
Ticket: # 3734549 - Directv bill

Date: 1/1/2020 9:15:03 AM

City/State/Zip: Athens, Alabama 35613

Company Complaining About: AT&T

Description

I turned in a box 4/3/19 as directed by them. I had 5 boxes, now have 4. They are still billing me for 5 after I have called them twice and I have written them 5 times, providing copies of the turn in 3 times.

Ticket: # 3734574 - Directv bill

Date: 1/1/2020 11:07:13 AM

City/State/Zip: Athens, Alabama 35613

Company Complaining About: AT&T

Description

Directv called me about a year ago and said they wanted to upgrade my boxes. They said no charge to change them out. I asked if it would increase my bill and I was told no, it would not. My bill increased approximately \$23 a month. I have written them numerous times about this and they don't even acknowledge my letters.

Ticket: # 3734998 - Loud TV commercial

Date: 1/2/2020 8:11:12 AM

City/State/Zip: Hazel Green, Alabama 35750

Description

Speedy Cash commercial Thursday 2 Jan 2020 5:53 AM Central time Huntsville AL TV channel 31 (ABC). Also a Nissan car commercial at 5:56 AM. Both significantly louder than regular programming.

Ticket: # 3735529 - Watvc/Spectrum

Date: 1/2/2020 1:56:32 PM

City/State/Zip: Winfield, Alabama 35594

Company Complaining About: Spectrum

Description

West Alabama tv cable was bought out by Spectrum in April 2019. Our cable is constantly going out. We pay 142.15 per month, and at least 1/4 of the channels that we pay for will not air. We have called watvc as well as spectrum. No one has come out to fix the issue. We have asked and called them on several occasions, and yet to receive any help. What can I do now? PLEASE HELP!!!

[Ticket: # 3738907 - Hearst Broadcasting](#)

Date: 1/4/2020 2:18:33 PM

City/State/Zip: Birmingham, Alabama 35242-1421

Company Complaining About: AT&T

Description

Hearst has chosen to remove my local NBC affiliate off of DIRECTV. As you read through the information provided it is very clear to me that Hearst is acting in bad faith in their negotiations with DirecTV at the expense of me the consumer. This is unacceptable that this is allowed to occur where the consumer is stuck in the middle. Please intervene and resolve this for me and customers like this in my area who use DIRECTV.

Ticket: # 3741180 - Charter Spectrum Charging for services not receiving

Date: 1/6/2020 4:36:06 PM

City/State/Zip: Montgomery, Alabama 36117

Company Complaining About: Spectrum

Description

Why should I pay in advance for services not received. I returned all cable boxes and today, 1/6/2020. After my equipment was received by clerk I was told I will not get a prorated bill for remainder for billing cycle until 1/29/2020

Ticket: # 3743634 - Company will not give access to management

Date: 1/7/2020 7:20:04 PM

City/State/Zip: Centreville, Alabama 35042

Company Complaining About: Community Cable

Description

Community cable, meridian mississippi, who also has a brent alabama office will not give me any information about how to reach someone other than the office manager in mississippi, Riny Vaughan. I was given the wrong information about paying my bill in the brent alabama office and after four days was finally able to get in contact with Ms Vaughan, the office manager in mississippi. I tried to make a payment arrangement, which would extend the time for a week. She was unable to do that and then informed me had I paid the past due amount in our brent office, which I had tried to do but was told it would be turned off anyway, I would be ok. When I told her that I had tried that, she kept backtracking and telling me different things. I asked to speak with her supervisor and she said she doesnt have one and then refused to give me the name or address of her actual supervisors or any information about who owns the company. She then hung up on me when I told her I would contact the FCC and ask for information. Please can I be put in touch with whoever runs this company?

(b) (6)

Ticket: # 3744590 - Bill Fraud

Date: 1/8/2020 1:10:41 PM

City/State/Zip: Dothan, Alabama 36301

Company Complaining About: AT&T

Description

Had service with direct tv/At&T bundled together with century link internet. The Bill kept fluctuating to different prices. There was a call to both companies to try and solve the issue and both companies basically said that the other initial company was changing the fees. So in that event i kindly told them to unbundle them and they did. I proceeded to send a check for 188.25 in october as I always pay on time and never late. Then I received another bill 5 days later and it Never happen before until I decided to unbundle them. I called them to ask why and they proceeded to tell me they bill 3 months in the rear. That was never stated to me and was never an issue before. I did still send 139 dollars in November in good faith to try and keep a good standing with them even though it was that mistake. I feel like I did more than enough to settle this and they are still calling and seeking more payments. I would like to just have this investigated to get it resolved. I don't have the service any longer and would like to move on from this company without them calling me. I was a loyal customer to them for over 2 years and was never late. I certainly don't need them to try and damage my credit that I have worked for many years to sustain and is excellent. Thank you kindly for your time

[Ticket: # 3746368 - commercial airs to long](#)

Date: 1/9/2020 9:57:43 AM

City/State/Zip: Center Point, Alabama 35215

Description

This tv commercial airs for 10 minute every time it airs its very irritating

Ticket: # 3747429 - Xfinity cut my cable off every month after I pay

Date: 1/9/2020 3:30:16 PM

City/State/Zip: Tuscaloosa, Alabama 35405

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 3747912 - AT&T/DirecTV Bad Business Billing Practices**Date:** 1/9/2020 5:41:39 PM**City/State/Zip:** Mobile, Alabama 36695**Company Complaining About:** AT&T

Description

My problem is that I cancelled my AT&T services (uVerse Internet & DirecTV) which were bundled together as one bill. My billing cycle was on the 2nd of each month. I contact AT&T on 10/28/19 and informed them that I wished to cancel both my TV and internet services. Per AT&T policy the cancellations occur on the billing cycle date which in my case would be the 2nd, and my cancellation would have been effective November 2, 2019. I was informed by AT&T representative that my internet service would cancel on 11/2/19 and my DirecTV would cancel on 11/19/19 because I had a combined account. I received a letter from AT&T on 11/26/19 saying my account was closed and they were sorry to lose you as customer and stating my account balance was \$0 zero. I called AT&T on 12/11/19 to inquire about sending back my DirecTV equipment because I did not receive a letter or email with return instructions. During the call I spoke with Gary (ID# GS5389). Gary informed me I did not have to return my equipment and confirmed my account had been closed and that I had a zero balance due. Recently I received a letter from AT&T dated 1/2/2020 with "FINAL NOTICE" at the top stating I owed \$100.48. I called today 1/9/20 to inquire about this. Today I have spoken with customer service rep Crista (ID# Q5TZFR2); a second customer service rep Sandra (ID# SC303P); a customer service supervisor Amir (ID# SH150M); a social media specialist via chat Fernando (ID# 42321969); and spoke with social media supervisor Sebastian (ID# RV621S). All of which can't explain the letter from 11/26/19 or my call with AT&T rep on 12/11/19. The general theory that all of these AT&T reps have today is that the \$100.48 balance was from DirecTV and was "transferred" over to my AT&T account AFTER the accounts were de-combined. One rep even said that I could have charges for up to 2 to 3 billing cycles. What I want to happen is for AT&T to credit my account and give me a zero balance. This is wrong that AT&T AFTER an account is cancelled can go back and try and bill me for something AFTER they send a letter saying there is no balance due and AFTER I call them on 12/11/19 and confirm on the phone that there was no balance due.

Ticket: # 3750399 - FCC Ruling on Major Networks

Date: 1/10/2020 8:10:42 PM

City/State/Zip: Athens, Alabama 35611

Company Complaining About: Dish Network

Description

I do not understand why the FCC restricts me to view a national network via my local tv station. There are many times, I prefer to view a national network program direct rather than through my local tv station. The program providers are very willing to provide this access but are not allowed to do so due to FCC rules. WHY? Does anyone know? A good example is the upcoming NFL playoff games tomorrow (1-10-2020). I fear i will only be able to see weather tracking which i may or may not want to watch, but i should have a choice. Under current FCC rules I will not have that choice.

Ticket: # 3752006 - consumer issue

Date: 1/13/2020 12:21:51 AM

City/State/Zip: America, Alabama 12985

Company Complaining About: Cox

Description

Since the FCC has decided to reduce its tasking by at least 75%, I'd like you to refund 75% of your revenue back to consumers and reduce your "fees" (taxes) going forward.

You have several broadcast news licensees like KUSI San Diego who are using their license and an evening "news" format to pass a biased political opinion off as if it were news and you're saying there's nothing you are going to do? You sell them the license, so that transaction must imply some agreement. I really don't care if they say the F word, but it's wrong to have people tuning in thinking they are watching the news, and just be fed curated half truths, campaign adverts, and straight up opinion pieces.

You are contributing to the anger in this country.

Either don't sell a license or enforce your standards. If you're just going to take money for "licenses" and do nothing, then don't make Americans pay your fees.

Also, I don't want to provide all the PII requested and I don't believe you need to capture it to receive a complaint. As a government employee myself, I am not supposed to collect PII unless I have a bonafide need for it. I would assume it was the same for your agency and would recommend you offer another option.

Ticket: # 3753327 - FCC RULING

Date: 1/13/2020 3:42:39 PM

City/State/Zip: Athens, Alabama 35611

Company Complaining About: Dish Network

Description

I would like to understand why I have to go through a local tv station to get national broadcasting. The national network provides feeds to my local and my local decides what I can watch and when. I would like to get the national feeds direct but my satellite providers says they can not do that because of FCC rules. Why is that so?

[Ticket: # 3754436 - aired to loud](#)

Date: 1/14/2020 2:00:37 AM

City/State/Zip: Birmingham, Alabama 35215

Description

Commercial airs to loud.

Ticket: # 3756244 - Cable Card

Date: 1/14/2020 5:35:44 PM

City/State/Zip: Millbrook, Alabama 36054

Company Complaining About: Spectrum

Description

I've had numerous support calls and truck rolls and Spectrum has not been able to get my cable card working. Card is showing authentication but is requiring validation. Nobody at Spectrum customer support seems to know how to resolve this issue. I would like the Cable Card to work in my device.

Ticket: # 3759221 - Unresolved account issue since June 2019

Date: 1/15/2020 8:15:24 PM

City/State/Zip: Hoover, Alabama 35244

Company Complaining About: AT&T

Description

Since June 2019, I have been trying to close old account of internet/phone/averse when moved from rental to new home. For 6 months talking to AT&T to close acct. Receiving bills still and \$404.60 notice letter today. Please close old acct so I am not sent to collections. I need confirmation of old acct closed so my credit is not ruined when I have been calling your company for 6 months to resolve. I was told there was technical problem that is preventing closing of my old account.

Ticket: # 3760170 - Directv Billing Issue

Date: 1/16/2020 12:32:25 PM

City/State/Zip: Spanish Fort, Alabama 36527

Company Complaining About: Directv

Description

I filed an FCC complaint in October of 2019 complaining that I was not being billed the agreed upon amount of \$52.00/month for my tv package. A person from the Office of the President contacted me and told me that the billing issues were resolved and that I be billed \$51.49 for the remainder of my agreement. I just received my bill from December 2019 and it not correct. I tried to rectify the issue with Directv, but held for over an hour, and was unable to resolve the issue.

Ticket: # 3761194 - Re: Improper Charge from Comcast Big South Rec on 9/5/2018

Date: 1/16/2020 4:27:22 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

We did receive a phone call from Comcast, who offered no solution. It appeared to us that the man who called didn't have the ability to do anything about the problem. This incident was a fraudulent use of our credit card, since the amount they had billed was far below the amount they actually charged to our card. I would like to see this problem addressed. There is a lot of trust when a company has access to a customer's credit card, and Comcast failed us miserably.

Ticket: # 3761399 - Charter/Spectrum

Date: 1/16/2020 5:13:41 PM

City/State/Zip: Hoover, Alabama 35226

Company Complaining About: Spectrum

Description

I am trying to cancel my cable service with spectrum and have a monthly billing that ends on the 31st of each month. I wanted to cancel and turn in DVRs today (16th). They informed me that they 'choose not to prorate or credit accounts'. I don't see how this can be legal. I have never heard of a service company NOT giving a credit for a service that you are no longer using. Please advise

[Ticket: # 3762588 - Fox News](#)

Date: 1/17/2020 11:29:05 AM

City/State/Zip: Leighton, Alabama 35646

Company Complaining About: Directv

Description

About 50% of what they report are lies

Ticket: # 3767383 - Deceptive Billing Practices by WOW

Date: 1/20/2020 6:17:53 PM

City/State/Zip: Montgomery, Alabama 36109

Company Complaining About: Wow

Description

Was offered a contract monthly cable billing rate by WOW in April 2017 for a guaranteed rate plus a \$50 monthly discount - all for a 5 year period. WOW now disputes that agreement to say it was ONLY a \$50 monthly discount for 5 years. They have increased their monthly billing rate in violation of their agreement. Their 2017 agreement was verbal thru a customer service rep (I have names and dates.)

Ticket: # 3768859 - Profanity in a commercial on the western channel (direct tv)

Date: 1/21/2020 2:31:05 PM

City/State/Zip: Muscle Shoals, Alabama 35661

Company Complaining About: AT&T

Description

There was a commercial advertising a show on another channel in which a black women used the f word at least twice. It was most repulsive to me and I surely would not want a child or any one in my home to hear it.

Ticket: # 3770410 - Billed for services not used or accessed

Date: 1/21/2020 11:46:55 PM

City/State/Zip: Birmingham, Alabama 35214

Company Complaining About: Charter

Description

Charter says I ordered streaming service through my roku. Roku states that there is no order for services on their end. I asked charter to investigate the issue because I never ordered service. I am 65 years of age and feel that this is elderly abuse. I ordered charter internet for 20 dollars per month and has never even watch one show with charter streaming service. I tried to use charter app with my daughters credentials but I was told that it would not work because that my address was not the same address as her internet service. I have never used a charter app to watch any channel abc I was billed 340.00 through auto pay. I requested a refund and investigation to determine if the app was used and when. Also charter says I called in shortly after ordering app and spoke with support about internet service. Why would I order streaming service with an internet outage? It doesn't make sense and charter is not willing to help.

