "reckless endangerment". Is it the intent of Sinclair to promote a conspiracy which propagates disproven information, resulting in reckless endangerment of the public?

When the letters start piling in to the FCC, suggesting that you are not broadcasting for the benefit of the public - how will your license approvals go? Reckless endangerment and culpable negligence are hardly recommendations.

Link provided for mediamatters:

<https://www.mediamatters.org/sinclair-broadcast-group/sinclair-gives-plandemic-conspiracy-theorists-platform-spread-their-lies>

Ticket: # 4112324 - Suppression of the TV Program "Plandemic"

Date: 7/25/2020 8:29:34 PM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Sinclair Broadcast Group

Description

I oppose all attempts to censor, suppress, or prevent TV stations from airing the program "Plandemic", which presents valid information on the COVID world pandemic.

The public needs to see ALL sides of the story, and certain owners of mainstream media who have a lot of profits to make from the COVID pandemic are trying to suppress the right of the public to view the Sinclair broadcasts.

Opponents of this broadcast have solicited complaints from the general public on Twitter and other social media from people who have not even seen the broadcast--before it even airs.

Please do not censor the Plandemic broadcast. People can watch this program and make their own informed decision about the coronavirus threat and its origin.

FREEDOM OF SPEECH IS GUARANTEED BY THE FIRST AMENDMENT, AS WELL AS FREEDOM OF THE PRESS. PLEASE DO NOT FAVOR THE BIASED MAINSTREAM MEDIA WHICH IS ATTEMPTING TO SUPPRESS THIS PROGRAM "PLANDEMIC"; PLEASE ALLOW ALL SOURCES OF MEDIA CONCERNING THIS PRODUCTION TO HAVE BROADCAST ACCESS TO THE PUBLIC.

Ticket: # 4112325 - Payment Extension.

Date: 7/25/2020 8:29:40 PM

City/State/Zip: Webster, Texas 77598

Company Complaining About: Boost Mobile

Description

I inquired to Agent Abhishek, about a payment extension until July, 29, 2020. That way I will have enough time to go to the bank and upload the funds to my prepaid card. However, Abhishek told me that in order to give me a three day extension I would have to change my phone plan, which would be a disadvantage to me as a consumer. I believe the agent provided poor customer services to me out of bad faith. This is not the time for poor customer services, especially when we are in a pandemic that impact people's lives.

Although I have been faithfully paying my bill on time every month, the agent did not try to accommodate me knowing that this (first time) extension is in good faith.

Ticket: # 4112342 - Sinclair affiliates broadcasting discredited and dangerous conspiracy theories.

Date: 7/25/2020 8:41:20 PM

City/State/Zip: Somerset, New Jersey 08873

Description

Sinclair Broadcasting, which owns local news affiliates of Fox, ABC, CBS, and NBC plans to air medically dangerous, previously debunked conspiracy theories about Dr. Fauci and Covid-19 origins and prevention. Smart viewers will not allow local news that millions of people depend on as a source of truth and credibility to be hijacked by Republican political agendas. People are dying. There is no reason that Sinclair and it's affiliated should be airing portions of a conspiracy video and giving airtime to the pseudo scientist behind it. Media conglomerates are a disgrace and so is the death of hundreds of thousands of people living in this country. For god sake do something about it.

Ticket: # 4112347 - Plandemic

Date: 7/25/2020 8:43:50 PM

City/State/Zip: Cochran, Georgia 31014-6819

Company Complaining About: Sinclair Broadcasting

Description

The possible airing of the "Plandemic" on Sinclair Broadcasting, which accuses Dr. Fauci of planning the Covid-19 pandemic is irresponsible and harmful to the dissemination of accurate information regarding Covid-19. There is already so much false information out on social media about the virus that we don't need this reckless, false narrative to see the light of day.

Ticket: # 4112410 - Internet not being fixed

Date: 7/25/2020 9:42:12 PM

City/State/Zip: Morgan Hill, California 95037-9406

Company Complaining About: Frontier Communications

Description

Our frontier internet fails 25 times daily. Frontier cant fix it. We are also told the have a monopoly, so we cant go elsewhere. This means they have no incentive to update our slow (12mpbs down/0.8 up) old system.

I had to tell my son he could not live with me during the pandemic for his classes as i have no internet and am not allowed to go elsewhere.

I either want it fixed or another vendor option.

Ticket: # 4112411 - Internet Issues**Date:** 7/25/2020 9:44:28 PM**City/State/Zip:** Greenville, North Carolina 27858**Company Complaining About:** Sudden Link

Description

Good evening,

I am very frustrated with the lack of service I am receiving from Suddenlink. Due to the Coronavirus, my wife and I are trying to work from home yet we do not have internet access. Soon our kids will need access to perform school work. Our internet went out on Wednesday 7/15. A technician came to my house on Friday 7/17 and spent two hours to let me know there is no issue within my home and the issue is with Suddenlink equipment outside my home in the neighborhood. He said he would place a maintenance ticket to get this fixed. He explained he was a contract worker from Texas and that no one in this area knows what is going on and that is why they called him in. I called back to confirm with customer service a maintenance person would come and was told yes, on Tuesday 7/21. On Tuesday, another technician showed up and told me the issue was with my modem and that I should never had this modem with the 1 Gig speed I was paying for since it would not give me that speed. Then he said that there is also an issue outside the home with the lines in the neighborhood and that he would put in a maintenance ticket. He then said the contract people don't know what they are doing and did not put the ticket in right, that he should have never been sent out there. He said maintenance needs to come out. So I called back that night and spoke with customer service again and they said they would then send maintenance out, the earliest they could come would be Saturday 7/25. I called several times this week to confirm someone would be coming out Saturday since they were supposed to have come the past Tuesday and didn't want to get burned again, yet here we are. Today, Saturday 7/25, I just called back in since still having internet issues and customer service said no one came out today. They see notes on the account from the techs and from customer service, but the customer service person didn't do something right and so no one came. She then told me she couldn't get maintenance out, even though that was what I needed, so another 3rd tech needs to come out. I asked why a 3rd tech would need to come out and she said that is just how it has to be, they have to send in the ticket. I asked if she could not call the techs or the tech dept or the tech supervisor to get them to submit the ticket so we would not have to wait again, especially since this is the 3rd time I have heard the same thing - everyone else didn't do something right so I have to wait several days for someone else to come out and try to do it right. I asked to speak with her supervisor and she said there are no supervisors and that one could give me a call in 24 hours. I am going on vacation next week and will have to have someone come and sit in my house to wait for a tech to come Thursday (again waiting 5 more days!), mind you the 3rd tech, to submit a ticket to then wait again to have a maintenance person to come out? There is no way anyone would find that reasonable or even close to any type of good customer service. I feel that I am getting the run around and that the employees of Suddenlink do not know what they are doing. I would like someone to please respond to me and get someone out this week to solve my internet issues please. Can someone please get a tech to send in whatever is needed to get a maintenance person out?

Thank you,

(b) (6)

Ticket: # 4112429 - Actual Fake News

Date: 7/25/2020 10:00:04 PM

City/State/Zip: Bend, Oregon 97701

Company Complaining About: Other

Description

Sinclair owned television stations are broadcasting parts of the discredited "Plandemic" conspiracy theory video to support a false narrative. Also, please update the complaint form. A person attempting to make a complaint is required to select one of several options that don't apply to most situations.

A link to an article with more information about the fake news is below:

https://www.scarymommy.com/pandemic-mikovits-sinclair-interview/?utm_source=yahoo&utm_campaign=feed

Ticket: # 4112478 - Global Tel Link

Date: 7/25/2020 11:22:37 PM

City/State/Zip: Inglewood, California 90302

Company Complaining About: Global Tel Link

Description

Global Tel Link is a rip off and this scam is a new low:

- 1) I deposited \$75.00.
- 2) They claim someone requested a charge back from an account and just so happen to have the same first six number of my debit card and expiration date.
- 3) They say that I owe them \$75.00; however, I did not talk with anyone to add up to \$75.
- 4) They will not provide me with an accounting of my calls and charges.

The calls are already ridiculously, outrageous and it is the only means that we have to communicate with our love ones during this pandemic. It is my opinion that they believe me to be desperate enough that I would go to Western Union (which is the option that I was provided to remove the block) to pay another \$75 cash.

I am asking that this entity be investigated and that I be refunded my money back to me account. As I stated this is my only means for communicating with my son as we only have one option and no other that I further ask that this entity not be allowed to take advantage of the consumers.

I believe all mine communications with Global Tel Link was recorded and I confirmed with Lovely that they were. These recordings should validate my claims and the recording of the person that called yesterday, July 24, 2020 should have been recorded as well.

Ticket: # 4112505 - Gouging during Global Pandemic

Date: 7/26/2020 12:33:17 AM

City/State/Zip: Durham, North Carolina 27713

Company Complaining About: Sprint

Description

I have contracted with them for sixteen months now. Not sure how I got off the phone thinking that my bill would be \$150 to getting a \$250 bill.