[Ticket: # 3777902 - Failure of cable provider to reolve problems](#)

Date: 1/24/2020 4:56:49 PM

City/State/Zip: Birmingham, Alabama 35243

Company Complaining About: AT&T

Description

I have recurrent issues with TV, Internet and telephone service with AT&T Uverse over the past 5 years. Recently I tried to get service and they set a time from online and no one showed even after going back online to get information regarding the no show. I am a physician and need phone service and internet service to communicate with patients and hospital. I also pay a significant amount for this service.

Ticket: # 3777943 - Failure of cable provider to resolve problems

Date: 1/24/2020 5:09:11 PM

City/State/Zip: Mountain Brook, Alabama 35243

Company Complaining About: AT&T

Description

The reliability of the service of telephone, internet and cable television has been poor and intermittent. The support has not been timely. I presently have service problems and went online to schedule a time for a technician to come and they did not show at the appointed time, thus went back online and they stated he would be there in 45 minutes, again no show. Again went back online to request information about no show and was then told that I had not made an appointment at all and would have to schedule another 3 days later. I am a physician and require telephone and internet service for communication with patients and hospital. This is an untenable situation.

Ticket: # 3781082 - cable tv

Date: 1/27/2020 1:35:03 PM

City/State/Zip: Gadsden, Alabama 35901

Company Complaining About: Comcast

Description

finally got cable canceled as of 12/24/19 only to be billed for regional sports fee 8.33 and broadcast TV fee 15.13. I don't have cable tv so how can they charge this? this adds 23.46 to my bill and I don't have cable tv.

Ticket: # 3783071 - Cable company has disrupted all of our paid services in the middle of the night/morning again

Date: 1/28/2020 4:28:22 AM

City/State/Zip: Huntsville, Alabama 35811

Company Complaining About: Mediacom

Description

Mediacom has given poor inconsistent service here in this area for over 20 years. It has once again interrupted our phone service, internet, and cable tv. It has completely abandoned servicing our calls by giving us the run via phone service. Over the years they have been known to stop the services for hours (up to 6 hours or more) to do maintenance, as if no one is awake watching tv, on the internet, or phone. This service has been interrupted now I believe about 2 hours. There no live customer service persons available. Never they went up on my services this month.

Ticket: # 3791860 - TV/Internet

Date: 1/31/2020 12:47:57 PM

City/State/Zip: Huntsville, Alabama 35816

Company Complaining About: Comcast

Description

My husband and I have been customers with Comcast/Xfinity for over 20 years, resulting in over \$45K spent utilizing their services. In that time, we have contacted Comcast minimally and yet have endured unannounced rate increases without justification and many equipment and services upgrade eligibilities that we were entitled to although we paid for the services. Recently, in 2016, we paid for The Great American Country channels although we were not receiving those services. In the midst of all of this, we never complained because, overall, we were content with our cable and internet service charges.

Our issues began two weeks ago when we requested our services be transferred from one residence to another, due to moving. Although we called a couple of weeks before we moved, upon moving, Xfinity informed us that they couldn't transfer the services for six days after the move. No television or internet for six days. In addition, we wanted to add the home security services and as such, the installation required an allotment of window time of seven hours. Unsuccessfully, I called for three days, speaking to customer representatives and managers to move the date up, since I was being charged but to no avail. During this time I was ensured that I was a valued and appreciated customer and I also kept inquiring as to what we needed to do to ensure a seamless transfer from one house to another. I make this point because at no time was I informed that and Xfinity cloud existed and I needed to upload my DVR recordings or any additional purchased movies or shows to the cloud. On Sunday, 26 January 2020, installation day arrives and two technicians appear at our home to begin connectivity and installation of hardware and services. They walked us through the process and asked if we had any questions and commenced to collecting our current equipment and stated we will provide you with new equipment. I inquired if this was necessary as I wanted to keep my DVR recordings and I was ensured that the recordings would transfer over to the new equipment. Five hours later upon completion of installation, I begin testing the new equipment and all of my purchased movies, television shows and DVR recordings are not available. I informed the technicians of this and he proceeds to call the home office and inquire about the situation. After the discussion, he conveys to me that the installation orders were not entered and processed correctly and that it should have been a transfer of services, not a new home installation, which is what his paper work was showing. He then advises me to call Xfinity in the morning and they would assist me in restoring my recordings. He assured me they would and proceeded to exit my home. Also during this time, the home security installation technician begins explaining that due to the system network, sometimes the cameras and security system would work or it may not work. I explained that's problematic because we are paying Xfinity for a definitive solution and he conveys to me that he's just being honest and Xfinity is aware of the problem. I began calling Xfinity on the next day about retrieving my recordings and purchases. This is when inquiries of me began of if I had uploaded to the cloud. This is my first time of ever hearing of the Xfinity cloud as no one, since we upgraded our equipment in 2017, informed us that we needed to backup in the cloud. This also began the period I was transferred from customer service agent to another, from one manager to another, thirty to forty-five minute wait times and misinformation upon misinformation. Finally, I spoke with a manager, named Mar, who ensured me that he would call me back to walk me through, step by step of retrieving my recordings. Needless to say, I haven't received a phone call. I called back after Mar didn't return my call and

agent informed me there was nothing Xfinity could or would do about retrieving my recordings. Although I implored and constantly requested, professionally, for additional assistance, it fell upon death ears. I also requested for a manager, since one was not available to converse with me, to call me back, I was assured one would call me the next day and that still hasn't occurred. I also requested that since nothing could be done and I was within my 30 day cancellation of services, I would appreciate if someone came to my home, uninstalled all of the equipment and discontinue my services. I have called several times and I still cannot obtain a date as to when someone can retrieve the equipment and discontinue the services.

I am appalled at the lack of professionalism and courtesy I have received from Xfinity over these past two weeks and from the reviews I've been reading, I am not the only experiencing this treatment and now potential over billing.

Ticket: # 3793162 - Fraudulent activity

Date: 1/31/2020 6:01:15 PM

City/State/Zip: Graniteville, Alabama 29829

Company Complaining About: AT&T

Description

Representative from AT&T billing department Sign me up for a promotion that does not exist. Told me to put \$720 on eBay gift cards. For the promotion. When I try to cancel the promotion and get the money back. Customer service said they stop doing the promotion. 2 months ago

Ticket: # 3793666 - Commercial Volume

Date: 2/1/2020 12:02:21 AM

City/State/Zip: Gadsden, Alabama 35901

Description

Under Armour commercial blasts so loudly that I have to mute the tv. It has happened multiple times.

Ticket: # 3795210 - SEXUAL INDECENCY ON TV

Date: 2/2/2020 11:37:19 PM

City/State/Zip: Florence, Alabama 35634

Description

THE SUPERBOWL HALFTIME SHOW WAS TOO SEXUALLY EXPLICIT AND SHOULD NOT HAVE BEEN ALLOWED AT SUPERBOWL HALFTIME. SEVERELY FINE THE PERFORMERS AND THE PROMOTERS OF THE SUPERBOWL.

Ticket: # 3795704 - Super Bowl 2020 halftime show

Date: 2/3/2020 9:56:56 AM

City/State/Zip: Madison, Alabama 35758

Description

It is sad that this is where we are in entertainment. The entire group I was with was floored by the Satan Worship performance. May God Bless our lands and may the people in control of the content our family watched programming use more sense. People can go to strip clubs all over the world, where children are not allowed in. So why where children allowed to go to the superbowl, and the tv should have warned parents of the X rated half time show. I no longer respect J.Lo.

[Ticket: # 3796438 - Superbowl Halftime Show](#)

Date: 2/3/2020 12:04:44 PM

City/State/Zip: Hhhgfuk, Alabama 66768

Company Complaining About: AT&T

Description

The super bowl halftime show was a disgusting display that should not have been played at a family friendly event. How long are we going to keep putting up with tv networks that put on strip shows when our children are watching? If Shakira and JLo want display these unimaginative and degrading dances, let them do it at a different event. Absolutely rediculous.

[Ticket: # 3796676 - Sperbowl Half time](#)

Date: 2/3/2020 12:36:06 PM

City/State/Zip: Wilmer, Alabama 36587

Description

Indecent Half Time show.

Ticket: # 3797186 - Lewd half time performance

Date: 2/3/2020 1:44:09 PM

City/State/Zip: Centreville, Alabama 35042

Description

I was disturbed by the strip tease during the 2020 Super Bowl halftime performance. Our family had gathered to watch the game together when my daughters in law had to rush the children out of the room after one of the children asked why the performers were dancing in a suggestive manner. Then, the adults were scandalized when Ms. Lawrence costume made her appear to be naked. The final straw was the striptease. Please fine the NFL and the television stations the maximum allowed amount so that they decide to adhere to rules of decency.

Ticket: # 3797652 - Super bowl 2/2/20

Date: 2/3/2020 2:38:12 PM

City/State/Zip: Montevallo, Alabama 35115

Company Complaining About: AT&T

Description

The halftime show was indecent and profane.

Specifically the Jennifer Lopez portion was highly offensive. Her attire, the zooming in on her labia and anus was indecent. This type of "entertainment" should not be allowed during the hours children watch.

Fine them. Stop the indecency

[Ticket: # 3797656 - Fox Super Bowl halftime show](#)

Date: 2/3/2020 2:38:33 PM

City/State/Zip: Trinity, Alabama 35673

Description

The 2020 halftime show was despicable and disgusting. In an era of women claiming they shouldn't be sexualized, they put on a halftime show that was more suitable to a strip club performance and in no way was appropriate for kids who just wanted to watch their favorite football player.

[Ticket: # 3798325 - SB half time show](#)

Date: 2/3/2020 4:04:35 PM

City/State/Zip: Hoover, Alabama 35226

Company Complaining About: AT&T

Description

The cameras got WAY too close showing cleavage and butts. Not appropriate for "family friendly".

[Ticket: # 3798361 - Super Bowl halftime show](#)

Date: 2/3/2020 4:08:50 PM

City/State/Zip: Jasper, Alabama 35504

Description

I was shocked at the degrading, overly sexualized program that was presented at the 2020 Super Bowl halftime show! The game is no longer a family event! I will no longer watch!

[Ticket: # 3798645 - Superbowl Halftime "show"](#)

Date: 2/3/2020 4:44:43 PM

City/State/Zip: Montevallo, Alabama 35115

Description

Straight up pornographic. Not acceptable viewing for young children.
Will not be watching again.

Ticket: # 3798663 - SuperBowl Halftime Show 2020

Date: 2/3/2020 4:45:56 PM

City/State/Zip: Warrior, Alabama 35180

Description

I found the halftime show downright raunchy. Crotch shots of barely covered crotches, basically a strip tease, objectifying women and involving CHILDREN. Disgusting. Is soft porn ok for prime time network television now??

Ticket: # 3798901 - Superbowl Half Time Show

Date: 2/3/2020 5:20:46 PM

City/State/Zip: Daphne, Alabama 36526

Description

Had to make my kids leave the room during the halftime stripper show. Unreal !

[Ticket: # 3799669 - Super Bowl halftime show](#)

Date: 2/3/2020 7:31:20 PM

City/State/Zip: Hokes Bluff, Alabama 35903

Description

The indecency of the halftime show should not be permitted at this time of programming when families are watching. This behavior crossed the line and glorified the exploiting of women as sex objects. Don't allow this!

[Ticket: # 3800224 - Super Bowl halftime show](#)

Date: 2/3/2020 9:53:46 PM

City/State/Zip: Prattville, Alabama 36066

Description

The Super Bowl halftime show was an atrocity no adult should've been subjected to much less children. Surely they violated many FCC regulations.

[Ticket: # 3800321 - Indecent SB performance](#)

Date: 2/3/2020 10:13:57 PM

City/State/Zip: Toney, Alabama 35773

Description

The halftime show was entirely inappropriate for a family event such as the Super Bowl football game is supposed to be, let alone the children in physical attendance. Why was that performance deemed appropriate? What choreography would've pushed it too far?

[Ticket: # 3800324 - Halftime performance](#)

Date: 2/3/2020 10:14:00 PM

City/State/Zip: Chelsea, Alabama 35043

Description

Indecent performance during half time broadcast on cable tv. Females portraying sexuality in an extreme manner. Solution: Minimum requirements for attire/better guidance for appropriate or inappropriate attire

Ticket: # 3800372 - Super Bowl Half Time show, Feb 2 2020

Date: 2/3/2020 10:24:16 PM

City/State/Zip: White City, Alabama 12345

Company Complaining About: Comcast

Description

This show was way off base for a family, general public TV showing. What has the FCC done? Why of all the WONDERFUL, CREATIVE, HONORABLE, WHOLESOME, FUN, TALENTED, BRILLIANT, PROVOKING AND ENTERTAINING possibilities would you have a pole dancing, booty shaking, humping show on national TV for all ages and all different values from ultra conservative to liberal of all liberals to see? It was very unwise, disgusting, upsetting, in poor taste and really unconscionable of you to do so.

Ticket: # 3800761 - Super Bowl halftime show

Date: 2/4/2020 12:05:31 AM

City/State/Zip: Spanish Fort, Alabama 36527

Description

I was outraged at the blatant sale of sex during the Super Bowl halftime show. It was indecent and shameful. Do your job and get this pornography off of television.

[Ticket: # 3800806 - Halftime show](#)

Date: 2/4/2020 12:28:04 AM

City/State/Zip: Decatur, Alabama 35603

Description

The halftime show was incredibly distasteful!! In a #metoo culture why would you allow women to be objectified?? Clothing and vulgar dancing at the Super Bowl was disgusting!!

[Ticket: # 3801052 - Inappropriate Super Bowl Halftime Show](#)

Date: 2/4/2020 4:12:35 AM

City/State/Zip: Trussville, Alabama 35173

Company Complaining About: Charter

Description

The halftime show was inappropriate for families. Having a stripper pole and half-dressed women gyrating on tv is extremely disappointing. Protect our families and do not use your network to display these types of performances.

[Ticket: # 3801078 - Super Bowl LIV halftime performance](#)

Date: 2/4/2020 5:57:30 AM

City/State/Zip: Addison, Alabama 35540

Description

The vulgarities exhibited from this program was very unsettling for young children. It was very tasteless, and in no way, exemplified wholesome family-oriented traits that we as an American culture should be teaching our children!

[Ticket: # 3801300 - Super Bowl half time show](#)

Date: 2/4/2020 9:43:24 AM

City/State/Zip: Athens, Alabama 35613

Description

I felt the half time show was rated NC 17 and not appropriate for viewing by children and families.

[Ticket: # 3801536 - Super Bowl Halftime performance](#)

Date: 2/4/2020 10:42:16 AM

City/State/Zip: Dora, Alabama 35062

Description

I personally believe that the half time performance should never have been allowed to be broadcast. Can you expect me to allow young children to watch that?? Cameramen zoomed IN on a scantily dressed crotch not one time but MANY!!! So disappointed in the NFL and CBS.

Ticket: # 3801541 - Halftime porn (performance) Super Bowl

Date: 2/4/2020 10:43:11 AM

City/State/Zip: Birmingham, Alabama 35244

Description

Halftime show was straight up PORNOGRAPHY NOT A PERFORMANCE! That disgusting material should not be on tv with families/children watching!!

DO NOT ALLOW MATERIAL LIKE THAT TO BE ON TV

[Ticket: # 3802084 - Indecent Super Bowl Halftime Show](#)

Date: 2/4/2020 12:35:49 PM

City/State/Zip: Daphne, Alabama 36526

Description

While I loved the music and Latina power of the halftime show, it was not suitable for family viewing. If that had been on a regular TV show, they would have easily rated it PG-13/TV-MA, which is not acceptable for a family show such as the Super Bowl. I really like J-Lo and Shakira, but the sexual and provocative nature of their performance is not appropriate for a half-time show. Thank you.

[Ticket: # 3802972 - Indecency](#)

Date: 2/4/2020 3:23:20 PM

City/State/Zip: Andalusia, Alabama 36420

Description

Super bowl half time show was offensive and indecent for my kids to watch. It's unnecessary to include overtly sexual content to provide an entertaining show, and it teaches objectification of women and sexuality to kids who are too young to healthily deal with these issues. Morally and legally irresponsible by everyone involved.

Ticket: # 3805138 - cancel direct tv before install

Date: 2/5/2020 11:43:51 AM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: AT&T

Description

i spoke to someone at ATT on JAN 18 and got a confirmation they would cancel at no charge. yesterday i got a phone call from installer wanting to install i called ATT back today and stayed on the phone 45 more mins to try and get this resolved and she promised she would call me back in 15 mins and that hasnt happened. i do not want this service and dont want to be charged he is due to come out saturday feb 8

[Ticket: # 3810294 - TV show interrupted nearly every night](#)

Date: 2/7/2020 2:30:00 AM

City/State/Zip: Hoover, Alabama 35244

Company Complaining About: Spectrum

Description

WVTN 13 interrupts Late Night with Seth Meyers almost every night sometime after midnight CST. This causes the TV show to either skip parts or interrupt the DVR recording. I think this is done on purpose due to the Political content of the show.

Ticket: # 3810340 - Bundle of lies

Date: 2/7/2020 8:07:31 AM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

Dealing with billing issues since 06-18-19,one lie after another,FCC sends the complaint to office of the president, which is a complete disgrace, Nikki Hatfield and John Flynn feel you with false promises, yesterday I sent registered mail to 3 executive offices of art, Alabama public service commission, attorney general consumer affairs,and the FCC,all we have asked is to correct our bill,please send me information on filing a formal complaint.i have contacted my attorney and he told me to send letters before he files suit,it is ashame that all we are asking is for a correct bill

Ticket: # 3810546 - Superbowl

Date: 2/7/2020 11:25:46 AM

City/State/Zip: Castleberry, Alabama 36432

Description

The halftime show during Super Bowl should have come with parental discretion. This was not appropriate for all viewers. Obviously the FCC is believes that it is appropriate. Please explain to me how .. so I can understand. Disgusting. Filthy. Poor taste. And as a mother of a 19 year old young woman .. this is not female empowerment. Stripper pole and orgy type dancing. Shameful.

Ticket: # 3811570 - GROSS DECEPTIVE, INACCURATE, NON RESPONSIVE, MONOPOLISTIC PRACTICES BY DIRECT TV

Date: 2/7/2020 3:32:26 PM

City/State/Zip: Florence, Alabama 35634

Company Complaining About: AT&T

Description

SPOKEN TO DOZENS OF DIRECT TV PERSONNEL. THEY GIVE INACCURATE, DECEPTIVE, FALSE INFO. SALES TACTICS I BELIEVE TO BE FRAUDULENT. PUBLIC SPENDS UNTOLD HOURS ATTEMPTING TO RESOLVE. DIRECT TV PERSONNEL CONTINUE THE ISSUES OF BILLING FOR SERVICES NOT PROVIDED. THE PUBLIC JUST GIVE UP TRYING TO RESOLVE--- A MONOPOLY.---SATELLITE DIRECT TV. CAN'T GET OUT, CAN'T STAY IN

Ticket: # 3812746 - Loud commercials

Date: 2/8/2020 1:16:44 AM

City/State/Zip: Dothan, Alabama 36301

Description

Applebee's has an excessively loud commercial on tv. They should be made to lower the volume as compared to the show. The particular example is Friday Feb.7, 2020 on Live PD, on A & E channel at approximately 11:00 p.m.

Ticket: # 3812817 - NFL Super Bowl Halftime Show

Date: 2/8/2020 9:18:40 AM

City/State/Zip: Enterprise, Alabama 36330

Description

They showed Pornography.

This needs to be stopped.

Sick sick people.

Ticket: # 3814487 - TV Billing

Date: 2/10/2020 10:42:51 AM

City/State/Zip: Ozark, Alabama 36360

Company Complaining About: Dish Network

Description

Consumer is stating that he has Dish network as his provider. He is stating that he paid the bill for the work order. They told him to pay the \$46.00 for the work order and then when he got his regular bill, they charged him again for the work order. His regular bill is usually \$91.00 and he has a late fee, so he usually pays \$96.00. Resolution: He wants to pay the \$96.00 and not have to pay the extra that is for the work order that was already paid.

****CTR406-phone****

Ticket: # 3816641 - Super Bowl Half Time STRIPPER SHOW

Date: 2/10/2020 10:11:52 PM

City/State/Zip: Huntsville, Alabama 35801-3439

Description

The guidelines of indecency were blown away with camera angle crotch shots, stripper pole dancing, bondage rope dancing, and so much more. FOX and the NFL should be fined.

Ticket: # 3824502 - Offensive ads

Date: 2/13/2020 8:33:54 PM

City/State/Zip: Columbiana, Alabama 35051

Description

I find ads depicting gay couples in romantic situations offensive to the American family. It is unnatural and should not be shown as if it isn't.

[Ticket: # 3824555 - TV commercials advertising homosexuality](#)

Date: 2/13/2020 9:13:12 PM

City/State/Zip: Columbiana, Alabama 35052

Description

Every day I see more and more sick, evil tv commercials promoting homosexuality. Our innocent children and grandchildren are seeing these evil commercials and are being made to think homosexuality is ok and it is NOT NOR EVER WILL BE OK. This is an a abomination before God and whoever is allowing these commercials to be aired will one day be held accountable in the sight of God. These commercials need to STOP NOW!!

Ticket: # 3828676 - TV

Date: 2/17/2020 1:42:20 PM

City/State/Zip: Fort Myers, Alabama 33912

Company Complaining About: Assurance Wireless

Description

We can't get NBC or ABC after FCC changed the tower.
Fort Myers, Florida 33912

Ticket: # 3834719 - Home Phone Direct TV and Internet with AT&T

Date: 2/19/2020 7:01:10 PM

City/State/Zip: Birmingham, Alabama 35211-6439

Company Complaining About: AT&T

Description

I have been trying to bundle my TV, Internet , and Home Phone since October 9, 2019. It is now the middle of February and it is still not bundled. Everytime I call they transfer me to another service rep and they all quote a different price each time even with talking within 5 minutes of each other. In the meantime my separate bills continue to increase. I feel this company is a rip off. They reel you in with promotions that go off before you know it. I have contacted this company on several occasions.

[Ticket: # 3840255 - Program Misrated](#)

Date: 2/21/2020 9:18:17 PM

City/State/Zip: Birmingham, Alabama 35242-3528

Description

Although I live alone with no children, I have set the parental controls on my television to block programming that conflicts with my values and beliefs. The episode of "Gimme a Break!" that aired on Antenna TV today, titled "The Emergency" (season 1, episode 12), is about one of the young women in Nell's care being hospitalized due to complications from an IUD. The topic of birth control is not one that should be exposed to minors without parental supervision, but the program was rated TV-G. I realize that the V-Chip system did not exist in 1982 when the program originally aired, but I believe the networks airing these reruns should strive to accurately rate them so that parents and other adults can fully utilize the parental controls at their disposal.

[Ticket: # 3841881 - changes to my bill](#)

Date: 2/24/2020 10:27:18 AM

City/State/Zip: Andalusia, Alabama 36420

Company Complaining About: Dish Network

Description

we are being charged for movies we didn't watch, a new feature was added to our account without our consent

Ticket: # 3842507 - All State TV Commercial

Date: 2/24/2020 1:56:09 PM

City/State/Zip: Scottsboro, Alabama 35768

Description

- *Consumer saw a All State Commercial on TV last night and a few days last week.
- * A man in the passenger seat in the front of the car is licking a woman's face while she is driving.
- * The man pretending to be a dog, trying to cause the woman to have a car accident while she drive.
- * The woman told the man he ate dog pooh of her face.
- * Consumer state this commercial need to be remove from TV, because young kids can see it and try to act the parts they see on TV.
- *Consumer has file a complaint with FTC.

Ticket: # 3844134 - Re: [FCC Complaints] Re: Billing / False information

Date: 2/25/2020 9:47:36 AM

City/State/Zip: Gadsden, Alabama 35904-3163

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3727584 "Billing / False information"

This matter is not resolved yet.

The reason I hadn't responded is my lawyer is waiting at&t to respond to our request.

Ticket: # 3844953 - Civil Service Weekly Test

Date: 2/25/2020 2:12:36 PM

City/State/Zip: Birmingham, Alabama 35213

Company Complaining About: Spectrum

Description

It is my understanding that a weekly test is ONE time per week but lately the Civil Service weekly test in the Jefferson County AL is being broadcast multiple times a day and multiple times a week. While the test is in effect it blocks the audio for 5 minutes. It occurred on 2/19/20 @ 9:55PM then again 2/21/20 @ 10:15 AM. Also this week on 2/24/20 @ 11 AM and 2:40 PM. the next time was on 2/25/20 @ 11:15AM. These are all Central time. I was told by my Cable Company the FCC was in charge of airing the weekly Civil Service Tests.

Ticket: # 3846728 - Super Bowl half time show

Date: 2/26/2020 7:15:07 AM

City/State/Zip: Bay Minette, Alabama 36507

Description

I too would like to go on record about how appalled my wife and I were with the half time show. Shame on Fox, the entertainment industry, THE GUEST SINGERS and the FCC. Hopefully in the future, the Super Bowl organizers can come up with more appropriate entertainment.

Ticket: # 3848196 - superbowl halftime feb 2 2020

Date: 2/26/2020 1:25:36 PM

City/State/Zip: Pelham, Alabama 35124

Company Complaining About: AT&T

Description

J-lo and Shakira so trashy. The focus on x rated with 100 back up dancers. They should only behave this way on their own shows. Choose those that show true talent.

[Ticket: # 3848241 - superbowl halftime feb 2 2020](#)

Date: 2/26/2020 1:32:21 PM

City/State/Zip: Pelham, Alabama 35124

Company Complaining About: AT&T

Description

J-lo and Shakira so trashy. The focus on x rated with 100 back up dancers. They should only behave this way on their own shows. Choose those that show true talent.

[Ticket: # 3848480 - Super bowl porn](#)

Date: 2/26/2020 2:06:05 PM

City/State/Zip: Na, Alabama 11111

Description

Porn on regular TV

Ticket: # 3849702 - Antenna tv

Date: 2/26/2020 4:51:29 PM

City/State/Zip: Albertville, Alabama 35952

Company Complaining About: Assurance Wireless

Description

I am not receiving signal on my televisions at my residence . I have rescanned my channels , and ruled out my antennas themselves . Many of my neighbors and friends are having problems .

[Ticket: # 3849885 - 2020 Superbowl halftime show](#)

Date: 2/26/2020 5:11:14 PM

City/State/Zip: Birmingham, Alabama 35213

Description

The halftime show was an extremely offensive, revolting, indecent, pornographic and vile assault. It was not just unsuitable for "family" entertainment, it was unsuitable period! I was appalled that this was allowed, rather than prevented, by your systems in place, especially for a prime time national sports event. Was nothing implemented to prevent this after Janet Jackson's partial nudity (which pales in comparison to this!)?

[Ticket: # 3850954 - Superbowl Halftime show](#)

Date: 2/26/2020 8:53:31 PM

City/State/Zip: Madison, Alabama 35758

Description

I was absolutely disgusted by the over-sexualized performance at this year's Halftime show. I do not want to be watching this with my family in Prime Time and seeing women touching their crotch and using stripper poles.

[Ticket: # 3851574 - Superbowl halftime show](#)

Date: 2/27/2020 1:43:50 AM

City/State/Zip: Mccalla, Alabama 35111

Description

Everything we watch but commercials and sports are rated. The super bowl game is supposed to be family friendly. It has continued to be filthy, divisive, and down right awful. Think who is your audience? Not how many things can I get away with. We are sick of it. Do your job FCC or go away. I hear you have purpose but I think you just take money from me and bribe from others. way

[Ticket: # 3851764 - Super Bowl Halftime show](#)

Date: 2/27/2020 8:59:34 AM

City/State/Zip: Montgomery, Alabama 36109

Company Complaining About: Wow

Description

The halftime show was nothing short of pornographic! It appeared to be a commercial for the sex trafficking industry...SHAMEFUL!!! The producers, performers, and NFL should be fined and federal charges should be filed.

[Ticket: # 3851865 - Indecent Super Bowl Halftime Show](#)

Date: 2/27/2020 9:58:53 AM

City/State/Zip: Montgomery, Alabama 36117

Description

The 2020 Super Bowl Halftime Show was inappropriate and indecent. Without warning, children were subjected to lewd displays of sexuality, while women were portrayed as nothing but sex objects. This content should not be shown in primetime television.

[Ticket: # 3852167 - 2020 Superbowl half-time show](#)

Date: 2/27/2020 11:26:56 AM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: Assurance Wireless

Description

The superbowl halftime show was beyond indecent with sexually charged dance moves and lyrics. I'm really glad i did not have any minor children in my household to witness this depravity. Why can't these shows be screened in advance?!!