On January 31st, I got an email stating that I could make six more payments to complete the buying of the phones or I could buy them (\$48 for both androids or \$8/mnt for six month) and \$25/mnt for six months or a one time payment of \$150 for the iPhones. So, since, I have paid six months payments that they are still charging me for (with the exception of the androids that I have literally bought out twice - paying \$8/mnt for 6 months and giving a one time payment of \$48 for each iPhones. It is showing that i owe \$103.20. That is the amount that I paid for the androids (to buy them). My bill should be \$150 NOT \$250.

Ticket: # 4112522 - Spoofed Using my Employers Equity Compliance Office Number Starbucks

Date: 7/26/2020 1:25:15 AM

City/State/Zip: Marina, California 93933

Company Complaining About: Starbucks Compliance Officer

Description

Hello, today, Saturday July 25th 2020 I received a phone call and the person left a voicemail message saying they were calling from my employer Starbucks Ethics Compliance Hotline Department - 800-611-7792. I called the number back and the person tried to verify my name (had my name) asked if I worked at the store that I did work for and then started asking me questions about Covid-19. Asking me if I ever got tested and if I was aware that someone in the store had Covid-19. I hung up the phone after listening to this, then called my store manager and district manager. They told me to block the number. But, this is too weird. A few months ago many Starbucks in the area were robbed, by a person pretending to be a vendor. Our purses, ID's pay check info, computers, etc. were stolen. The police apparently caught the guy and returned most of our stuff. This is just too weird and no one in our store has ever heard of anything like this. My mom called the number back from her phone and spoke to a professional person who said they would never make calls like this, and they definitely wouldn't display the phone number. I don't know if she totally knows because she said they work for a 3rd party contractor with Starbucks to document our workplace concerns.

This needs to be checked out.. Thank you.

(b) (6)

Ticket: # 4112545 - False and dangerous information

Date: 7/26/2020 6:00:40 AM

City/State/Zip: Camp Hill, Pennsylvania 17011

Company Complaining About: Comcast

Description

Sinclair owned stations are showing Pandemic a conspiracy based show about the Covid 19 that to some people could appear factual. It endangers the public's health and safety and I also believe it's voter tampering to the upcoming elections.

Ticket: # 4112547 - Sinclair Broadcasting

Date: 7/26/2020 6:15:36 AM

City/State/Zip: Venice, Florida 34293

Description

I am outraged that Sinclair Broadcasting is planning to broadcast news report featuring commentators offering discredited conspiracy theories about the nation's coronavirus pandemic. They should have their license revoked for knowingly spreading dangerous conspiracy theories and harming people's health and endangering the reputations of our healthcare heroes fighting this virus.

Ticket: # 4112584 - Fox Sports vs Dish TV dispute

Date: 7/26/2020 8:56:14 AM

City/State/Zip: Dallas, Texas 75225

Company Complaining About: Dish Network

Description

The contract dispute between Fox Sports and Dish TV has been ongoing for more than 6 months. Now with live sports coming available for the first time since the beginning of COVID, it's time that the FCC stepped in and ended the dispute in the interest of citizens wishing to honor stay-at-home orders but unable to watch sports on their tv. Enough is enough...do your just as the Federal Government !!

Ticket: # 4112590 - Internet Service Repair**Date:** 7/26/2020 8:59:38 AM**City/State/Zip:** Mequon, Wisconsin 53092**Company Complaining About:** Spectrum

Description

Multiple times a day my internet will disconnect and become unusable. Every time it's referred to the Maintenance area and every time I am told they fixed something but it what they did didn't fix anything. Each time I need to have a tech visit my house to start the process over and while I have to hear about their employees and CoVid safety what about my families. Each time a tech will visit and say it's not between the tap and modem and every time the phone tech can see my modem disconnect multiple times. I had this 8 months ago as well. I have video no one came and even checked the tap in the service box.

Ticket: # 4112630 - Customer service has caused undue hardship, mentally and financially.

Date: 7/26/2020 9:58:29 AM

City/State/Zip: Oxford, Georgia 30054

Company Complaining About: T Mobile

Description

Ordered 2 samsung active 2 watches on promotion. Tmobile sent one watch to an old address and 1 to correct address. One week later I received an apple watch instead of Samsung. Yes, Tmobile error!!! I was told I need to send watch back. This is a total inconvenience to me per pandemic and I am under quarantine. It has been 2 weeks since ordered. Also the watch I currently have is not working. I have made multiple calls and issue isn't resolved. I have been left a very rude voicemail by a Tmobile manager who stated "it's perfectly ok to file a lawsuit against Tmobile", wow!! My bill has increased tremendously. Tmobile is refusing to address my concerns. This has caused undue severe stress. I have had to talk with Tmobile multiple hours while at work and have loss time and felled short of work quota because of Tmobile mistake.

Ticket: # 4112634 - Sinclair broadcasting

Date: 7/26/2020 10:00:22 AM

City/State/Zip: North Myrtle Beach, South Carolina 29582

Description

Sinclair broadcasting is airing a propaganda piece on Dr Fauci and Covid 19, called Plandemic, that is filled with lies and will result in harming and killing of U.S citizens . As a broadcaster they have a responsibility to air correct and verified information. Airing propaganda and forcing Local broadcasts to carry lies and fluff pieces is a violation of their broadcast license. The program should be banned and the corporation should be barred from their propaganda practices. They should be fined heavily and broken up as ATT was years ago. This is a democray not a fascist state or an oligarchy.

Ticket: # 4112648 - Sinclair Broadcast Group

Date: 7/26/2020 10:32:29 AM

City/State/Zip: Edmond, Oklahoma 73012

Description

Sinclair Broadcast Group plans to mislead the public during a declared state of emergency and public health crisis by airing information they know to be false on their local news networks. This information includes dubious and conspiratorial claims of: COVID-19's origin, effective ways to prevent spread and treat infection, and of public health officials. They claim that they'll also air footage of refutations of these claims, but the presentation of this information is a criminally-negligent and politically-motivated attempt to mislead the public and presents a danger to both public health and future virus prevention measures.

Ticket: # 4112666 - Plandemic-and other false stories presented as news

Date: 7/26/2020 10:53:52 AM

City/State/Zip: Barrett, Minnesota 56311

Description

ALL coronavirus info needs to be fact checked prior to airing said info. This is NOT the time to be presenting obviously false, easily disproven theories as legitimate. Absolute Insanity!!

Ticket: # 4112671 - Paper check refund

Date: 7/26/2020 11:00:44 AM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: AT&T

Description

AT&T will not give me a paper check refund once I cancelled my landline service. They want me to initiate a prepaid card service. They also offer a paper check or bank transfer, but there is no where on their website to initiate either of those. I called AT&T and was on the line with Kat for 20-30 minutes because she could not locate where online I could make this request. She suggested I go to an AT&T store and I reminded her we were in the middle of a pandemic...not the smartest suggestion. As of right now, she has promised that I would receive a call from their collections department (???) Monday morning. The prepaid card scam through Sunrise Banks is a bait and switch with sensitive personal information. What a scam. I simply want a check for my refund.

Ticket: # 4112674 - Refusing to link me to a better connection

Date: 7/26/2020 11:08:12 AM

City/State/Zip: Saint Johns, Michigan 48879

Company Complaining About: Frontier Communications

Description

If it isn't clear by now, Frontier Communications has monopolized rural internet and has taken advantage of the situation with no upgrades and only further territory expansion of their lackluster service. I am requesting that the FCC does something about this! My children have the opportunity to do home video chat classes vs being exposed to Covid-19 in a face to face classroom environment. With Frontier Communications refusing to switch me over to 18mb bonded line that is only 100 yards away they are locking me in at less than 3mb, I do not have this option to keep my children safe!

Ticket: # 4112689 - broadcasting theories

Date: 7/26/2020 11:27:56 AM

City/State/Zip: Apopka, Florida 32712

Company Complaining About: Sprint

Description

Broadcasting parts of the Covid-19 conspiracy THEORY is shameful and NOT how good journalism goes! If so, i want to be on air saying it's from plastic baby bottles. Turn that crap off!!!

[Ticket: # 4112741 - fauci started covid](#)

Date: 7/26/2020 12:19:27 PM

City/State/Zip: Paso Robles, California 93446

Company Complaining About: AT&T

Description

pgm to be aired on Sinclair stations will present false and harmful info on the virus

Ticket: # 4112778 - Refund

Date: 7/26/2020 12:59:54 PM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Xfinity Issues

In June I wanted to add TV to my Internet Unlimited Data Plan I was told by Xfinity Manager in New Mexico that a service man would bring equipment and come in my home to Install everything The service came here and told he because Covid 19 - he never came in my home due the situation So he did not insert three Cablecards and activate and pair TiVo units So I got no TV service and I contact Xfinity numerous times about these facts

He handed me 3 TV cablecards which do nothing

I no long need TV service

I want the Internet only Unlimited Data Plan that I signed a Written Contract for \$84.99 since Jan 2020

I have paid the bill overcharges for June and July 2020 since Xfinity's Billing Department never correct it

I want a Refund

So I need someone drive us to Xfinity in Woodinville and be a witness to confirm I am returning 3 TV cablecards that were not inserted and activated by Xfinity

Ticket: # 4112790 - Xfinity

Date: 7/26/2020 1:04:48 PM

City/State/Zip: Garden City, Michigan 48135

Company Complaining About: Comcast

Description

Xfinity should not be able to overcharge customers during a pandemic. They themselves had me pay only 33 dollars and lowered my internet speed. Usually my bills would be 99 dollars for internet only but they decided to charge me 32. However for that price that lowered my speed and quality. Now they want me to pay the same 99 dollars for that lower quality I had. I am disbuting that because you can not give dollar store quality but expect to charge luxury prices.