Ticket: # 3852265 - Super bowl

Date: 2/27/2020 11:53:53 AM

City/State/Zip: Frauenfeld, Alabama 99501

Company Complaining About: Sunrise

Description

Dear Sir or Madam

As I read in the newspaper today, you received several complains concerning the halftime show of the Super Bowl. Normally, I'm really not into joining shitstorms and so I try to remain polite as possible.

I would never ever watch the Super Bowl or Football in general. As a woman (I'm Swiss) you are being sexualized wherever you look: Films, Soaps, TV, Advertisement (where Super Bowl really is much better concerning the discrimination of women), we can be rented and used like a car, are being presented in Shopping windows like a pair of shoes and so on. This is just a few things to mention, women are being sexually discriminated wherever you look. It is really a hard time for women and I am not even able to watch sports with my man, without asses and tits all over the place. Well, It could be Beach Volleyball, where women need to dress tiny bikinis, while men wear shorts and a shirt! I already think Cheerleading is just old and annoys so many women. I know, those singers decided themselves, to present themselves as objects. It's just not fun to be a woman anymore, when you aren't even able to turn on the TV to watch Football anymore. Unfortunately, the situation of sexual discrimination gets worse despite everything you read in the newspaper. So instead of supporting this today's most massive discrimination, for ONCE please say no to discrimination.

Thanks for your time and kind regards,

(b) (6)

Ticket: # 3852329 - Superbowl 2020 telecast on television

Date: 2/27/2020 12:10:22 PM

City/State/Zip: Birmingham, Alabama 35216

Description

I want to add my 2 cents to the complaints you have already received. The halftime show for the 2020 Superbowl was not family friendly and was not in good tastes. So, the sexual content of publically broadcast games and other entertainment needs to be rated so that families can know what is consumable by their own children. Better yet, the pro football leagues need to commit that they will make their displays of games including commercials family-friendly and family appealing. We are a country of families and the institution of the family matters--is very important. Please use the laws of the land to help protect families. Thank you for listening and understanding.

[Ticket: # 3853861 - Halftime show](#)

Date: 2/27/2020 4:56:19 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

The show was extremely disturbing and totally inappropriate for all viewers especially my children! I am outraged and will not support this in any way as a woman I am offended! I have pulled the plug on tv direct tv and will never buy a Pepsi product EVER again!

Ticket: # 3855958 - Phone calls billing

Date: 2/28/2020 2:37:07 PM

City/State/Zip: Hartselle, Alabama 35640

Company Complaining About: Spectrum

Description

I keep getting as many as three calls a day concerning my late payment. I have informed them that they are harassing me by calling so much. I also have told them when my account would be paid

Ticket: # 3859309 - Cable TV

Date: 3/2/2020 12:34:53 PM

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Comcast

Description

No Service since Feb 20th almost two weeks....I've called them several times spoke with a rep 2-3 times and automated machine about 3 times; they can not tell me why we have no service; My bill is currently paid up so I don't know what's going on...they sent me a new bill for Mar 20th...it won't get paid if I don't have any service

[Ticket: # 3859543 - DirecTV cancellation charges](#)

Date: 3/2/2020 1:41:45 PM

City/State/Zip: Lincoln, Alabama 35096

Company Complaining About: Directv

Description

They are trying to charge a cancellation fee of \$160.00 although I was out of the agreement by three months. I want the charges to be removed.

Ticket: # 3861622 - Fraudulent Billing Charges**Date:** 3/3/2020 11:34:03 AM**City/State/Zip:** Spanish Fort, Alabama 36527**Company Complaining About:** Directv

Description

This is the third FCC complaint I have filed regarding this account. On August 13, 2019 I agreed to stay with Directv for 1 year at a rate of \$52.00 per month for the Xtra package, \$200.00 prepaid gift card, and NFL Sunday Ticket. I filed the first FCC complaint because billing was not correct and I did not receive \$200 discount. Directv called and said that my bill was fixed and credited my account \$200 in lieu of send the gift card. On the next billing cycle or the one after that, my bill was still not correct. I called Directv and held for over an hour with no resolution. I filed a second FCC complaint for these issues. I received a call from Larry in the office of the president and he informed me that the mistake was because of a sports fee which he removed and credited my account. This happened in January of 2020. I received my bill for February of 2020 and was billed \$168.00. I called on or about February 6 and informed the billing department of the mistake. They informed me that the bill would be fixed before my card was charged on February 29. I check my account of Feb. 29 and the bill was still 168.00. I called the billing department and they said that they did see the issue but that they could not resolve it. I requested my service be cancelled at the end of the current billing period which is March 6, 2020. I have been fraudulently billed \$168.00 for the month of Feb 2020 and charged \$20.00 for an early contract cancellation WHEN I WAS NOT IN CONTRACT WITH DIRECTV.

Ticket: # 3862804 - AT&T

Date: 3/3/2020 4:33:39 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

I had a house fire in August of 2019 and had to cancel my service with at&t. When I called to set up service again I told them I wanted the same thing I had at same price. I was paying \$125 a month for uverse and internet. I was told the same service would be \$125 again. I agreed to that and gave social security number so they could run credit. After they did that, they came back saying my total would be \$133 a month after taxes. I told them I had not agreed to that, they had told me \$125 before running my credit, then after raised the price. they explained they could not foresee the taxes charged and that I would be receiving \$150 in visa promotional cards, after speaking to a manager and having her apologize, we agreed I would pay the \$133 and receive the \$150 in visa cards. Two months later and I have received incorrect bills both times, not one of them is paying \$133. The most recent person told me at&t can not quote monthly rates with taxes. I told them someone did, and that is what I have agreed to. After several months and countless hours on the phone with at&t, I am not confident in the service I am getting and do not feel any resolution has been provided. To date, I have only received a \$100 visa card, not \$150 as promised and told when I agreed to resume service.

Ticket: # 3863220 - AT&T U-Verse Cancelled HBO

Date: 3/3/2020 6:20:50 PM

City/State/Zip: Northport, Alabama 35473

Company Complaining About: AT&T

Description

On or about 8/10/19, AT&T U-Verse gave me a free for life subscription to HBO as part of my package. On or about March 2, 2020 they cancelled it without notice. I called to get an explanation and spoke to three representatives. Couldn't explain it and told me to contact HBO!! (b) (6)

[Ticket: # 3865887 - Improper language.](#)

Date: 3/4/2020 9:45:02 PM

City/State/Zip: Demopolis, Alabama 36732

Description

Character playing escaped inmate on Chicago Med used the Lords name in vain. Haven't ever noticed this on Primetime network television before. Program would have been just as good without the language. Please find something less offensive. Thanks!

Ticket: # 3869211 - Spectrum Billing Issues

Date: 3/6/2020 1:54:00 PM

City/State/Zip: Dothan, Alabama 36305

Company Complaining About: Spectrum

Description

He is calling about Spectrum

He has the bundle package.

He is calling about the TV part.

They mailed him an Apple box; it is a streaming box.

The Apple box does not pick up local channels.

Spectrum did not tell him that this box does not pick up local channels.

Spectrum is acknowledging that they did not know that in, customer area Apple box does not pick up local channels.

He would have never brought Apple box, if they would have told him that this box does not get local channels.

He would like credit back for his Apple box.

They charge him for Apple box in amount of \$120.00.

CTR414-phone

Ticket: # 3870323 - Spectrum/Brighthouse Cable service

Date: 3/6/2020 7:40:54 PM

City/State/Zip: Birmingham, Alabama 35215

Company Complaining About: Spectrum

Description

On 2/24/2020 my cable service was disconnected. I called on 2/28/2020 after returning from a trip. I was told by spectrum that a new account was placed on my existing account and my active account was disconnected. There are charges on my account that they want me to pay that they can not explain what they are for. I have a new account that I no nothing about. i have not moved or made a request to move my service and this request reflects on my account. i asked for reimbursement for days with out service. i feel i was treated unfairly and this situation caused me a lot of inconvenience that I should be compensated for.

[Ticket: # 3870871 - Kids exposed to cuss words during ESPN 2 broadcast](#)

Date: 3/7/2020 2:58:10 PM

City/State/Zip: Springville, Alabama 35146

Description

The commercial for the SEC tournament that aired today (Sat Mar 7) during the Auburn Tennessee game, contained the word d*mn twice. It was unnecessary and not fitting for the game watched by my entire family.

Ticket: # 3870925 - overcharging

Date: 3/7/2020 4:15:05 PM

City/State/Zip: Heflin, Alabama 36264

Company Complaining About: AT&T

Description

Had 3 different people tell me my bill would be \$87.84 amonth for 12 months and now they are charging \$137 amonth and they will not do anything about it and i have the transcripts to show.

Ticket: # 3871879 - Rate Increase

Date: 3/9/2020 12:26:58 AM

City/State/Zip: Mobile, Alabama 36618

Company Complaining About: AT&T

Description

Started service again with ATT Uverse. Was told my bill would be \$99 dollars plus taxes for 12 months. 3 months later I receive a increase in my service.

Ticket: # 3873313 - disagreement with AT&T billing

Date: 3/9/2020 4:32:26 PM

City/State/Zip: Chelsea, Alabama 35043-5587

Company Complaining About: AT&T

Description

Customer for 25 yrs. had a problem with my bill. Called At&t/ direct tv, did not get good customer service, so I decided to change service. I paid that bill that I had a problem with for the month of January. I was told they would not refund the money back that had I paid for that month, but did not use. Direct Tv said I owe \$0, but At&t said I owe \$122.45. I would like to see the bill calculated the right way which is on the phone and internet, that should be for about 2 days

Ticket: # 3873837 - Billing Issue

Date: 3/9/2020 8:45:40 PM

City/State/Zip: Gardendale, Alabama 35071

Company Complaining About: Spectrum

Description

I was billed \$152.51 for 2 days of service after I went in store to cancel. I asked the clerk if I had a balance and she stated no. It's a zero balance.

Ticket: # 3876013 - Excess trial runs..weekly test several times a day

Date: 3/10/2020 8:33:56 PM

City/State/Zip: Birmingham, Alabama 35217

Company Complaining About: Spectrum

Description

(b) (6)

[REDACTED]

[REDACTED]

Ticket: # 3879381 - Intermittent and loss of service of paid cable services

Date: 3/12/2020 2:29:49 PM

City/State/Zip: Enterprise, Alabama 36330

Company Complaining About: Spectrum

Description

Daily, we have constant loss of services and intermittent loss of picture and sound. I have asked for years about this, last week a spectrum serviceman was working the transmission pole and I ask him some questions. He said that my line was causing disruption on his node and another serviceman would visit my home. That hasn't happened and I am sick that a monopoly exist for availability of service. The FCC has a responsibility to the American Citizen. Spectrum is robbing me and I can't do anything about it. What can the FCC do?

Ticket: # 3879385 - Intermittent and loss of service of paid cable services

Date: 3/12/2020 2:30:55 PM

City/State/Zip: Enterprise, Alabama 36330

Company Complaining About: Spectrum

Description

Daily, we have constant loss of services and intermittent loss of picture and sound. I have asked for years about this, last week a spectrum serviceman was working the transmission pole and I ask him some questions. He said that my line was causing disruption on his node and another serviceman would visit my home. That hasn't happened and I am sick that a monopoly exist for availability of service. The FCC has a responsibility to the American Citizen. Spectrum is robbing me and I can't do anything about it. What can the FCC do?

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: # 3883490 - Obscene commervial

Date: 3/15/2020 2:42:28 PM

City/State/Zip: Cropwell,, Alabama 35054

Description

Obscene language across my TV screen for every commercial for the magicians on sci-fi tv. Being a Christian and seeing God's name in vain is highly offensive. I should not have to see that spelled out across my TV screen.

Ticket: # 3884952 - Directv/AT&T Technician Repeatedly Cancelling My Orders For Service.

Date: 3/16/2020 3:22:00 PM

City/State/Zip: Marion Junction, Alabama 36759

Company Complaining About: Directv

Description

I've contacted AT&T several times about why the technician that was assigned my order to come install my service keeps cancelling it, and they absolutely have no idea as to why the tech keeps cancelling my order every time I place a new one. Also, I was always promised to make sure he calls and shows up to install my equipment and yet again, no call no show, nothing at all. It seems to me like they letting technicians who work for them keep getting away with this, and this been going on all month now and it's frustrating and stressing me out and it pissed me off today as they kept saying "we'd have to place a new order" which I've done several times only to get cancelled b y technician with no explanation which doesn't make sense to me. Something has to be done about this matter as my patience is worn out.

[Ticket: # 3886259 - AT&T wireless](#)

Date: 3/17/2020 1:02:03 PM

City/State/Zip: Stevenson, Alabama 35772

Company Complaining About: AT&T

Description

She was on military pay for \$40

They took her off Military rate

She has been calling for them to put her back on military rate and she would like to be put on auto pay

Ticket: # 3889490 - Direct TV overcharge

Date: 3/18/2020 6:51:27 PM

City/State/Zip: Vestavia Hills, Alabama 35216

Company Complaining About: AT&T

Description

(b) (6) is (b) (6), Vestavia Hills, AL, 35216. I canceled my service on 10/8/2019 to stop on 11/10/2019. They said I had to pay to the end of the billing cycle 11/25. They turned off my service on 10/10/2019 and I called and complained they made a mistake and turned it off a month early. Phone call was recorded. They turned it back on but raised my rate and said I had to sign a new contract and pay an early cancellation charge of \$165. I disagreed with them and said it's their mistake and I would not pay as demanded. They turned my service back on 4 hours later. I was on auto pay and they kept billing my account and then they agree to a refund. Account was closed and they wouldn't take my calls. On 1/2/2020 they charged me again and refunded it on 1/4/2020. They never corrected the billing in billing department, so I got billed again on 2/3/2020. I couldn't get them to stop and they sent me another notice they would debit me again on 3/2/2020. I filed a complaint with my bank which they never responded to according to Wells Fargo. On 2/18/2020 it appears they credited my account for the \$144.49. Billing department said they would send me a credit card for \$165. When I got the card I notified Wells Fargo and they closed the claim. When I tried to use the card, it was only for \$20.51. They dinged the card for what they showed on my account which they were doing the credit for. The bank then on 3/9/2020 gave them the \$144.49 again, not \$165 since they hadn't responded to my claim and I closed it believing the card was for \$165. They need to credit back to Wells Fargo the refund of \$144.49 as it is a double charge Visa on 3/9 and they deducted it from the prepaid Mastercard they sent me. They claim they are entitled to the early termination fee even though they agreed they weren't several times and refunded it.