Ticket: # 4112935 - deliberately misleading news

Date: 7/26/2020 2:49:10 PM

City/State/Zip: South Portland, Maine 04106

Description

The public owns the airwaves. The FCC was created to ensure proper stewardship of the airwaves the public owns! Time for the FCC to do its job!!!!!!

<https://variety.com/2020/tv/news/sinclair-broadcasting-coronavirus-eric-bolling-1234716509/?fbclid=IwAR0-dfZf4HSNuRf0YbA7yCDFbN0frRaNu0VdFrYgl9g-Jaltgsp-SOgEcGk>

Ticket: # 4112972 - Verizon Pole on Private Property

Date: 7/26/2020 3:30:31 PM

City/State/Zip: St. Albans, New York 11412

Company Complaining About: Verizon

Description

About a week ago a Verizon employee came onto her property (had on a uniform but NO ID badge) to set up a line to the next-door building. I do not have Verizon and when I tried to call Verizon about this, they kept me on the phone for hours and then hung up on me .

Why is there a Verizon pole on my private property? Due to COVID 19 and the increase in violence, I have concerns about this and have attached pictures.

Ticket: # 4113001 - information on COVID-19

Date: 7/26/2020 4:08:21 PM

City/State/Zip: Henrico, Virginia 23229

Description

Eric Bolling interviews Judy Mikovits which puts dangerous misinformation about the current pandemic on local news stations. "Plandemic" is irresponsible and gives unwitting, trusting viewers "fake news" about COVID-19. Be responsible about this. She has no scientific evidence for her claims which cause great harm. This should not be aired on television news stations in its present form. PULL IT from all news stations.

Ticket: # 4113011 - Pandemic interview on Sinclair owned stations

Date: 7/26/2020 4:16:54 PM

City/State/Zip: Petaluma, California 94952

Description

Many "reliable" news organizations are airing a debunked conspiracy theory under the guise of "science." This is simply a dumbing down of the American viewer. News is supposed to be neutral and honest. I demand a FCC investigation into this whack job

Ticket: # 4113026 - Disappointed with Direct TV

Date: 7/26/2020 4:24:41 PM

City/State/Zip: Youngwood, Pennsylvania 15697

Company Complaining About: Directv

Description

I have not worked in 5 months due to the pandemic- my husband is working about 30 hours a week and we have two children. I called Direct TV to ask if they could give me 3 days past the extension date for my past due bill. The cs rep I spoke to didn't seem to care at all and just said he couldn't go past the 26th. I asked to speak to a manager, was told the only way is for him to put in a request and I'd get a call back from someone when they were able to get to me. Meanwhile my service will be shut off anytime after midnight.

Ticket: # 4113028 - Comcast - Limited Data

Date: 7/26/2020 4:27:39 PM

City/State/Zip: Tacoma, Washington 98408

Company Complaining About: Comcast

Description

Comcast has decided to limit internet usage unless we pay an additional amount per month for extra data. We are working from home and have a son who attended school online, but we told that we "use too much internet." There should be no additional fees charged during this pandemic and continued social distance regulations.

Ticket: # 4113056 - Plandemic

Date: 7/26/2020 4:48:05 PM

City/State/Zip: Patchogue, New York 11772

Description

Airing the thoroughly discredited video "Pandemic" is irresponsible and dangerous. I hold you personally responsible for the inevitable, avoidable, deaths this video will cause. You have blood on your hands and I will never watch any broadcast you are a part of ever again, nor by products advertised during this travesty of the truth.

Ticket: # 4113084 - Facebook has my account lock out

Date: 7/26/2020 5:10:28 PM

City/State/Zip: Macon, Missouri 63552

Company Complaining About: Facebook

Description

For well over 2 months now Facebook has had my account with them locked out. They are blaming the covid for their not reviewing my ID even though I have submitted (nearly everyday for the entire lockout) all of the information they requested. They are continually making changes in the Facebook platform and the covid does not seem to be stopping them from doing that. I have personal contacts in my account, also notes, group memberships and worst of all personal photos in that account. Due to their locking me out it's all inaccessible and has been so for over 2 months. I need some help on getting their attention and I am only one person of many who have this same problem Please help me.

Ticket: # 4113227 - Data Caps

Date: 7/26/2020 7:28:45 PM

City/State/Zip: Sanger, California 93657

Company Complaining About: Comcast

Description

To whom it may concern,

I have xfinity as my ISP. Xfinity has recently stated that they will be reinstating data caps. This makes no sense. Why is there a data cap in the first place. Covid-19 has shown that there is no need for these data caps other than Xfinity to squeeze more money out of me. I work from home and have three kids in the house. So either I have to 1) stop working from home, 2) tell my kids that they cannot attend school (school is going to start online) because three kids on zoom will use up our data, 3) tell the kids they cannot watch streaming TV (we do not have cable, we are cordless), or 4) pay extra money (extra money that is not easy to come by right now). This is ridiculous. Please get your acts together and stop this transparent attempt at a cash grab. Have a heart FCC.

Ticket: # 4113237 - Terrible Customer Service/billing with Comcast/XFINITY

Date: 7/26/2020 7:34:15 PM

City/State/Zip: Denver, Colorado 80203

Company Complaining About: Comcast

Description

I have tried repeatedly to address billing issues with Comcast, to no avail.

They raised the price of my Internet service without notifying me. When I continued to pay the same rate I agreed to upon beginning service, Comcast applied new charges, and then overdue charges as well.

In calling Comcast customer service, I simply sought to pay my bill on time, in full, at the original price. I was not able to accomplish this. Customer service personnel were uninformed, incompetent and utterly unhelpful.

I failed to receive on time paper billing, which meant my account was overdue, and Comcast could then charge late fees.

I have twice been forced to make payment over the phone through their automated system -- including late fees. I no longer attempt to speak to an actual customer service representative, because a] they don't know what they're doing, b] they shift responsibility from Comcast to their customers by instructing you to go to their website to solve your problem(s), and c] as a monopoly, they can do what they want because the consumer has little choice. Comcast simply does not care about its customers.

Beyond this, even if I hoped to speak to an actual customer care representative, I cannot do so because in the wake of Covid 19, everything is automated. Conveniently for Comcast, there are no customer care representatives to contact; you either go through the maze of their automated system or hang up in deep frustration and anger.

I am submitting this FCC complaint to inform Comcast that their customer care and billing service is abysmal. They should be ashamed of themselves.

Ticket: # 4113238 - Internet speed

Date: 7/26/2020 7:41:48 PM

City/State/Zip: Gardners, Pennsylvania 17324

Company Complaining About: Centurylink

Description

My internet speed is 1.5 Mbps, to which I am not even receiving that. I have been asking for high speed internet for years and have been told that it is not in my area. My neighbors all have anywhere from 10 Mbps to 20 Mbps. So this tells me it is in my area but Century Link is choosing to not up MY speed. How is this possible when it is 2020. My wife has to work from home due Covid-19 and she is unable to do so due to such low speed. I want Century Link to do what is necessary to increase my internet speed as soon as possible.

Ticket: # 4113345 - Crappy internet

Date: 7/26/2020 9:29:07 PM

City/State/Zip: Alta, California 95701

Company Complaining About: AT&T

Description

Att dsl. It's slow att says it's due to covid19 yet will not prorate my account due to speed. I'm paying for service I do not get

Ticket: # 4113358 - Sinclair Broadcasting airing False and Misleading information about coronavirus

Date: 7/26/2020 9:42:06 PM

City/State/Zip: Plano, Texas 75024

Description

Sinclair broadcasting through it's affiliate stations will be airing an interview with Jidy Miskovitz a discredited scientist who has created a conspiracy theory about Coronavirus because of a past grudge against Dr. Fauci. All other social media and news platforms have blocked this horrible misinformation. Please stop this before it makes everything worse.

Ticket: # 4113371 - Internet disruption for 1 and 1/2 months

Date: 7/26/2020 9:53:18 PM

City/State/Zip: Jacksonville, Florida 32223

Company Complaining About: Comcast

Description

We have tried to reach Comcast to fix our issue of our internet service being down over 50 times. That's 5.0. Fifty! This issue has been going on over 1 and a half months. We have made countless phone calls and nothing. They don't care. It's rare to be able to reach a human and when we do they always tell us someone will call us back and then nobody ever does. Due to Covid a lot of our job has transitioned to the house and we are unable to perform the duties we're required to perform. This internet issue has resulted in Thousands of dollars lost and is on the verge of closing our business.

Ticket: # 4113434 - Illegal radio station broadcastinf

Date: 7/26/2020 10:31:27 PM

City/State/Zip: Britton, Michigan 49229

Company Complaining About: Urgent 99.3fm

Description

In adrian Michigan there is an illegal station called urgent 99.3FM

This station had people standing on corners with signs telling to listen to this station. I turned it on and someone was talking and preaching about the covid 19 and how the gov is out to kill us. I can't find no studios or owner. Never heard of this station ever

Ticket: # 4113471 - Comcast Xfinity customer service and ability to fix internet issues

Date: 7/26/2020 11:41:41 PM

City/State/Zip: Alexander, Arkansas 72002

Company Complaining About: Comcast

Description

I am paying for 300Mbps of internet and receiving 20Mbps. There is no way to enter a ticker online. I called multiple times this week and I finally reached a person on Friday who tells me it is my modem. Xfinity recommends this modem but I called the vendor anyway. The vendor finds errors on the channels and i take a snapshot of it. I chat with another agent and I provide the information. They send a technician today at 6pm who can't solve my issue. By 8:30 he decides to try a xfinity modem which does not work either. That proves my point it is the service or cabling. We change back to my modem he tells me he can't activate it because they have closed. I immediately dialed into the customer service desk and told him to leave while I wait until I reach the right team to turn my router/modem back. That is bad customer service when the tech can't contact the people in his own company to complete this. The customer service rep which turned my service back on tells me he can't schedule an appt. to come back out and finish this issue. Seriously? You can't even schedule to come back and fix it? I am not happy but what can you do? I walk outside to find the cable is laying on top of the ground and no one plans to give me another appt. I realize covid has people limited on staff but when you need your internet to work then it seems very unprofessional at this point to not even be able to schedule an appt and get a technician that knows what they are doing. I knew more about the internet and the system than the person they sent. I would like resolve on this please and hope all customers are not dealing with this horrible service that i received. I have only been a customer for 2 months and i am already regretting my decision on this one.

Ticket: # 4113732 - Excessive volume from commercials

Date: 7/27/2020 9:50:11 AM

City/State/Zip: Beltsville, Maryland 20705

Description

While at home I have noticed that while watching some television programs the commercials have ramped up the volume to levels that are annoying, disturbing and just down right offensive. I thought there was something done about this years ago. It seems to me that these retailers are taking advantage of people being home due to the pandemic and want to "blast" their messages to get your attention. This has to stop. I am hoping the FCC will be able to do something and find a reasonable resolution.

Ticket: # 4113758 - robocalls from telemarketers

Date: 7/27/2020 10:03:06 AM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs, Byhalia and Ashland, MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. While that surge of out-of-state calls was fairly brief, there are occasional calls identified as coming from out of state. I recently received (and filed a complaint for) calls identified as coming from Indian Spring, NV and Tulsa, Ok. For the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated Quincy, Washington.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all. I tried to return the call, and it simply disconnected. Today, I tried to return the call, and it simply disconnected.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to

communicate directly with the sender, and at least gain their assurance that they would not contact me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

Ticket: # 4113858 - Pet scam

Date: 7/27/2020 10:44:57 AM

City/State/Zip: Saint Louis, Missouri 63146-5757

Company Complaining About: <https://oursphynxhairlesskittens.com/availablesphynxes/>

Description

We sent money by \$750 by Zelle to a fake cattery. No kitten, never was. Accepted for transport by Global Relocators who extorted \$4730 for insurance/special Covid crate. No kitty, funds gone.

Ticket: # 4113870 - Not Getting The Proper Service

Date: 7/27/2020 10:49:11 AM

City/State/Zip: Angleton, Texas 77515

Company Complaining About: New Wave/spark Light

Description

The provider New Wave/Spark Light, cable & WIFI. (b) (6) is calling on behalf of Ms. (b) (6). Therefore they both mention that Ms. (b) (6) (daughter) is on the account and is able to call on behalf of her mother (b) (6).

Ms. (b) (6) mention that her mother (b) (6) has been having an issue with her cable service. (b) (6) has mention that it's been about 3 years on and off with the cable service. Ms. (b) (6) has mention that her mother has called about 3 times and every other day about the service not working.

Then Ms. (b) (6) said that her mother is paying \$100.00 monthly for the service that she is not even getting. (b) (6) I has said that they have reach out to the carrier about the issue and they have been told that they can not come out because of the pandemic. Which Ms. (b) (6) I said that there was a technician that came out not to along to do some testing.

Resolution

Ms. (b) (6) would like for her mother (b) (6) to have her service be working property.

ctr 388-phone

Ticket: # 4113898 - SuddenLink issues

Date: 7/27/2020 10:58:04 AM

City/State/Zip: Montgomery, Texas 77316

Company Complaining About: Sudden Link

Description

Consumer moved in on 5/7/20 and was to have an apt. to install service.

After 2 more attempts for service and no shows, finally got he service installed.

After being installed the service went down for 18 days.

The technician that came to address it stated there was something wrong and fixed, then it went down for 30 days.

Consumer must work from home due to COVID-19 and being without service isn't feasible.

Consumer is continuing to be charged for technician fees even though the issues are outside the home.

Consumer also upgraded her cable program to receive the paramount network, but is still not receiving that.

Consumer would like credits for the technician service charges and for the service to work as it should.

CTR404-phone

Ticket: # 4114008 - Plan

Date: 7/27/2020 11:30:06 AM

City/State/Zip: Oak Park, Illinois 60304

Company Complaining About: Comcast

Description

I was transitioned to a plan that I didnt agree too nor do I want. When I called to ask about it I was told this is the covid assistance plan. Which means they turn off your cable services and leave you with a phone. The month before last I wasnt on this plan and was able to get a payment arrangement.

Ticket: # 4114096 - Continued Billing for TV, internet & phone service after being put on vacation hold

Date: 7/27/2020 11:57:06 AM

City/State/Zip: Portola Valley, California 94028

Company Complaining About: Sudden Link

Description

On March 20th I placed my vacation home services on vacation hold due to the pandemic. Was told there would be \$30/ month fee; which I have paid every month since. They keep charging me for full service. I call them every month (50 min hold time) to solve, they say they will call me back but do not. They owe me an 11 day credit for remainder of March.

Ticket: # 4114140 - WACB Grant Scam Text

Date: 7/27/2020 12:08:53 PM

City/State/Zip: Auburntown, Tennessee 37016-6145

Description

My boyfriend, (b) (6), received a text from his friend (b) (6) regarding a WACB grant that had paid him \$80k during the Covid-19 "depression" that everyone is feeling. They are both actors. He was given this phone number to contact regarding the grant. He was asked to contact 213-634-8706 "Mary".

We contacted the number via text and was given the following script:

"YOU ARE HIGHLY WELCOME WACB GRANT PROGRAM OH YES YOUR FRIEND GOT \$80,000 FROM US. . .OKEY STAY ONLINE WITH ME WHILE I CHECK OUR DATA BASE IF THERE IS A WAY WE CAN HELP YOU"

"CONGRATULATION!!! YOU QUALIFY TO APPLY. MY NAME IS AGENT MARY ,I WORK FOR WORKERS APPEAL COMPENSATION BORD GRANT (WCAB) OF USA FUNDING GRANT PROGRAM TO HELP AND SUPPORT ALL THE LESS PRIVILEGED PEOPLE IN THE COMMUNITY FOR THIS ANNIVERSARY BONUS PROMOTION OFFER. ARE YOU READY NOW?"

TWO IMPORTANT THINGS WINNERS NEED TO KNOW

(1) YOU HAVE TO BE HONEST WITH US SO THAT YOU CAN GET THE MONEY FROM US.
(2) YOU WILL FILL THE WINNING FORM SO THAT WE CAN LOCATE YOUR DESTINATION AND FOR EVERY NECESSARY INFORMATION THAT WE NEED AT THE POINT OF DELIVERY OF YOUR MONEY."

"ARE YOU GETTING MY TEXT MESSAGE?"

"FILL OUT THE FORM BELOW ACCORDINGLY ONE AFTER THE OTHER NOW: JUS
IER SERVICE _____

OR RENT _____

HAVE A CREDIT CARD OR BANK ACCOUNT _____

PHONE CARRIER SERVICE _____

ADDRESS _____

MARRIED/SINGLE _____

DATE OF BIRTH _____

EMAIL _____"

Ticket: # 4114142 - robocalls from telemarketers (punish these people)

Date: 7/27/2020 12:09:02 PM

City/State/Zip: Canton, Mississippi 39046

Description

Since the early 2018, I have been receiving phone calls on my cellular phone from numbers I do not recognize. Presumably, these are all marketing calls. Most of the numbers are presumably either spoofed or completely fictitious. They are presumably all robocalls. The frequency of the calls has varied. For most of January and early February of 2020, the frequency was one call per day, though it increased to three per day at times. There have also been short periods where I received no such calls, perhaps as a result of my reporting the incidents. In general, the frequency has dropped from that Jan/early Feb high, which I am pleased about. However, the calls have not stopped. They continue to disrupt my day. And, a new trend had recently arisen: text messages. I cannot overstate how angry and frustrated I am with these people's total disregard for other's right to privacy and peace of mind.