Ticket: # 3890623 - Over billing

Date: 3/19/2020 2:01:51 PM

City/State/Zip: New Market, Alabama 35761

Company Complaining About: AT&T

Description

Billed for tv services that were included for free: over billed for 13 months and was promised a refund 2/8/20 and still haven't received refund. Numerous calls to AT&T with no resolution. Started complaint 1/17/2020. Promised refund of \$250. And now they will not apply credit to bill.

3/11/2020 Offered a refund of \$238.70 with the agreement that it would be posted To my account in 24-48 hrs. As of today I have called 7 times and haven't received promised credit.

Ticket: # 3891841 - Charged twice for the same bill

Date: 3/20/2020 1:15:50 AM

City/State/Zip: Tuscumbia, Alabama 35674

Company Complaining About: AT&T

Description

We paid our DIRECTV bill on 2/28/20 and received confirmation. On March 6th, we received an e-mail warning that our DIRECTV would be disconnected if we did not pay our February bill; I tried to explain that we had already paid the bill and emailed the confirmation to no avail. Our DIRECTV was disconnected, and we had to call and spend hours on the phone with DIRECTV trying to tell them we had already paid the bill, again to no avail. To get our television back on we were told we would have to pay a reconnection fee, a convenience fee, and more fees. We had to pay the bill again to get our television back on. Even though we have sent both confirmations of payment, DIRECTV will not answer; I tried to chat and the person left the chat. We paid our February 2020 bill twice, our DIRECTV was disconnected even though the bill was paid. The bill will be due again on March 28, 2020, but we have paid that bill in the second bill we had already paid for February. We cannot get DIRECTV to respond; they just kept both payments for February 3020, and refuse to make contact with us. Is this not fraud? Please help us.

[Ticket: # 3894365 - Directtv charging me for equipment I have returned](#)

Date: 3/22/2020 9:17:41 AM

City/State/Zip: Oneonta, Alabama 35121

Company Complaining About: Directv

Description

I was a Directtv customer for cable, I still have att cell service. I called 12-3-2019 to cancel my cable and was instructed to turn in equipment at authorized ups store. I did and have receipt.

Now Getting charged for non return equipment . Have called numerous times to fix, please help as I don't want this on my att cell phone bill.

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: # 3900164 - DirecTV billing/equipment

Date: 3/26/2020 10:15:27 AM

City/State/Zip: Chilsburg, Alabama 35044

Company Complaining About: Directv

Description

Consumer was supposed to receive a replacement set top box due to their original one burning out.

They were supposed to receive it 2 weeks ago.

Consumer spend 2 1/2 hours on hold waiting to talk to someone about it.

A CSR told her they wouldn't be mailing it, and instead would send a technician.

The technician never showed up.

Consumer tried to call back again and spent 3 hours on hold and was never able to speak to anyone.

Consumer has been without service for almost a month and they will still be charging her on 4/8/20.

Consumer would like to be released from the contract without penalty.

CTR404-phone

Ticket: # 3900817 - Christy's Court

Date: 3/26/2020 2:23:31 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: Qilbi

Description

I am writing to complain about the premise of the show Chrissy's Court on Quibi. Although the star is clearly not a legal professional, she is using the robe, gavel and other aspects of a courtroom. This is obviously a perversion that only serves to ridicule the legal institution. This show is a contemptuous attack on the judiciary at a time when America is managing a deadly contagious virus.

Ticket: # 3901521 - Foldger's Coffee Commercials

Date: 3/26/2020 7:43:58 PM

City/State/Zip: Delta, Alabama 36258

Description

I get sick to my stomach every time I see their sick commercial about thinking your going to surprise you boyfriend and your looking like your going to disrobe to find your father in law starting at her body with him standing in the shower naked. Children shouldn't be seeing commercials or adults either for that matter. It's just plain sick. Please remove it for go.

[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: # 3907062 - Fox "News" is not a news network](#)

Date: 3/31/2020 1:18:05 PM

City/State/Zip: Helena, Alabama 35022

Company Complaining About: AT&T

Description

I believe Fox News has done irrevocable harm to the American people by disguising their Republican propaganda platform as a fair and impartial news network. Their "reporting" of the current health crisis will kill many citizens needlessly. They need to either be pulled from the airwaves, or not allowed to use the term "news network" because it is misleading to the people.

Ticket: # 3907761 - Loud Commercials

Date: 3/31/2020 4:41:31 PM

City/State/Zip: Wilsonville, Alabama 35186

Description

I am watching Jack Reacher on TNT on 3/31/2020 at 3:34 PM CST and all the commercials are loud. I just watched a loud Dove commercial, Tractor Supply, Crunch bar, Capri Sun, Mt. DEW, University of Phoenix, Petsmart, etc.

[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: # 3915446 - Service disconnected 3/12/2020 - cancellation confirm number 5589764185a.

Date: 4/6/2020 10:55:46 AM

City/State/Zip: Pike Road, Alabama 36064

Company Complaining About: AT&T

Description

Service disconnected - new account established with new contract number (b) (6). Company shows old account past due, can't find new account so I can make correct payment. Machine is no help. Can not reach person after extended wait time reaching 30 minutes.

Ticket: # 3917748 - Directv Complaint

Date: 4/7/2020 1:41:45 PM

City/State/Zip: Birmingham, Alabama 35210

Company Complaining About: Directv

Description

I represent a customer of Directv who has had no service since December 19th but continues to receive demands for payment, has been charged for equipment that was never delivered, and has had no success resolving these issues despite numerous attempts. This is an attempt to resolve the issue without need for litigation.

Ticket: # 3920286 - Trump supports fake news media and youre worthlessly 30 years behind regulations.

Date: 4/8/2020 7:12:15 PM

City/State/Zip: Nevada, Alabama 13370

Company Complaining About: Donald Trump

Description

Oann.com

Ticket: # 3920483 - Illegal Billing and Trying to get my money back

Date: 4/8/2020 10:50:03 PM

City/State/Zip: Mobile, Alabama 36693

Company Complaining About: AT&T

Description

Direct TV-I cxd June 2019. They started taking out money in Feb 2020 and March 2020. I called initially on March 10th and 6 escalations started. I had an existing credit and they owe me \$719.10. I can't get a straight answer about my refund. How, when, etc. They will not let me speak with the refund department. I explained from day 1 I wanted the money deposited to my bank and not a prepaid visa mailed.

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: # 3923428 - NBC

Date: 4/10/2020 2:58:16 PM

City/State/Zip: Holly Pond, Alabama 35083

Description

My family was watching Law & Order: SUV on NBC last night when God's name was used with a curse word. I'm highly offended since it's Prime Time, network & family TV. Also, it's an FCC violation. Please address with them. Thanks.

Ticket: # 3925341 - EAS Alerts

Date: 4/12/2020 9:30:18 PM

City/State/Zip: Gardendale, Alabama 35071

Company Complaining About: Spectrum

Description

PLEASE allow an opt out of the alerts! When I'm watching my local weather for storm updates there's no reason for the alerts to break in. They take away from the actual important information. They last way too long and are way too loud. I loathe the EAS!

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: # 3928683 - Poor reception/signal](#)

Date: 4/14/2020 2:29:53 PM

City/State/Zip: Prattville, Alabama 36066

Company Complaining About: Spectrum

Description

My picture and sound are always pixelating and hanging up. Most disturbing time is when we are having bad weather. The worst issues are with WSFA (NBC affiliate) in Montgomery, Alabama. Doesn't seem to matter what time of day, just very poor and undependable service.

[Ticket: # 3930645 - Billing/collections](#)

Date: 4/15/2020 2:26:56 PM

City/State/Zip: Bessemer, Alabama 35022

Company Complaining About: Comcast

Description

Though, I've never been a Comcast Cable customer, Comcast cable charged me for services that I didn't request and they didn't provide. I've requested detailed proof of the cable service to include, service request date, installation date, work order, service contract, duration of cable service and who applied for the service.

They have put these moot charges in collections.

Ticket: # 3933076 - tv

Date: 4/16/2020 5:03:04 PM

City/State/Zip: Birmingham, Alabama 35216

Company Complaining About: Spectrum

Description

on a recorded phone conversation, i was told i was getting certain tv channels (i specifically asked for & paying for) & do not have them . now spectrum is saying the channels i wanted (that i clearly asked for & was told i was getting) would be extra cost.

Ticket: # 3937445 - Spectrum billing

Date: 4/20/2020 1:19:21 PM

City/State/Zip: Hansfield, Alabama 35077

Company Complaining About: Spectrum

Description

His Spectrum bill used to be \$90.

Over the past 5 months they have been price gouging him.

He received another bill today for \$143.

The bill continues to go up without explanation.

The service is out and he is not sure if it's an outage or been disconnected.

Consumer would like his bill to be lowered during this national emergency.

CTR404-phone

Ticket: # 3938354 - Air stations on out side antennas

Date: 4/20/2020 7:14:19 PM

City/State/Zip: Wilsonville, Alabama 35186

Company Complaining About: Ftc Over Air

Description

I have had channels 13-1,2 &. 23-1,2,3 for yrs !! I have rescanned turned antenna done every thing and still cannot get them & I have an expensive booster & antenna! Please tell me what's wrong !!

Ticket: # 3938388 - They no longer want to honor their agreement

Date: 4/20/2020 7:51:47 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

[FCC Complaints] Re: Follow up to ticket 2047199

FCC <consumercomplaints@fcc.gov>

Jun 28, 2018, 8:21 PM

to me

##- Please type your reply above this line -##

This ticket (#2534587) has been updated.

FCC Consumer Help Center (FCC Complaints)

Jun 28, 9:21 PM EDT

Hi Robert, 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. 2534587. 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)

May 31, 5:28 PM EDT

Consumer stated that they are still having issues with Exede and that they received a bill from Exede for equipment when they've already sent the equipment back

Resolution: Consumer would like someone from corporate to reach out to them to discuss this issue

CTR387-Phone

This email is a service from FCC Complaints.

[Q57PWD-EVV7]

FCC (consumercomplaints@fcc.gov)

We have had to write to AT&T almost every month to ask them to reduce our bill to the amount it was prior to their trickery. Due to your involvement it was possible to accomplish this but now after two years they figure that they have had enough and want to go back to overcharging us. Why should we have to keep asking them to do the right thing? Why do they get to decide to raise our bill by almost \$50 per month? Please make them bill us at the rate we had before they played their switcheroo games with us. Thank you, (b) (6)

Ticket: # 3943308 - Emergency Alert System "break-ins" not functioning

Date: 4/23/2020 1:39:19 PM

City/State/Zip: Andalusia, Alabama 36420

Company Complaining About: Mediacom

Description

On our Mediacom-based television without a cable box, the required Emergency Alert System "break-ins" for severe weather are not properly functioning. When an alert is triggered, the television automatically swaps to channel 91-256 (the designated EAS channel), but the channel displays "Program has no content" for the duration of the alert. After approximately two minutes, the channel swaps back to the previously-visited channel with regular programming. As a concerned customer of Mediacom, we have twice notified them (January 15, 2020, and March 31, 2020) of this chronic, ongoing problem.

[Ticket: # 3943966 - Xfinity Comcast - Uncooperative in closing my deceased sister's account-](#)

Date: 4/23/2020 5:01:44 PM

City/State/Zip: Tuscaloosa, Alabama 35406

Company Complaining About: Comcast

Description

My sister had an account with Xfinity Comcast for her TV, Internet, and landline telephone. She died on November 24, 2019. I am the personal representative for her estate. After 4 phone calls to customer service, two visits to local Xfinity stores, and the remittance of a change of account form and death certificate, I was still unable to receive the final bill. They turned the matter over to a collection agency. Please see attached letter I sent to the lawyer's office that served as the collection agency.

Ticket: # 3946428 - Att uverse

Date: 4/24/2020 11:20:43 PM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: AT&T

Description

I returned my eq to att via ups and att is saying it wasn't received. I have seen so many complaints on the internet about this. How are they allowed to get away with this fraud!

[Ticket: # 3948921 - DirectTV Billing](#)

Date: 4/27/2020 3:00:40 PM

City/State/Zip: Mobile, Alabama 36604

Company Complaining About: Directv

Description

Direct TV Said her bill should be \$50 in 2017 now they want to raise her rate to \$80. She does not want to pay \$80. Resolution she seeks is to continue with her \$50 billing that was promised her.

CTR386-phone

Ticket: # 3949401 - AT&T U-Verse System Suspected Vulnerability Without Resolve

Date: 4/27/2020 6:11:24 PM

City/State/Zip: Decatur, Alabama 35603

Company Complaining About: AT&T

Description

I recently moved to the area last October (2019) and purchased ATT U-Verse and Internet. Within one month I was erroneously charged for a movie that was never authorized or ordered. I called and had the charge reverse along with a purchase block placed on my system. I was told that if I ever wanted to make an on-demand purchase that I would have to call ATT to temporary remove the block.

It appears that I was misinformed because I was, again, charged for a movie in March. My first contact with ATT (Bianca) stated that it sounded like this should be investigated. I agree as well as other past and present customers (just do a Google search to see the myriad of concerns and complaints). Bianca, however, was not authorized to approve an investigation so I was deferred to her supervisor (Summer Harper) who left me a voice mail stating not to text and drive and if I still had an issue to call 800-282-2020.

I called the 800 number and had the pleasure of speaking with Sharee from Dallas. Sharee told me that I needed to be educated and the purchase block does not exist. She also stated that her supervisor would contact me to discuss my perceived lackluster customer service skills. I asked what timeframe should I expect a call and was told by the end of the day. I asked how she defined end of the day because people work different shifts in different timezones, but she could not tell me what end of the day meant (timeframe). Immaterial, I was never contacted by anyone.

I contacted ATT again and reached Angie who stated that she would love to assist but she only deals with Direct TV, even though I used the same 800 number.