Many of the spoofed numbers were identified by my caller id as being registered for Greenville, MS. However, I have also received spoofed calls from Coffeeville, Booneville, Hollandale, Tupelo, Aberdeen, Kilmichael, Yazoo City, Pacagoula, Winona, Crystal Springs, Byhalia and Ashland, MS. For some of these numbers, caller id did not identify the location, but an internet search of area codes and prefixes determined the location. For a brief period earlier in the year, there was a spate of calls from out of state as well. This surge in out-of-state calls coincided with the period in which the coronavirus pandemic first began to get serious attention in the United States. That surge of out-of-state calls was fairly short-lived. However, in recent weeks, there has been a resurgence in telemarketing calls originating (it would seem) from out of state. Over the past two weeks, I received (and filed a complaint for) calls identified as coming from Indian Spring, NV, Tulsa, OK and Quincy, WA. For the call I am reporting today, caller id identified no physical place of origin. An internet search of the area code and prefix indicated Livingston, TX.

Most of the time, I do not answer the calls. When I do however, there is generally only silence for a few seconds, and then the call is dropped. At times, I have tried to return the call to make sure it was not legitimate. When I call these numbers back, one of two things usually happens: the number has been spoofed, and I get the true user of the number, who has nothing to do with the call, or the number doesn't exist at all.

In 2019, I was unscrupulously and intensely harassed for months by robocallers selling health insurance. Because I have not answered most of the calls in 2020, and they do not generally leave voice messages, I do not know they are selling health insurance, though my former experience suggests that it is likely. In two cases, a message was left, and, you guessed it, they both featured an automated voice soliciting me to buy health insurance. While the voice messages allow me to be more specific in my complaint, the practice is, in general, even more egregious, because it can quickly clog up my mail box. I have also been compelled to put my phone on Do Not Disturb in order to maintain any peace of mind.

In addition to the phone calls, I occasionally also received marketing communications about health insurance through text message and/or email. In these cases, I have often been able to

communicate directly with the sender, and at least gain their assurance that they would not contact me again. I have had two of these individuals inform me that they were sold my information. I asked the latest of these very directly, "where did you obtain my information". He refused to answer. In my view, this refusal makes him complicit in the perpetration of these unethical activities. My personal information should not be for sale. And, I should not have to live with these insidious intrusions.

I adopted the policy in 2019 of reporting EVERY SINGLE incident to the FCC. After months of effort, those calls were eventually almost completely eliminated. Unfortunately, however, 2020 has seen a return of these disruptions to my day and attempts to defraud, and it looks as though I can expect it to continue. I intend to continue my no tolerance policy toward the perpetrators of these actions by reporting this and all such incidents to any reputable authority I can find. These people are criminals who make a living through fraud, and who show a total lack of regard for the right to privacy and peace of mind. It is my hope that I will not only ultimately succeed in stopping the calls to myself, but that these criminals will be located and punished.

[Ticket: # 4114355 - Hidden app downloaded to our phone](#)

Date: 7/27/2020 12:57:40 PM

City/State/Zip: Mount Dora, Florida 32757-3446

Company Complaining About: Total Wireless

Description

We have had a hidden app downloaded to our phone from someone without our permission. It is a Covid-19 tracking app, and we did NOT authorize anyone to put it on our phones. We want it removed.

Ticket: # 4114377 - DirectTV dropped channel in order to charge me more and added HBO MAX without my consent

Date: 7/27/2020 1:06:00 PM

City/State/Zip: San Antonio, Texas 78216

Company Complaining About: AT&T

Description

I lost BBC America and called AT&T and asked why. They informed me BBC was no longer part of my channel package and it is not in a different upgraded package that I had to pay more for.

Also DirectTV added HBO MAX at a charge of \$14.99 without my consent.

I called and tried to get this resolved but was constantly transferred (6 times) and then told they would not give me BBC back or refund me for unauthorized charges.

I cancel my service and they are still trying to charge me for my last bill including HBO MAX.

I would like my last bill cancelled. Furthermore I have lost my job due to COVID19 and cannot pay. I informed AT&T about this but they did not care.

Ticket: # 4114411 - ID Theft Information Filed to Spectrum/Chartered Communications

Date: 7/27/2020 1:10:30 PM

City/State/Zip: Los Angeles, California 90039

Company Complaining About: Spectrum

Description

I have filed a ID Theft information to Charter Communications/Spectrum because someone has compromised my account and have upgraded my account last May 2020 without my consent/knowledge. When one of their representative has verified contact info other security information, I have informed that those mentioned was not mine. Which means to say and clearly stated that my account has been compromised by another person and plus we have been experiencing with delays of internet services as well such as lagging for the past months. Which is not normal even way before pandemic has even started. Fraud Protection Department personnel has informed me that this was not a fraud concern or just a billing concern. But I have mentioned and reiterate that I have also concerns in the internet services that I get every single day which is very annoying and ridiculous. It this the kind of practice that they do observe no matter how long time customer you have been with them but they never care to take care of the issues and concerns that a customer would inform them. No matter how serious or delicate the matter. What they're good at is by putting you on a long time hold and then next thing you know no one will resolve the matter and what's even worst is you get disconnected to them most of the time and they won't return your call and won't escalate the matter.

Ticket: # 4114414 - AT&T Predatory Billing in Worldwide Pandemic

Date: 7/27/2020 1:10:58 PM

City/State/Zip: Philadelphia, Pennsylvania 19143

Company Complaining About: AT&T

Description

-At&t is not allowing payment arrangement exception for Covid-19 income impacts

- Charging excessive fees of \$35 weekly to reconnect service

- Predatory fees pose negative disparate impact to low income individuals

-Predatory fees stem from not allowing the customer reasonable time between payments

- My phone service was terminated 6 times since June charging me \$35 each time to reconnect despite weekly payments

Ticket: # 4114438 - Where is my refund from 2 years ago?

Date: 7/27/2020 1:16:00 PM

City/State/Zip: Georgetown, South Carolina 29440

Company Complaining About: Comcast

Description

My husband and I are due \$581.84 from over 2 years ago with Xfinity. They have not returned it from taking direct deposit out of the account 6 months after we cancelled service with them. After having my son, a year ago, I was able to call numerous times. I have recorded 14 different calls made to the costumer service center and not to include 3 trips made to the location in Mount Pleasant and calls to a Tennessee number who was suppose to reach us long before Covid even started. I'm tired of waiting for my money to be returned to me when if it were the other way around I would be sent to collections from not paying them? What penalty do they receive for making me wait for my money and not returning it? What about all the interest that could have been added to my money if I had it in my hand for the past 2 years? The original amount was \$1200 and we received a \$600 and something check but why can we not get the rest?

Ticket: # 4114518 - Cable/Internet/Phone

Date: 7/27/2020 1:34:14 PM

City/State/Zip: Frankfort, New York 13340

Company Complaining About: Spectrum

Description

For 18 years we have been told by a couple of Cable/Internet carriers that we would have service on our road. I've called Spectrum several times inquiring about getting service to my home and I am told that they could not get it to us. My son, who is also my neighbor, is less than 500 feet away from me and has Spectrum cable, phone and internet. Knowing this makes their response even more frustrating as to why service can not be brought down to my house. With Covid-19, I am having to work from home FT through the end of the year. This is extremely difficult with slow internet dish service, not to mention all the years we've been promised a service that has never been delivered. If there's anything you can do to have the service extended to my house (less than 500ft away), I would greatly appreciate it. Thank you for your time!

Ticket: # 4114640 - failure of contact negotiations between dish and NBC at this critical time

Date: 7/27/2020 1:56:03 PM

City/State/Zip: Yoder, Colorado 80864-9634

Company Complaining About: Dish Network

Description

We no longer are able to receive our most trusted local news and weather in this time of covid -19 concerns and severe drought conditions. We are ranchers and our most dependable and experienced weather forecaster is no longer viewable. We are paying Dish over \$140.00/month to access a TV signal for local news and they can't provide the basics!!

Ticket: # 4114682 - ATT bundled services suspended 5/23/20 not processed properly

Date: 7/27/2020 2:04:09 PM

City/State/Zip: Park City, Utah 84060

Company Complaining About: Directv

Description

My parents, (b) (6) are continuing to be billed for services that should have been suspended 5/23/20. Both my parents, aged 88 and 90 years, are no longer living in their home due to hospitalizations that began on April 22, 2020 and subsequent placement in long term care. After paying the April bill in full, I called ATT to suspend all of the services to the home at (b) (6) since no one is living in the home or using the services. When they received another bill for services in May I called again on 6/29/20 at 5:19PM and spoke with representative Jessie (i.d. ja632c) who informed me that the suspension requested was not processed properly. She assured me that it had been now processed properly and that the charges should be reversed. A postcard from Direct TV then came in the mail stating that the suspension had been processed and would be effective as of 6/30/20. We continue to receive bills and the week of 7/13-17/20 my mother began receiving multiple harassing calls per day demanding payment of the past due bill. I called ATT again on 7/17/20 and spoke with (i.d. ea367q) and then supervisor (i.d. kg7675). They both confirmed my previous conversations and assured me that the harassing phone call would stop and that the matter would be 'elevated'. After receiving yet another bill, I called again on 7/24/20 and spoke with Nick (i.d. ks457m) and Arlean (i.d. ja580j). After being disconnected waiting for the next supervisor I called back and spoke with Chris (i.d. md524r) who tried to connect me to another supervisor who 'because of Covid, couldn't take the call' but was supposed to call me back. That supervisor was Ryan (i.d. rb728a) It is now 7/27/20 and I have not heard back from anyone but am now getting texts on my cell phone regarding the fraudulently past due bill. I am at my wits end with this. I will not be paying the bill and they say they won't take any further action on this account, including canceling it, until the bill is paid. I believe this qualifies as elder harassment! Please help!