I was able to talk with Joy from the Office of the President who informed me that the purchase block was on my system since October 2019, but could not tell me how a subsequent purchase was made in March. Joy further inferred that I was a liar because of her experience of dealing with On Demand along with the numerous customers who all say the same thing. Joy stated that she deals with these types of complaints at least 5x a day and that ATT is going to assume the purchases were made in error (even though a purchase block was in place and no phone call was received to remove the block). Joy lacked any type of customer empathy, but offered to reduce my purchase power to zero, with a caveat that I could never reinstate it.

My complaint is simple. Why am I being demeaned and punished by having purchase blocks put on my account that don't work and having my account and credibility reduced to zero just because I want to have ATT hold up their contractual responsibility to ensure my system was safe? Joy also stated that I can terminate my service that ATT is not providing, but the charge will be levied onto me.

Please put me into contact with someone to resolve this most unsatisfactory matter with ATT as I fear that my system is vulnerable and ATT refuses to address their customer's concern. I wish to thank you in advance for your time.

V/r

(b) (6)

Ticket: # 3949616 - TLC Programming

Date: 4/27/2020 9:15:44 PM

City/State/Zip: Madison, Alabama 35758

Company Complaining About: AT&T

Description

Is there anything FCC can legally do to end the homosexual, drag queen, filth shows?

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: # 3958029 - Hulu Ads

Date: 5/3/2020 10:53:11 PM

City/State/Zip: No, Alabama 20850

Description

Hello, I watch tv on hulu because as a college student, I dont have a lot of free money to blow off steam. So I use Hulu's service with Spotify for roughly \$20. However, the ad commercials on Hulu are always 5-10 times louder than the programming tv show itself. Sometimes startling loud.

The name of the advertiser or product promoted in the commercial.

- Every commercial is way too loud.

The date and time you saw the commercial

- For example today 03May2020 and the previous 6 months.

The name of the TV program during which it aired

- For example today I am watching "Archer"

Which TV station (by call sign and/or channel number and the station's community) or pay TV provider transmitted the commercial

- I do not know.

If you watched the commercial on pay TV, the channel number on which you saw it and the cable programmer or network

- Hulu

What can be done to solve this problem? **TURN DOWN THE VOLUME!**

Ticket: # 3959353 - Blasphemous Words

Date: 5/4/2020 4:41:02 PM

City/State/Zip: Irondale, Alabama 35210

Description

Last night on Channel 42 in Birmingham, Al, they were showing the Movie entitled Raiders of the Lost Ark. My Family and I was Watching when the female character yelled out a God D__ N and later on in the Movie she yelled out another GD. We were not expected to hear something like this from my over the air TV. I have an outside Antenna because I would not have Cable. There is too much Filth coming from Cable but My Family and I did not expect to hear this coming from the Public Air Waves in Prime Time.

The address is (b) (6) (b) (6)

The General Manager is (b) (6)

The Phone Number is (b) (6)

I hope that since this Station did not take time to edit out these Words, that you impose on them a Heavy Fine and maybe they will be more Vigilant next time.

Ticket: # 3959449 - Not response to close account

Date: 5/4/2020 5:14:41 PM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: Charter

Description

This account was due to be closed on March 30. I have been hung up on, placed on hour long holds, after explaining that I wish to close my account. I've reached out online. I continue to receive bills. I get texts about the account being on hold due to non-payment. Let me be clear: I WANT it to be cancelled. Instead, I keep getting fraudulent charges. All equipment was shipped back via UPS. No one has lived at this residence since 3/30/2020.

Ticket: # 3964680 - FAKENEWS AND PROPAGANDA

Date: 5/7/2020 1:41:12 PM

City/State/Zip: 1, Alabama 11111

Description

I am tired of watching people LIKE CNBC acting as CHINESE PROPAGANDISTS reporting the "news" to Americans. It's treasonous to program our nation with lies! How can they be licensed by our government? <https://twitter.com/CNBC/status/1258241810536771584?s=20>

Ticket: # 3965612 - AT&T Direct tv

Date: 5/7/2020 8:37:24 PM

City/State/Zip: Dothan, Alabama 36301

Company Complaining About: AT&T

Description

I was told by a representative that my bill would be a certain amount and after months of it being much higher than promised I called and was given a credit on my bill . 2 weeks later I get an email that I would no longer be able to get CBS NBC ABC or FOX because of a bill that Congress passed that seemed confusing I did my research and saw that AT&T and Congress came to an agreement in 2017 I checked and it seems I was the only customer that received the email. I replied that if it was across the board and everybody was treated the same .I think it is in retaliation because they had to credit my account and I do not see that they have told no other customers that they will not be able to get those channels because of Congress

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: # 3968144 - ESPN/Disney

Date: 5/9/2020 9:04:51 PM

City/State/Zip: Hell No, Alabama 55532

Company Complaining About: Disney

Description

UFC 249 would be an amazing live event to watch yet ESPN has blocked out even the causal viewer. I would pay for the PPV event but espn requires I get espn + for \$50 then I get the opportunity to pay \$65 for the PPV event. If this isn't some violation of the law what the fuck is the FCC doing?

Ticket: # 3970716 - Availability of alternate service

Date: 5/11/2020 10:17:43 PM

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

Bills in the Florence, Alabama area are extremely high, with no choices in my are. If you want TV service, you must choose Comcast - period. My bill is \$211.47 per month and I am on a fixed income. My bill started at \$83.00 for the same package and has increased to this amount over he last three years.

In would like to know what the average TV/internet cost is in the general (100 miles) area. I believe that Comcast is charging extremely high prices for this service. I do know that 50miles north of here, where I used to live, the same coverage for TV and internet is @ \$75.00/month. Would you please let me know if you find these prices extreme with no opportunity to change. I was told other companies were not allowed to install cable lines in my area.

Ticket: # 3973102 - Billing

Date: 5/13/2020 11:14:00 AM

City/State/Zip: Lineville, Alabama 36266

Company Complaining About: Dish Network

Description

Consumer states that Dish Network is overcharging him. Consumer states that he always receive a invoice to pay his service and that this month he did not receive it. Consumer states that they were telling him that he already own to Dish network two months of service when the month of April just was ended with his billing cycle. Consumer states that he has always pay on time. Consumer had his son to pay this due to this inconvenience created by dish. Consumer wants his billing cycle to be respected.

ctr408-phone

Ticket: # 3973104 - Discreption in statements of installer and others

Date: 5/13/2020 11:14:19 AM

City/State/Zip: Pike Road, Alabama 36064

Company Complaining About: Dish Network

Description

Dish TV was installed on February 28, 2020. The installer stated that we had 3 days to cancel. We were unable to find the programs we wanted, although literature indicated that they should have been available. I called to cancel on March 1, 2020, and I was informed that I would have to be an early cancellation fee of \$20 for 24 months, or that I could agree to a "pause" program that would require a \$5.60 fee monthly, until December, 2020, when I would have to pay the cancellation fee or reconnect to Dish. I agreed to this idea, but I now see that the Direct TV installer and an ADT installer also stated that I had a 3 day cancellation opportunity with their contracts. I would like to know what action to take.

[Ticket: # 3979381 - Hulu's Volume Inconsistencies/CALM Act](#)

Date: 5/16/2020 9:27:20 PM

City/State/Zip: Prattville, Alabama 36066

Description

Hulu plays their commercials at a painfully loud volumes. It makes for difficult view for all parties involved, especially when you have a child in the spectrum. They are unexpected when they come. The shows volume is also extremely low to make you have to keep turning the show up.

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: # 3981877 - file no: 3938388](#)

Date: 5/18/2020 6:44:01 PM

City/State/Zip: Mo, Alabama 36695

Company Complaining About: AT&T

Description

Sorry for the delay but we've been sick and are currently on the mend. After 2 years ATT says they no longer have to honor their agreement since they don't keep records after 2 years. Therefore would you please send them a copy of the file from 2016 complaint. Please send us a copy too so we're all on the same page. Nickie Hatfield is the point of contact at ATT.

Ticket: # 3982055 - Deceptive Billing Practice

Date: 5/18/2020 9:19:12 PM

City/State/Zip: Millbrook, Alabama 36054

Company Complaining About: Spectrum

Description

This complaint is related to Charter Spectrum Services in the Montgomery, AL area. My Spectrum service address is (b) (6). I could not determine the local franchising authority, and the customer service representative I spoke with at Charter Spectrum could not tell me either.

I previously lived at (b) (6). I had bundled services of cable TV, phone and internet. I called Charter Spectrum the last week of March 2020 to notify them I was moving. I requested services to be discontinued effective April 8, 2020, my moving day. Any reasonable person would believe services would be terminated 12:00 am April 8 by an automated data system. April 8 is the start of a new billing period for me. At my new address, I have phone and internet service only - no cable TV. Because Charter Spectrum sees 12:00 am on April 8 as a new billing period, I am being charged \$112.62, plus now a late fee of \$8.95, for cable TV services which I did not have. I was physically moving to a new residence April 8-9, 2020. They have a no proration policy, so if you did have cable service for one day, you are charged for a complete month. Spectrum is playing semantics with me - I requested, and expected, like any reasonable person, to have service terminated at the end of my billing period. Because I didn't say terminate by 11:59 pm on April 7, I am being charged the fees noted. Spectrum is morally and ethically bankrupt for the word play, and policy applied to my situation. This is a deceptive practice, and so far, none of the supervisors I have spoken with have the authority to use common sense. I am being forced to pay the amount noted in order to avoid a collections process, disconnection of internet services, and ultimately a reconnect fee. If this is a legal maneuver, it is a poor reflection on society. I see it as a very shady and deceptive practice.

Sincerely,

(b) (6)
[Redacted signature block]

Ticket: # 3991368 - HUGE volume difference between commercials and programs

Date: 5/24/2020 1:13:34 PM

City/State/Zip: Jackson, Alabama 36545

Description

I own a Samsung TV, Model: UN55MU6300. When watching normal TV, ScFy, FX, or any other channel i have to turn the TV up really loud to hear the show...then the commercials come on and my ears about explode. Discovered today NEWER t TVs

have "auto Volume/Steady Volume". Mine does not. Why is it i pay Mediacom for a service and they blow my ears away with commercials??? That's akin to saying, you buy a car Nissan has the right to play advertisements in my car whenever they want at a volume they choose. I hate this and it makes me angry since I have a disability for hearing from my time in the service. Why cant commercials be REGULATED to playing the same volume as the damn tv show they are playing between? Its a simple task...or do their lobbyist pay my senators ans congressmen to much money to keep their advertisements loud? Simple solution that people can not seem to make work. Again, the information requested below is stupid. this problem has been ongoing since i came home from Afghanistan in 2012. Had direct TV and it did it then and has done it on mediacom since i have had them. The channel list is stupid people. Seriously....I keep coming back up here...do i literally need to fill this out for EVERY SHOW AND EVERY HOUR!?

Ticket: # 3992654 - Service/Billing

Date: 5/26/2020 9:50:48 AM

City/State/Zip: Hoover, Alabama 35244

Company Complaining About: AT&T

Description

AT&T is her carrier.

She had a bundle of TV & internet.

She pays AT&T and Direct TV with one invoice.

She cancelled her service with AT&T for internet and Direct TV for TV.

She receives one bill from AT&T and in turn, they send the money owed to Direct TV.

Now AT&T is saying she owes the internet bill.

Direct TV says she has a credit.

She asked Direct TV to just send the money back to AT&T to cover the balance due with the exception of \$1.01.

She asks Direct TV to transfer the balance back to AT&T to cover the balance.

They told her to call AT&T.

She calls AT&T and they hang up on her.

She has always paid her bills on time.

She has been a customer for 3 years since March 2017.

Resolution:

For Direct TV to transfer the money back to AT&T.

She will pay the \$1.01.

The money is there.

She wants the money transferred back to the AT&T Account.

(b) (6) is the AT&T account.

(b) (6) is the Direct TV account.

She does not want to see this go to the credit bureau.

CTR394-phone

Ticket: # 3993686 - Contract

Date: 5/26/2020 3:37:38 PM

City/State/Zip: Anniston, Alabama 36206

Company Complaining About: AT&T

Description

My contract with Direct TV was about 2 mounts from being up. I had to relocate, In the process of relocating AT&T put me under a new contract of 2 yrs. without my knowledge. They want me to pay them \$10.00 per month to get out of it. I don't think that is fair, it is also wrong.

Ticket: # 3994198 - DirecTV refuses to honor their word

Date: 5/26/2020 7:05:35 PM

City/State/Zip: Decatur, Alabama 35601

Company Complaining About: Directv

Description

We canceled our DIRECTV service in December 2019 due to unkept promises of pricing. I have a phone recording of every single conversation I've had with a representative. We were promised no early termination fees because they did not keep their word. We have been continually billed for \$270 for early termination fees- even as agents told me to "disregard any future bills" and I was given claim numbers for the escalation department. We have been turned over to collections and I want the \$270 taken off our account immediately.

Ticket: # 3996476 - Channel deleted

Date: 5/27/2020 8:25:21 PM

City/State/Zip: Frisco City, Alabama 36445

Company Complaining About: Directv

Description

I was scrolling through my channels and noticed one had been deleted. In a 3 day span, 328, TV One was gone. I had just recorded a show on the channel on Sunday, May 24, and as of Wednesday, May 27 it is no longer available. I spoke to a customer service representative on May 27 around 7:00 pm, and the representative said the packages had been changed and this channel is no longer available for the package I have. I never received any notification that the channel was being deleted. I want to know why I wasn't notified, and fix my bill since I'm paying for less channels.

[Ticket: # 3996692 - No service equip fail](#)

Date: 5/28/2020 2:40:39 AM

City/State/Zip: Gadsden, Alabama 35904-3163

Company Complaining About: AT&T

Description

My cable went out, call att, the want me to wait for two days with no time frame, we work in this house hold, art doesn't provide a pickup or drop off location, this is not fair, all I receive from the supervisor is cross talk! This is bull. I want my adjustment in full on my current bill.

Ticket: # 3997048 - DirectTV/AT&T

Date: 5/28/2020 11:05:44 AM

City/State/Zip: Dawson, Alabama 35963

Company Complaining About: AT&T

Description

I called to have my account canceled because we moved and I was told by the lady that they I was paid a month ahead and I would owe nothing and then I started getting these emails telling me that I would be turned over to collections if it was not paid. I am 66 years old and this is a big deal at this time. I went ahead and paid today and then I saw where many people was having the same problem. I called this morning and talked with 2 different people. I have always paid my bills and the lady talked to me like I was a thief trying to take advantage of them.