Ticket: # 4114723 - Sinclair Broadcasting Airing of Plandemic

Date: 7/27/2020 2:11:43 PM

City/State/Zip: Piqua, Ohio 45356

Company Complaining About: Sinclair Broadcasting

Description

Plandemic is a completely off based and scientifically debunked conspiracy theory that is should not be aired on public TV due to it's affiliation to right-wing nut jobs. Prevent the airing to promote a healthier America of COVID-19!

Ticket: # 4114730 - Internet connection

Date: 7/27/2020 2:12:57 PM

City/State/Zip: Fairfield, Connecticut 06824

Company Complaining About: Optimum

Description

I am going on the 3rd week of a poor internet connection and lose connectivity approximately every 15 minutes. I have had countless calls to Optimum and 2 trouble call visits from techs. All this time Tier 1 has been blaming the modem. The first technician changed out the modem yet the problem continued. Tier 2 now blames the router. The second technician comes out but says router is fine, issue is at the pole effecting about 500 other customers. I have been suggesting this is congestion issues from the start but have been ignored. The problem continues and I can't get an estimate when it will be fixed. I am working from home for an essential company and this has been extremely difficult conditions to work under. The lack of support from Optimum is unreal. I understand there is high congestion since COVID, but I am paying for a service that is clearly not working and have been given the run around from the call center with no solution in sight. Please help!!

Ticket: # 4114765 - Comcast Billing Complaint

Date: 7/27/2020 2:19:47 PM

Description

Dear FCC, Utah U.S. Senators and Utah U.S. Representatives,

I just discovered that the FCC extended the effective date of Sec. 642 of the Television Viewer Protection Act of 2019 until December 20, 2020 (MB Docket No. 20-61, Order, DA 20-375 (April 3, 2020) 85 FR 22652-22653, April 23, 2020). In its billing statements, Comcast has been concealing from me not only the separate pricing of the cable television service that it provides me, but has also been concealing from me the separate pricing of the cable internet service that it provides me in order that I may access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW.

You must know that I think it's against the United States Constitution, Utah Constitution, the Government Records Access Management Act (Utah law) and Utah Supreme Court decision KUTV, Inc. v. Utah State Board of Education, 689 P.2d 1357 (1984) for Comcast to be the gatekeeper to and for me to be at the mercy of Comcast and its secret internet pricing if I want to access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW.

Our local Logan City Public Library has been closed for many months now due to the COVID-19 pandemic, so I'm unable to use public desktop computers to access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW. Albeit such Library rents out laptop computers, I would have to sit outside in the heat or cold in order to find, or not find, the WiFi that would enable me to do so.

I'm struggling financially, and I think all Comcast cares about is charging me secret television and internet prices and making me feel I'm at its mercy with respect to being able to exercise my rights to access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW under the above cited legal authorities. As long as Comcast is the gatekeeper to such records and charges me to do so, I'm denied my right to FREELY exercise such rights.

Based on certain investment records I've obtained from certain records officers of the State of Utah, County of Cache and City of Logan, millions and millions and millions of public funds are not being used by such governments to construct, administer and maintain internet services which could, should and would enable me to FREELY access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW. Why? Of all things which such governments should invest in should be internet services provided to citizens so they can truly and freely exercise their rights under the above cited legal authorities to access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW. A private company that is in the business to make profits for its shareholder should in no way, shape or form be in charge of enabling, hindering or terminating public access, inspection and knowledge of beneficial digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW.

The improper extension granted by the FCC has given the monopolistic Comcast free reign until December 20, 2020 to not only continue concealing from me the separate price I pay to watch television, but to continue concealing from me the separate price I'm burdened with to access, inspect, know and benefit from all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW!

Bottom line is Comcast is not the government and should, therefore, not be a profit-making monopolizing gatekeeper to all the digitized Federal, State (Utah), County (Cache) and City (Logan) public government records in the WWW who is apparently allowed to hinder the public from accessing, inspecting, knowing and benefitting from them by charging secret unreasonable prices to do so or to completely deny such public from accessing, inspecting, knowing and benefitting from them by terminating internet service if a certain secret price cannot be paid.

Sincerely,

(b) (6)

Ticket: # 4114909 - Cablevision billing

Date: 7/27/2020 2:46:21 PM

City/State/Zip: Sarasota, Florida 23248

Company Complaining About: Cablevision

Description

On March 15th consumer cancelled service in his Brooklyn home.

Consumer is having billing issues with his provider but they continue to bill him.

Consumer has called repeatedly about the issue, but no one ever helps.

He is currently in FL, but the service is in NY.

He cancelled the service in Brooklyn due to COVID-19.

The CSR people claim they have no record of his closing the account.

Consumer would like someone from the corporate office to call him about this billing issue.

CTR404-phone

Ticket: # 4114920 - Xfinity

Date: 7/27/2020 2:47:57 PM

City/State/Zip: Springfield, Illinois 62704

Company Complaining About: Comcast

Description

Xfinity is raising our bill by 1/3rd - they have provided hot spots for schools for free during covid-19 - but it is not free because they are making all of us current customers pay for it - isn't this illegal - they are not supposed to be raising prices.

Ticket: # 4114994 - Optimum complaint

Date: 7/27/2020 3:05:55 PM

City/State/Zip: Ocean Township, New Jersey 07712

Company Complaining About: Optimum

Description

I have signed up for the pre paid service optimum offers in April while Verizon wasn't doing new installations due to the COVID restrictions.

They informed me it was a pre paid service and even their terms inform that if no payment is made, the service doesn't continue.

The service was never disconnected after the due date and I had to call to cancel. They gave me a lot of trouble to disconnect and still want to charge for the following month even though this is a PRE PAID service and I wasn't using it for the following month. Due to the COVID, all stores were closed and they never sent me information on how to return the equipment.

Not only they are charging me incorrectly for unused service, not informed equipment, they SENT ME TO COLLECTIONS!!!!!! their store hours are limited and they are impossible to reach by phone

Ticket: # 4115002 - assurance wireless will give no minutes

Date: 7/27/2020 3:08:01 PM

City/State/Zip: Sheakleyville, Pennsylvania 16151

Company Complaining About: Assurance Wireless

Description

Assurance wireless will not give me any emergency minutes!! I ran out of minutes because I have a relative in the ICU with Covid, and it is the only way to contact her!!! I am in a motel spending a fortune and I am on disability, and have no money to buy extra minutes!! I need those minutes, she could go into severe cardiac arrest, and die. I need to be able to talk to her!!!

Please give me more minutes!!!!!!! They dont re-new until Aug 14th!!!

And Assurance wireless is horrible!! They need to have Americans answer the phone!!!!!!!!!!!!!!!!!!!!!! they cannot speak proper english, are stupid, and do not listen to anything at all!!1 They should be fired!! I worked ina call center, and their work ethic is non-existant!!

Ticket: # 4115006 - SpectrumVOIP billing

Date: 7/27/2020 3:08:41 PM

City/State/Zip: Pflugerville, Texas 78691

Company Complaining About: Spectrum

Description

I closed my office due to Covid 19 and my medical conditions. I notified Spectrum VOIP on 5/19/20 regarding this. They stated until I returned the phones to Graybar Financial and settled the finance contract with them, they would continue to bill me. I returned the phone, have confirmations of that, paid off the finance agreement, have confirmation of that, yet, Spectrum VOIP is still billing me for phone usage when I am no longer at that office, phones are returned, and have no phone services with them at all. I need them to reimburse me for past bills they withdrew from my account, and to stop billing me. NOR will they port the phone #s to the new service I have at my home since my office is closed. (b) (6)

Ticket: # 4115045 - Denied internet essentials

Date: 7/27/2020 3:20:20 PM

City/State/Zip: King Of Prussia, Pennsylvania 19406

Company Complaining About: Comcast

Description

I applied for internet essentials in 2018. I had the internet essentials at my previous address I was told from a sales agent that I can't bring my internet essentials to my new address because my apartment does not qualify for that particular program. I didn't believe the sales agent so I called the Comcast which informed me I can get it. But I would have to cancel my internet that he offered me and then I can get it. Which I need a affordable internet essentials for my children to do there school work on. I was told by my school that I can get internet essentials because I am on public assistance due to the pandemic and it's available for me and my children. I can not afford high internet bills. Out of work due to COVID. I called several Comcast several times and was not successful with speaking to customer service and the internet essentials department. I was also told I have to pay \$230. I paid \$149 on 07/26/20. But my balance was \$0 on 07/26/20 service was turned off on 07/26/20.

Ticket: # 4115490 - Xfinity Internet Service, Covid19

Date: 7/27/2020 5:02:18 PM

City/State/Zip: Rockford, Illinois 61102

Company Complaining About: Comcast

Description

I was promised by Xfinity, when I was going to pay my bill, that I would have internet through the end of the year because of covid19. I was then later transferred to a \$15.00 a month plan without knowing. Now they have turned off my service and demanding payment, denying original agreement. (They have also been turning service off periodically, sometimes daily and throttling service for years.