Ticket: # 4000888 - Deceptive Practices Complaint

Date: 5/30/2020 9:05:50 AM

City/State/Zip: Mobile, Alabama 36606

Company Complaining About: Comcast

Description

Received a cold call to see if Comcast/Xfinity could improve my current bill. I was told 2 things in no uncertain terms 1) that I would receive the exact same services with an improvement in my internet speed and an approximately \$20 reduction in my bill 2) that if I was not 100% satisfied with the change I had 30 days to revert. Today my services are not the same and I am being told that they cannot revert. In order to receive the same services, I will have to significantly increase my bill. I feel like this was a bait and switch tactic to squeeze me for more money.

Ticket: # 4001203 - Dish Network

Date: 5/30/2020 4:39:12 PM

City/State/Zip: Oneonta, Alabama 35121

Company Complaining About: Dish Network

Description

Dish Network billed my credit card after I canceled since May of 2019. I was scammed by the person , by being told that Direct, who I went with after the cancellation, had bought Dish Network. I talked to them several times trying to get my money back after being scammed on my citi bank card. Citi bank tells me after I disputed the charges that they also cannot get the money back, from Dish. One people will sympathize and the next person will be rude and tell me I did not cancel when I did. I was forced to change my credit card number, but they still managed to charge it again. I've not used Dish in over a year.

Ticket: # 4001584 - DIRECTTV Billing problems

Date: 5/31/2020 9:24:02 AM

City/State/Zip: Cullman, Alabama 35055

Company Complaining About: AT&T

Description

They keep raising their prices going up. I used to pay them 116.00 and now they wanted me to pay 121.00 and it's getting out of hand. Back in the old days, I used to pay them 60.00 a month. and now since ATandT took over its getting to be ridiculous. Please do something about this, cause we're poor working americans trying to make a living and we're trying to make ends meet.

Ticket: # 4006189 - ABC Jimmy Kimmel Show

Date: 6/2/2020 11:48:25 PM

City/State/Zip: Hanceville, Alabama 35077

Company Complaining About: Assurance Wireless

Description

Socialist George Soros has turned the Jimmy Kimmel show into a President Trump bash fest. Every day 99% of his entire monologue is nothing but how bad President Trump. It's a political propoganda show instead of a comedy show. I request that the show be identified a political propoganda or removed.

Ticket: # 4006450 - Inapropriate advertisement

Date: 6/3/2020 9:57:01 AM

City/State/Zip: Cullman, Alabama 35057

Description

Consumer is concerned about an add on ABC and it was inappropriate or illegal

Consumer said it was about them standing behind the black people

Consumer said she is not racist

Consumer said they need to worry about just blacks, but everyone

Consumer wants this investigated

CTR402

Ticket: # 4007517 - CENSORSHIP of conservative opinion

Date: 6/3/2020 3:05:46 PM

City/State/Zip: Vestavia Hills, Alabama 35242

Company Complaining About: Spectrum

Description

Spectrum shut off Fox News today during the White House Press Conference, while leaving CNN, MSNBC, and all others active. This was a case of pure political censorship by a private U.S.A. corporation in a time of crisis. It needs to be investigated and prosecuted.

Ticket: # 4013452 - Profane language on CBS Sunday Morning, 7 June 2020

Date: 6/7/2020 11:07:18 AM

City/State/Zip: Elmore, Alabama 36025

Description

At 8:20 a.m., Sunday morning, 7 June 2020, I was watching the interview with Ted Koppel with foreign commentators on their view of the United States. The Russian commentator used on this Sunday morning, the Lord's Day, the words "God Damn". This is inappropriate. The interview was pre-recorded and there was plenty of time to 'beep' out this offensive taking God's name in vain. This is in violation of FCC rules, as I understand it. This is the second time I have sent a very similar message to CBS Sunday Morning for their offensive blasphemous speech, where the exact same language was used. Please remember that this is Sunday Morning! Not some pay to hear pod-cast by low brow philistines. Show respect on, of all days, Sunday, to your audience.

Ticket: # 4015747 - Fox News Infographic

Date: 6/8/2020 4:11:09 PM

City/State/Zip: Mobike, Alabama 36609

Description

Fox News ran a segment with an infographic showing how the stock market rises with every unjust death of a black person. This is racist and dehumanizing.

Ticket: # 4017446 - Tucker Carlson

Date: 6/9/2020 1:36:24 PM

City/State/Zip: Pelham, Alabama 35124

Description

I am writing to complain about the broadcast by Tucker Carlson on 6/8/2020 at 7:45pm. 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 channel 39 on Spectrum. Carlson said " 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" This was obviously to incite violence against US citizens.

Ticket: # 4025158 - Charter Communications/Spectrum Complaint

Date: 6/12/2020 3:47:02 PM

City/State/Zip: Mountain Brook, Alabama 35213

Company Complaining About: Spectrum

Description

Provide better customer service by representative providing customers with first and last name, e-mail address, and direct phone number. Also, drastically reduce hold times when customers call for service.

[Ticket: # 4028077 - Inappropriate Subject Matter](#)

Date: 6/15/2020 12:36:42 PM

City/State/Zip: Hueytown, Alabama 35023

Description

Nickelodeon is airing Pride Month commercials. Although I have no problem with this, my children shouldn't be asking me what pride month is about because of irresponsible judgement from Nickelodeon programming.

Ticket: # 4028391 - Blatant Dishonesty

Date: 6/15/2020 2:02:39 PM

City/State/Zip: Birmingham, Alabama 35226

Company Complaining About: Spectrum

Description

Dear FCC, I do understand our amendments and the right to "Free Speech". However, especially during these most turbulent times in our country, I do not understand how Networks such as CNN and/or MSNBC can repeatedly tell lies with no consequences. When I say "Lie" I mean things that can't be attributed to difference of opinion, which I understand is free speech. Today I heard CNN repeatedly broadcast that a man was murdered because he was sleepy, when in fact, he was shot as he attacked police and fired a taser towards them, which has nothing to do with being sleepy. I then witness people exclaiming CNN said, he was shot because he was sleepy. This is just one example that I believe is responsible for the direct harm to U.S. citizens. Why is this dishonest harmful behavior never corrected ? I am keeping an open mind, because I understand there are things perhaps I don't understand. Kindest Regards

[Ticket: # 4029662 - HULU Commercials](#)

Date: 6/15/2020 10:18:56 PM

City/State/Zip: Auburn, Alabama 36832

Description

HULU commercials are substantially louder than the programming. I jump out of my skin every time a commercial comes on and have to quickly search for the remote before my eardrums burst. Even my dogs are surprised by the loud noise and stop to see what is happening.

[Ticket: # 4029756 - False advertising](#)

Date: 6/16/2020 12:30:28 AM

City/State/Zip: Mt. Vernon, Alabama 36560

Company Complaining About: Walmart

Description

I order 4 fountains at Walmart for \$6.10 each and received a conformation on my order. A few days later I received a cancellation from them saying my order was canceled because the pricing was and error. I want to report false advertising I ordered them for a wedding and I called them for them to override it and give them to me for the price listed but they would not .

Ticket: # 4035703 - billing over charge

Date: 6/18/2020 11:22:10 AM

City/State/Zip: Heflin, Alabama 36264

Company Complaining About: AT&T

Description

My bill was supposed to be \$87.84 for 12 months and now they have raised it to \$94.84 a month. This was a set price by the office of AT&T in Dallas Texas. This is for the exact package that i have now. This has been going on for 3 years now and every few months they seem to raise the price on my billing.

Ticket: # 4036569 - Comcast Availability

Date: 6/18/2020 2:52:43 PM

City/State/Zip: Gadsden, Alabama 35904

Company Complaining About: Comcast

Description

The consumer states that he is having issues with Comcast whom the consumer has bundled service with (Internet, TV, and Phone).

His TV has been down for about 2 weeks for the past month.

The consumer states that the technician put new cables from the outdoor pole to the house.

The consumer states that nothing changed with the TV, but states that he did his job.

The consumer states that the technician said it is 26 points over of what it should be.

The consumer states he said it is good from the Post to the home and he would call a maintenance guy come and finish the job.

The consumer states that a man showed up and the TV is still not working.

The consumer states that he got up on the pole and he said nothing to the consumer.

The consumer needs his TV back up.

The consumer would like a credit to his account if this continues any longer.

The consumer states that he can use his phone and internet but not the TV.

CTR-415

[Ticket: # 4037693 - WCIQ-TV \(East Central AL\) Changing Channels](#)

Date: 6/18/2020 10:17:44 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Not Applicable

Description

Why is WCIQ-TV changing from high VHF Channel 7 to high VHF Channel 12 in early July? Surely VHF Channel 7 is not being vacated for wireless use, or is it?

Ticket: # 4039665 - "Say Its Name!" "Cochrane-AFRICATOWN Bridge." WALA-
Television Fox Ten News Knowingly Continuously Broadcasts Culturally Disrespectful
Information

Date: 6/19/2020 5:49:45 PM

City/State/Zip: Prichard, Alabama 36610

Description

"Say Its Name!" "Cochrane-AFRICATOWN Bridge." WALA-Television Fox Ten News Chief
Meteorologist Knowingly Continuously Broadcasts Culturally Disrespectful Information Truncating The
Bridges Name Endangering Viewers. DEMAND That The More Inclusive "Cochrane-AFRICATOWN
Bridge" Always Be Used On-Air And In Writing.

Ticket: # 4043244 - False charges and services paid for but not provided

Date: 6/22/2020 5:10:19 PM

City/State/Zip: Elberta, Alabama 36530

Company Complaining About: Directv

Description

Charged out of state communication taxes for 40 months. Not offered resolution. Has refused to move satellite to resume services that I am still paying for, since March 29th, 2020.

Would like compensation for out of state charges on my account, in the amount of \$21.50, for the last 40 months and satellite needs to be moved to my new service address in order for me to actually use the services I'm currently paying for. Direct TV representatives have lied to me, misled me and has hung up on me, or transferred me to other departments everytime I've called instead of offering a way to resolve this issue.

Ticket: # 4044315 - service not working wanting to charge \$99.00 to come fix their service

Date: 6/23/2020 10:49:53 AM

City/State/Zip: Warrior, Alabama 35180

Company Complaining About: AT&T

Description

service not working wanting to charge \$99.00 to come fix their service , feel like this price gouging.

Ticket: # 4045164 - Antenna signal

Date: 6/23/2020 2:14:12 PM

City/State/Zip: Austin, Alabama 78702

Company Complaining About: None

Description

Major signal corruption regularly occurring this month. Sattelites?

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: # 4051152 - Xfinity/Comcast

Date: 6/25/2020 6:26:37 PM

City/State/Zip: Huntsville, Alabama 35802

Company Complaining About: Comcast

Description

Need to terminate service. Automated system gives you the run around.

Ticket: # 4051201 - Loud Commercials during Vintage Flip on Hulu

Date: 6/25/2020 6:50:38 PM

City/State/Zip: Hoover, Alabama 35226

Description

All ads and commercial breaks during this show on Hulu are extremely loud.

Ticket: # 4055437 - Inappropriate Ads

Date: 6/29/2020 1:44:34 AM

City/State/Zip: Trumpetsville, Alabama 77580

Company Complaining About: AT&T

Description

I had better not receive any further TV ads for your "babes.com" site. I expect -- and trust -- you to get that part. Don't bother responding; just give these folks their free speech rights elsewhere. Didja get THAT part?!

Ticket: # 4055926 - Bundle issues

Date: 6/29/2020 11:36:21 AM

City/State/Zip: Birmingham, Alabama 35207

Company Complaining About: Spectrum

Description

Consumer has Spectrum cable TV, internet and phone.

She is not getting the service she is paying for.

Services are intermittent and outages can last a few days.

Consumer has not have On Demand services for a long time.

Consumer has had service issues for over a year.

Consumer would like the services to work as she pays for them to.

CTR404-phone

Ticket: # 4056182 - COMCAST / XFINITY OVERCHARGING LONG TIME CUSTOMERS

Date: 6/29/2020 12:39:59 PM

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

Company Complaining About: Comcast

Description

Sir / Madam:

Comcast is NOT giving long term customers the same price as new customers; I believe this constitutes "Unfair Trade Practices"!

Sincerely,

(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: # 4062040 - Ongoing Wire Problem

Date: 7/1/2020 3:54:16 PM

City/State/Zip: St. Stephens, Alabama 36569

Company Complaining About: AT&T

Description

The provider at&t, bundle service

The account number (b) (6)

The consumer mention that he is still having the same issue as he was before with at&t.

The consumer said that the wiring is the issue that is causing him to have trouble getting the proper service.

The consumer has reach out to the carrier about the issue. Which the consumer said that he did not get a solution about fixing the problem.

The consumer was told by the carrier that they are aware of the wires issue but that it would not be replace due to it would be expensive.

Resolution

The consumer would like for his bundle service to be working property and to consider that he is paying for the service that he is not getting.

ctr 388-phone

Ticket: # 4067180 - Loud commercials

Date: 7/4/2020 2:40:16 PM

City/State/Zip: Montgomery, Alabama 36109

Company Complaining About: Directv

Description

Just recently we have noticed that commercials on the golf channel and NBC Sports Gold have been noticeably louder than regular programming.

Ticket: # 4067387 - Disney Plus will not let me log in on my TV

Date: 7/5/2020 12:30:33 AM

City/State/Zip: Birmingham, Alabama 35222

Company Complaining About: Disney Plus

Description

I signed up for a monthly subscription to Disney Plus and successfully logged in on my computer, but the Disney Plus TV app repeatedly rejected my valid login credentials

Ticket: # 4067822 - Rescan WVTM Chanel 13 Birmingham Alabama

Date: 7/5/2020 5:53:06 PM

City/State/Zip: Fultondale, Alabama 35068

Company Complaining About: Assurance Wireless

Description

Lost access to local station on 6/28/2020. Scheduled rescan was to be done 7/2/2020. I have rescanned numerous times changed out antennas and TVs and still an unable to receive signal. From all I have read and done it appears signal is somehow blocked. What can I do??