Ticket: # 4115492 - Internet Fraudulent charges

Date: 7/27/2020 5:02:28 PM

City/State/Zip: Center, Texas 75935

Company Complaining About: Sudden Link

Description

I am from East Texas. I've suffered for years as a Suddenlink customer, but lately the internet is intermittent, sometimes going on and off 15 times an hour.

This time I have been battling them 3 or 4 months. It started with me calling Suddenlink 3 to 4 times per week, waiting on hold for an hour or more only to be told that my service was fine and that I did not need a technician to come out. I finally filed my first complaint with the FCC and Suddenlink quickly called and arranged a technician to come out. I was told if he found a problem in my house, I would be charged \$60.

He came out and checked my modem inside. I couldn't connect using wifi. I had a cord from the new router I had bought hoping that would fix the problem. I plugged it into the ethernet and then into the back of my computer.

I was able to get on the internet, although the speed test showed 0.4 to 13 mgb of speed. We determined it was not my modem. He went outside and used his ladder to look at the TAP line. He said there was a problem with the TAP line out on the telephone pole and that his ladder was not tall enough to reach it to repair it.

This was on Friday, June 13. He said he would put in a service request to have maintenance come out and repair the TAP line. I had to call because I did not hear anything into the next week. Two weeks later, a man came and buried the TAP line along the same path it had once hung in the air.

We still have no internet. But what we do have now is a \$60 service fee for the technician who came out on June 13, 2020. I spend two and a half hours on the phone just now, finally getting the Supervisor in the Technical Billing Department who stated that the technician report said he changed some "fittings". She could not say where he fixed them, although I told her he had changed nothing in my house.

I told her the company was stealing my money, that they were fraudulently charging me the sixty dollars, plus charging me monthly fees for internet that I cannot use. She said the charges will still be valid on the account.

I would like someone to help me. I am a teacher expected to teach remotely during this Covid crisis and how in the world am I supposed to do that with this internet?

User's recommendation: Do not use Suddenlink. It is horrible service.

Ticket: # 4115496 - Late Fees

Date: 7/27/2020 5:02:57 PM

City/State/Zip: Brooklyn, New York 11223

Company Complaining About: Optimum

Description

Optimum will not refund Late Fees from my March, May, and July statements. They are part of the "Keeping Americans Connected Pledge." Today, they denied my request for credits of the late fees totaling \$30. I would like Optimum to refund \$30 in Late Fees and provide 1 month free service. My service was shut off twice during the COVID pandemic. Thank you.

Ticket: # 4115520 - Frontier Dishonor Deal

Date: 7/27/2020 5:08:15 PM

City/State/Zip: Cromwell, Connecticut 06416

Company Complaining About: Frontier Communications

Description

The consumer has bundled service with Frontier.

She has internet, landline and cable.

She called about trying to lower her bill because she is struggling as an elderly especially more now with COVID-19.

They told her that her contract ended so it went up to almost \$200 a month.

While on the phone the representative told her that she could set her up as a new customer and her bundled service would be \$89.99

This was over 1 week ago and now her bill continues to be \$189.00.

Last July she was paying \$129.00 a month.

She would like them to honor the new customer package deal they were telling her that would cost her \$89.99 for everything she currently has.

CTR-415

Ticket: # 4115611 - Comcast overbilling

Date: 7/27/2020 5:35:40 PM

City/State/Zip: Medford, Massachusetts 02155

Company Complaining About: Comcast

Description

I could not pay my cable bill for May 2020 because I was out of work during the Covid crisis. On 5/17/20 I received a letter from Comcast saying that I owed them 180.10 for the month of May. I asked for more time to make a payment and was giving 10 days. On 6/4/20 I talked to a customer representative and a supervisor to inform them that my unemployment check didn't come and I wouldn't be able to make payments. They both informed that there was nothing they could do because I had reached a payment agreement with another representative. That I would have to pay my total balance to continue services. On 6/5/20 I paid Comcast 381.00\$ more than the total balance. This clearing my balance to 0.00\$. On 7/27/20 Comcast suspended my service at 10am in the morning. I called Comcast to find out why my service was interrupted and was told that my balance was overdue. My billing period is not up till tomorrow 7/28. I asked to dispute the bill and was hung up on twice. I then talked to a representative from Retention. Who said to my wife and myself that I was not in default. And that there were some excess charges on my account including late fees during covid that shouldn't have been charged. We went through my bill month by month and found that my account should have been in good standing. However once transferred to billing department again I was told the bill was correct and they would not be allowing any disputes. I ask to speak to a supervisor and was told no. I was laughed at , told that I should pay my bills and placed on hold. Comcast has a vast history of cheating it's customers due to their pro rated billing practices. I have all my paperwork and bills and financial information including a paper from Comcast stating that my total balance was 372.41. My services are currently suspended still.

Ticket: # 4115759 - RE: [FCC Complaints] Re: Overbilling by DirecTV and AT&T

Date: 7/27/2020 6:22:53 PM

City/State/Zip: Los Angeles, California 90049

Company Complaining About: Directv

Description

This is a follow-up to your previous request (b) (6) "Overbilling by DirecTV and ..."

Dear FCC:

Please re-open the unresolved ticket as DirecTV has forwarded my account to Credence Resource Management (CRM, a debt collector) and it has been reported to the credit agencies, severely affecting my credit rating. Amidst this COVID-19 pandemic I am trying to purchase a car to travel to work and I am unable to due to the falsely reported debt.

DirecTV contacted me after my original FCC complaint. I asked them to send me a copy of the contract on multiple occasions. Instead they have sent me a copy of the illegitimate billing (attached). They have failed to produce the contract to validate the asserted debt.

DirecTV forwarded my account to another collection agency at first. The collection agency dropped my account due to a lack of documentation. Now DirecTV has forwarded my account to CRM.

After finding that the "debt" still shows up on my credit report, I have written letters to the credit bureaus and CRM in the past couple of months. I have ask them to validate the debt by providing a copy of the written contract. They have failed to do that. They have again sent me an illegitimate itemized bill asserting that it validates the debt. I never agreed to services in the amounts that have been billed.

I spoke to Mr. Danny Ray, a CRM manager this afternoon. I asked him to produce my contract. He said he did not have it and will forward the request to DirecTV. I asked him if I should contact DirecTV directly. He said they will route my call back to CRM and that would be of no use.

Once again, I will follow my obligations and will pay whatever I have promised to pay, but refuse to pay for a bait and switch bill that I am not liable for.

As far as the facts are concerned:

1. DirecTV has billed me for services.
2. I have not agreed to the billing or signed a contract to validate the billed amounts.
3. DirecTV has failed to provide a signed contract validating the debt.
4. DirecTV has forwarded this unvalidated "debt" to CRM. The unvalidated "debt" has ben reported to credit agencies.
5. This has adversely and seriously affected my credit and my normal way of life.

What I want at this point is:

1. Legal against DirecTV and CRM.
2. The complete removal of the entries on all credit bureaus.
3. A notation on the separate part of my credit reports stating that CRM and DirecTV had made a violation of an incorrect entry.

I also reserve the right to pursue further and future damages if this issue is not resolved once and for all.

I look forward to hearing back from the FCC.

Sincerely,

(b) (6)

Ticket: # 4115764 - Cox Communications Services and Billed Charges Complaint

Date: 7/27/2020 6:25:49 PM

City/State/Zip: Mesa, Arizona 85205

Company Complaining About: Cox

Description

Bill for TV services increased \$21 in a 6-month period (Jan 2020-Jun 2020).

Bill for Internet services increased \$15 in a 6-month period (Jan 2020-Jun 2020).

Cox had applied a 'Covid discount' of \$30 during that same time which really wasn't a discount since they increased my TV and Internet services charges.

Now that the Covid discount is gone, I have a bill that is \$30 higher than it was six months ago. That is unreasonable to me. I would have been better off not having the Covid discount since it appears to me they off-set the discount by increasing the fees for the services I had.

This isn't the first time something like this has happened. Cox is constantly adjusting their fees and service packages and when I call to talk to someone about it, I get different explanations from each representative I speak to. Something is amiss with their billing practices. They are not transparent with their fees. I have to always call Cox for them to apply 'discounts' of which I don't really understand. It only reduces my bill temporarily until the next time I have to call.

I would like to see 1) a detailed breakdown of services and fees on each monthly bill, 2) restrictions for them to not be allowed to change make up of service plans which would allow them to charge more to their customers, and 3) a consistent bill for at least one year.

Ticket: # 4115765 - FW: [FCC Complaints] Re: Overbilling by DirecTV and AT&T

Date: 7/27/2020 6:26:08 PM

City/State/Zip: Los Angeles, California 90049

Company Complaining About: Directv

Description

This is a follow-up to your previous request (b) (6) "Overbilling by DirecTV and ..."

P.S:

My DirecTV account (b) (6)

CRM reference (b) (6)

(b) (6)

From: (b) (6)

Sent: Monday, July 27, 2020 3:23 PM

To: 'FCC' <consumercomplaints@fcc.gov>

Subject: RE: [FCC Complaints] Re: Overbilling by DirecTV and AT&T

Dear FCC:

Please re-open the unresolved ticket as DirecTV has forwarded my account to Credence Resource Management (CRM, a debt collector) and it has been reported to the credit agencies, severely affecting my credit rating. Amidst this COVID-19 pandemic I am trying to purchase a car to travel to work and I am unable to due to the falsely reported debt.

DirecTV contacted me after my original FCC complaint. I asked them to send me a copy of the contract on multiple occasions. Instead they have sent me a copy of the illegitimate billing (attached). They have failed to produce the contract to validate the asserted debt.

DirecTV forwarded my account to another collection agency at first. The collection agency dropped my account due to a lack of documentation. Now DirecTV has forwarded my account to CRM.

After finding that the "debt" still shows up on my credit report, I have written letters to the credit bureaus and CRM in the past couple of months. I have ask them to validate the debt by providing a copy of the written contract. They have failed to do that. They have again sent me an illegitimate itemized bill asserting that it validates the debt. I never agreed to services in the amounts that have been billed.

I spoke to Mr. Danny Ray, a CRM manager this afternoon. I asked him to produce my contract. He said he did not have it and will forward the request to DirecTV. I asked him if I should contact DirecTV directly. He said they will route my call back to CRM and that would be of no use.

Once again, I will follow my obligations and will pay whatever I have promised to pay, but refuse to pay for a bait and switch bill that I am not liable for.

As far as the facts are concerned:

1. DirecTV has billed me for services.
2. I have not agreed to the billing or signed a contract to validate the billed amounts.
3. DirecTV has failed to provide a signed contract validating the debt.
4. DirecTV has forwarded this unvalidated "debt" to CRM. The unvalidated "debt" has ben reported to credit agencies.
5. This has adversely and seriously affected my credit and my normal way of life.

What I want at this point is:

1. Legal against DirecTV and CRM.

2. The complete removal of the entries on all credit bureaus.

3. A notation on the separate part of my credit reports stating that CRM and DirecTV had made a violation of an incorrect entry.

I also reserve the right to pursue further and future damages if this issue is not resolved once and for all.

I look forward to hearing back from the FCC.

Sincerely,

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Wednesday, October 10, 2018 8:55 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Overbilling by DirecTV and AT&T

##- Please type your reply above this line -##

This ticket (#2814793 (<https://consumercomplaints.fcc.gov/hc/requests/2814793>)) has been updated.

FCC Consumer Help Center (FCC Complaints)

Oct 10, 11:55 AM EDT

(b) (6),

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. (b) (6)

Here's what happens next:

- We reviewed the provider's response and based on the information submitted, we believe your provider has responded to your concerns.
- 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.
- Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
- Keep in mind that billing adjustments or other actions by your provider could take time to implement.
- If we do not hear from you within 30 days, your ticket will be closed.
- If you have new issues with your provider, you can file an additional complaint by going to: consumercomplaints.fcc.gov.

(b) (6)

Oct 2, 6:26 PM EDT

To FCC Complaints

Re: DirecTV - Account # (b) (6)

Dear Sir/Madam:

I am writing you in regards to a bait and switch technique employed by AT&T and DirecTV.

I signed up for a new multi-line AT&T cell phone package in October 2017. As a part of this package, DirecTV was offered for \$25/mo. I signed up for the package with AT&T.

A couple of months later, DirecTV installed the required equipment at my residence.

Unbeknownst to me, I started receiving monthly bills from DirecTV over \$100. I went to the AT&T store to solve the accounting issue, but they said they are no longer responsible for it and DirecTV is responsible.

I have received many bills from DirecTV and they have placed my account in collections. I spoke to a customer representative today. She said my monthly bill was \$67.29 and I had an additional \$35 activation bill. My total bill now amounts to \$608.43. I asked her to send me a copy of a signed contract with me accepting the \$67.29 monthly fee. She said she is unable to provide me with such copy but I, by allowing a technician to set up the equipment at my residence, accepted the resulting terms of service.

I explained to her that I would like to resolve the issue, but need to see my signature with the terms DirecTV has asserted. The representative kept talking over me insisting that I had approved the service by allowing the technician to come into me residence. The call was being recorded by DirecTV.

She finally told me that my account will remain in collections.

I intend to pay for what I signed up for, but I never agreed to these terms. This has been a case of bait and switch and it is unacceptable to me. I assume the same thing is happening to many other customers and I would like the FCC to look into this matter.

Sincerely yours,

(b) (6) .

Attachment(s)

DirecTV Complaint to FCC - Letter.docx

(<https://consumercomplaints.fcc.gov/attachments/token/tZQ1ufsv0TXaIDmUO02Qjlg30/?name=DirecTV+Complaint+to+FCC+-+Letter.docx>)

This email is a service from FCC Complaints.

[YD6D7M-M6X0]

Ticket: # 4115986 - Comcast enabling data caps during COVID

Date: 7/27/2020 8:26:50 PM

City/State/Zip: Mill Valley, California 94941

Company Complaining About: Comcast

Description

I was just notified by Comcast that they are enabling data caps while people are working from home during COVID. I live in the Bay Area of California, where technology and internet cables are plentiful. Comcast is taking advantage of individuals who are WFH and placing additional stress on American households in the pursuit of higher profits.

Ticket: # 4116078 - Atlantic Broadband Complaint

Date: 7/27/2020 9:38:44 PM

City/State/Zip: Lake Harmony, Pennsylvania 18624

Company Complaining About: Atlantic Broadband

Description

Dear FCC:

7/27/2020

KEY ITEMS RE: Complaint with Atlantic Broadband – 911 Market St. – Berwick PA 18603

- 1) Unable to cancel service with Atlantic BB
- 2) Customer service refused to cancel our service back in 2019 3 different attempts
- 3) Hold times over 2 hours on 11 different attempts to contact Atlantic BB to resolve and cancel service
- 4) There are no other broadband companies in the 18624 area that offer same speed as Atlantic BB – they have a monopoly in this area of PA

COMPLAINT HISTORY AND FURTHER DETAILS:

It is impossible to cancel service with them through any department.

We have tried customer service, sales and retention, these efforts going back to August, September, October, and November of 2019.

The representatives out and out refused to cancel our service or to escalate our calls to management. After 1 hour and 40 minutes we finally got a supervisor back in February 2020. We gave her our story and she promised to call us back after she cancelled our account and to provide us with the proper paperwork for the cancellation. Nothing happened, we never got a call back to this day.

Shortly after this we received a \$361.37 BILL for the months since August 2019 that we had tried our best to CANCEL. Our normal bill was approximately \$60 per month.

When I called again in March 2020, they stated that they had sent us to collections, and it was "out of their hands" ... this after hours of waiting to just reach someone to speak with about our account. We are resort users and over 65. We are retired and on fixed income and one of us is battling taking care of our 20-year-old son who tested positive for COVID 19.

Here we are July 2020. All I want to do now with them now is to get SOMEONE to help us to get the proper credits on this bill and hopefully get help to reinstate my service at a logical price now that we are back in PA for several months.

When we were told we were in collections, we called our credit card company and successfully were able to dispute the charges with Atlantic Broadband which as stated we do not owe.

FACTS/SUMMATION:

- 1) We had zero usage with ABB since August 2019 – almost a year ago
- 2) There never should have been charges FROM AUGUST 2019 to now.
- 3) we asked for the account to be cancelled NUMEROUS times beginning August 2019.
- 4) Each time being told we could not cancel and finally being told it was too late to cancel, they could not help us and the account was in collections.

They are mean spirited, pushy, impatient when you do get them on the phone... and most of all they do not want to take the time to listen, provide the very worst in CUSTOMER SERVICE and on top of that are extremely rude and don't do what they promise,

Please HELP!

Sincerely,

(b) (6)

Ticket: # 4116089 - Verizon Wireless Overcharging Price Quoted**Date:** 7/27/2020 9:49:10 PM**City/State/Zip:** Brooklyn, New York 11213**Company Complaining About:** Verizon Wireless

Description

I'm a timely paying Verizon Wireless customer 13.5 years whoses never missed a payment. Approximately a year ago, I purchased "Verizon Home Phone Connect" for Mom's landline phone to be added to my monthly bill. Upon purchasing and activating the device at Verizon Corporate Office in Atlantic Ave. terminal of Brooklyn, NY, I was told the cost per month for this home phone connect would be \$20.00. I was also told with tax and fees, the total amount would be \$23.80-\$24.00 max per month to be added to my bill. When the bill arrived, Verizon Wireless charged me almost \$10.00 extra. I was irate. How can a \$20.00 bill have fees equal to 50% of the bill? In addition, that was not the amount I was quoted at Corporate Office upon purchase. I immediately contacted Verizon customer service. I spoke with a supervisor. After explaining my dilemna, my bill was reduced. Now during these dire times of the COVID~19, Verizon wireless wants to charge me \$10.00 once again on a \$20.00 bill. Verizon Wireless reignited on the price set~forth at the time of purchase. It should not be. In addition, I just found out Verizon wireless cancelled grace period to pay my bill. My due date is the 15th of each month with 2 day's grace. Verizon never informed me the grace period has been cancelled approx. 2 years' ago. Not a single notification was sent to me. Verizon wireless seems to be price gouging. My bill is normally \$80-85/ mnthly and I will like it to continue. Not the \$95.00 they are requesting. Throughout this COVID-19, I've continually paid my bill on time as I have for 13.5 years with Verizon wireless.