Ticket: # 4070099 - Channel 13-1 and 13-2 in birmingham, alabama

Date: 7/6/2020 6:06:43 PM

City/State/Zip: Morris, Alabama 35116

Company Complaining About: AT&T

Description

Cannot recieve these channels anymore,have done scan they are not there,received them before ,

Ticket: # 4070346 - Profanity

Date: 7/6/2020 7:54:28 PM

City/State/Zip: Enterprise, Alabama 36330

Description

Why aren't there something to be done about Steve Harvey on FAMILY FEUD speaking so many slang words like, HELL, DAMM etc. These are not good for children to have to hear, this is programed on THE GAME CHANNEL, ABC,& NBC, on most stations, please have the Networks to remove this kind of remarks on this game show...

Ticket: # 4070632 - False advertising help

Date: 7/7/2020 3:49:06 AM

City/State/Zip: Guntersville, Alabama 35976

Company Complaining About: Wal-mart.com, Wish.com, Ebay.com,

Description

Hi, I am wanting to find out something, so if you are on a shopping site and items you look at are showing one price and only one price then you click on it and the price changes or you put in a size witch is required before you can put in your basket, Is that not false advertisement? I am seeing something advertised for \$28.98 then when I click on it to buy it the price changed to \$38.00 that is false advertisement but is there any way to get the company to sell you the items for the price advertised?

Ticket: # 4072164 - Overcharges

Date: 7/7/2020 3:09:32 PM

City/State/Zip: Mobile, Alabama 36605-1741

Company Complaining About: Directv

Description

DirecTV at least starting on March 2019 overcharge for extra receivers \$35 and Additional TV \$7 , when I only have one main receiver and one 1 client tv. So I have overpaid 588 and they want to settle for 86.26



Ticket: # 4073186 - Billing

Date: 7/7/2020 9:14:22 PM

City/State/Zip: Danville, Alabama 35619

Company Complaining About: Directv

Description

On June 8th I called Directv about my bill and asked what could be done to reduce my monthly charges and considered canceling the entire service. I was offered a smaller pkg and HBO free for 3 months. I was told that I would have to have a new satellite, new receivers because mine had been hit by lightning and was absolute. When the new receivers and satellite were installed I was then locked into a new 24 month agreement which wasn't explained and when I received my bill it was not the price I was quoted.

[Ticket: # 4074660 - no signal still for wvtm channel 13](#)

Date: 7/8/2020 2:26:19 PM

City/State/Zip: Birmingham, Alabama 35206

Company Complaining About: Assurance Wireless

Description

I have scanned at least 10 times since 07/02/2020 for Channel 13 and I am still not receiving a signal and not receiving Channel 13 or 13-2. I am receiving all other channels but not 13.

Ticket: # 4075107 - Charter Spectrum Misled Me To Cancel Cable Services & Charged for Full Month

Date: 7/8/2020 4:14:34 PM

City/State/Zip: Birmingham, Alabama 35209

Company Complaining About: Charter

Description

I went to a charter spectrum store to return my equipment for cable on July 7, 2020 and was told to call the one 800 number in order to cancel the cable portion of the service. I called and was given no information about a charter spectrum policy in which a bill is not prorated after the start of the billing period. Thus, my cable service was canceled, and I am still stuck with a bill paying for 26 days or so of cable service in which I don't have. I was never made aware of this new policy, and was misled by charter spectrum associates.

I called charter spectrum again on July 8, 2020, and spoke to an associate and to a supervisor. They noted that the cable service is now a subscription service and that I would have to pay the full amount even if I cancel 4 days in the new period. I believe this is an unethical, unfair, and a bad practice, and would like a resolution to this. My expectation is to pay the prorated amount, or to at least have been clearly informed of the new policy and to be able to make my own decisions on whether to proceed with the service or not. I simply get an email with the billing amount which has been consistent, and then just pay the bill. Never did I receive anything to indicate clearly that any cancellations would not be prorated.

The solution to this problem would be simply to allow me to pay the prorated amount of the services I will receive for the time period between 07/03/2020 and 08/02/2020 per the charter spectrum statement.

Ticket: # 4078437 - Loss of WVTM 13 Birmingham Alabama

Date: 7/9/2020 8:36:20 PM

City/State/Zip: Jasper, Alabama 35504

Company Complaining About: Over The Air Outside Antenna

Description

I was able to view WVTM 13 Birmingham before the rescan date of July 2, 2020. I have rescanned numerous times with no success. Please let me know when this issue will be resolved.

Ticket: # 4079640 - Donald Trump's defund the police campaign commercial

Date: 7/10/2020 1:44:10 PM

City/State/Zip: Atmore, Alabama 36502

Description

This commercial makes multiple unproven statements and intentionally misleads the American public. Organizations like the FCC exist to prevent the spread of misinformation and false and misleading content. Multiple assertions were made against Biden supporters that cannot be proven and are conjecture. This ad should be removed.

News segment discussing commercial

http://wral.com/19181920?utm_campaign=webshare&utm_medium=email&utm_source=wral

Commercial

<https://youtu.be/TNav5wO5dh0>

Ticket: # 4081633 - Why Spectrum affixed attachments to my electricity pole?

Date: 7/11/2020 4:31:46 PM

City/State/Zip: Alexander City, Alabama 35010-4902

Company Complaining About: Spectrum

Description

Why would Spectrum say that I needed the items they attached to my Alabama power pole to enhance viewing and better commuter performance? The attachments were affixed at the very top of my outdoor electric pole without them telling me exactly what they were for. My TV antenna have not been picking up the 9 to 11 channels I would get. Since the broadcast stations have been working on somethings concerning the ability for and antenna to work to get channels, I have watched the days go by waking for my few channels to return, but they have not. Please, what happened to my channels, and would you explain to me what is going on., and why cant I get them back.

Ticket: # 4083087 - AT&T/Direct TV Billing

Date: 7/13/2020 10:37:24 AM

City/State/Zip: Sheffield, Alabama 35660

Company Complaining About: Directv

Description

Caller got AT&T in March and they have not ever billed correctly. She finally got the original issues fixed in June. Now she gets the next bill and it's for over \$119.00. It has many movie packages billed onto it.

She even got an email from AT&T and that she only owes \$61 per month. Now they are calling her and putting it onto her credit that she owes them more money and it is going against her credit. They keep telling her that they are fixing it; but they have not do so. Resolution the caller is seeking is for AT&T to fix her billing once and for all and to stop double billing. ***CTR386-phone***

Ticket: # 4083282 - Racial issues from TV show South Park Cartoons

Date: 7/13/2020 11:29:52 AM

City/State/Zip: Demopolis, Alabama 36732

Company Complaining About: Demopolis Catv

Description

Watching South Park cartoon an episode with Brittany Spears urinating on a lady big and a reporter got a picture of it and got paid \$100,000.00. Then one of the cartoons said 100,000.00 that's enough to buy slaves!!! This needs to be canceled!!!!

Ticket: # 4086590 - WOW cable over billing

Date: 7/14/2020 2:13:21 PM

City/State/Zip: Huntsville, Alabama 35816

Company Complaining About: Wow

Description

I have been a customer of WOW since they were Cable Alabama, then Knology & now WOW. I have been overbilled every single month for years. I only have one television with cable. I do not have internet or phone service with WOW. I had to come to the office about 2 years ago to discuss why my bill was so enormous. I was given 3 months of service. I am not asking for free service, only what I am supposed to be billed monthly.

[Ticket: # 4087105 - Old charges on credit report](#)

Date: 7/14/2020 4:10:46 PM

City/State/Zip: Lafayette, Alabama 36862

Company Complaining About: Comcast

Description

Comcast has placed \$298.00 worth of charges on my credit report from 2015. When I contacted them, they were not able to give me any information on what constituted the charge.

[Ticket: # 4092702 - Spectrum unlawful billing](#)

Date: 7/16/2020 6:02:58 PM

City/State/Zip: Prattville, Alabama 36066

Company Complaining About: Spectrum

Description

Spectrum is trying to charge me a full month of service for 8 days. I was never notified that such a rule existed, as they forced me to switch from spectrum to spectrum charter and overcharged me BOTH monthly payments. None of the representatives I spoke to let me know that I was being charged for the full month or that I should have received service for that charge.

Ticket: # 4106026 - Spectrum Complaint

Date: 7/23/2020 10:38:13 AM

City/State/Zip: Tusketee, Alabama 36083

Company Complaining About: Spectrum

Description

Spectrum customer

She has cable and telephone

She recently found out she has a second account with them

Consumer has spoke with several res from Spectrum and no one seems to be able to get the info as to why or how she ended up with a second account

Resolution is the consumer wants to find out how a second account was put into her name she wants it taken out as well she wants to know how the pin number was put in as a private pin number that she never gave to spectrum ***CTR403***

Ticket: # 4110765 - Constant Service Interruption

Date: 7/24/2020 8:02:13 PM

City/State/Zip: Tuscaloosa, Alabama 35401

Company Complaining About: Comcast

Description

I'm writing on behalf of my elderly sister who is a Comcast customer. Her service is constantly going down and sometimes goes down several times per day on almost a daily basis. The service has gone down and stayed down for as many as six consecutive days. Comcast has ignored her constant request to find a solution to her loss of service. They have not tried to fix the wiring or technical difficulties with her service. Neither have they given her any credits for this constant service interruptions.

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: # 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: # 4121235 - Ownerly TV advertising

Date: 7/29/2020 4:50:55 PM

City/State/Zip: Hoover, Alabama 35022

Company Complaining About: Comcast

Description

Hello,

Ownerly.com advertises on TV that you can simply go on their website and look up home/property values by entering an address.

This is not true.

When I attempted to do this they would not provide any information unless I provided them with my first name, last name and email address.

That is not "free".

That is asking for something in exchange for the information they provide and it is an intrusion of my personal/private information.

Their TV advertising is false and I request that Ownerly.com, in their TV advertising, be required to state that you will have to provide such information and that they do so in the spoken text of the commercial not in the teeny tiny text at the bottom of the screen; and I am not even sure if they do that now.

Their TV advertising is totally misleading and should be pulled unless they make the appropriate revisions.

Thank you.

Ticket: # 4122267 - Regional Sports Fee with Direct TV

Date: 7/30/2020 9:42:24 AM

City/State/Zip: Decatur, Alabama 35603

Company Complaining About: Directv

Description

Direct TV has been charging me a regional sports fee of \$9.99 a month. I have asked for proof this is a legitimate charge. Direct TV sends me a copy of a generic contract. I signed a contract with them in 1997 and was not aware of a regional sports fee. The fee just appeared on my bill. I have contacted them several times about this fee but I get the run around. I asked Direct TV to provide proof that this fee is part of my contract, that it is a legitimate fee in my area or a complete refund for all the months they have charged me. Laura Perry from customer care has contacted me about this matter but she is unable to provide proof of this fee.

[Ticket: # 4133456 - Improper billing on the account](#)

Date: 8/4/2020 5:24:30 PM

City/State/Zip: Mobile, Alabama 36693

Company Complaining About: Comcast

Description

According to Comcasts document sent to me on 6/5/2020, my monthly bill for TV and Internet service is \$173.00 per month for the next 24 months. The bill today is \$197.45. I called Comcast to discuss this 15% increase in a 24 month plan that began in June, 2020. The computer system answering the phone will not allow me to speak to an agent.

Ticket: # 4136850 - Internet service/virtual learning

Date: 8/5/2020 10:42:32 PM

City/State/Zip: Boaz, Alabama 35956

Company Complaining About: Spectrum

Description

We have tried for about 10 years to get Charter/Spectrum to provide us with TV/Internet and have had no luck. They provide it on both roads that connect to our road but they want to charge us a crazy amount of money just to run the service. I was told that it would be around 9000 dollars to run it to my house. This is unbelievable, who could pay that. This is 2020 and everyone should be able to have Internet. With schools wanting to do virtual learning this is nearly impossible to do on a cell phone. Please help us with this issue. Thanks

Ticket: # 4137511 - Terrorist Advertisement on WoW Cable

Date: 8/6/2020 11:47:27 AM

City/State/Zip: Madison, Alabama 35758

Description

Yesterday cable company WoW of Huntsville Alabama transmitted an advertisement via cable TV at approximately 8PM CT on channel IFC, from terrorist organization Black Lives Matter with message "No lives matter until black lives matter" I consider it inappropriate for cable television, and FCC violation for any terrorist organization to advertise via cable and transmit threatening, racist messages being paid with my cable payment. Also, aware the WoW has also transmitted similar ads on ESPN network channels.

Ticket: # 4142095 - Hulu Commercial Volume

Date: 8/7/2020 10:05:00 PM

City/State/Zip: Wetumpka, Alabama 36093

Description

As of the last couple weeks, the commercial Volume on Hulu for all commercials is significantly louder than the shows. The show we have been watching recently is How I Met Your Mother. We have to scramble for the remote to prevent waking our children and hurting our ears every time an ad comes on only to have to turn it way up to hear the show again.

Ticket: # 4143243 - All lives can't matter until black lives matter

Date: 8/8/2020 11:05:47 PM

City/State/Zip: West Memphis, Alabama 72301

Company Complaining About: AT&T

Description

I am offened by this commercial that is played because all lives matter. It isn't just black lives matter it's all lives matter!

Ticket: # 4145340 - Spectrum Cable Issues

Date: 8/10/2020 1:47:35 PM

City/State/Zip: Dothan, Alabama 36301

Company Complaining About: Spectrum

Description

He has Spectrum Cable. It keeps shutting down at about 2 a.m. every night and it has been happening for months. He says Spectrum says they are having dropped/lost cable but it isn't - that can't be happening every morning. Resolution the caller is seeking is he either wants them to stop shutting his cable down at 2 a.m.; or if the signal is being lost he wants them to fix it and give him a credit of part of his bill each month. He wants this to stop. This has been happening for a year.

CTR386-phone

Ticket: # 4147639 - TV/Internet/ATT-Wifi cell

Date: 8/11/2020 11:37:35 AM

City/State/Zip: Elberta, Alabama 36530

Company Complaining About: AT&T

Description

I have had century link Internet been told by CenturyLink with DIRECTV for over one year. The bill was consistently \$93.37. June 2020 bill was \$120.79 July 2020 bill was \$152.30 August bill for 2020 \$245.32! CenturyLink tells me they have no one in the United States that I can speak to! I have contacted their offshore Customer Service several times and been told it's all AT&T's fault. I've contacted AT&T and within the last 10 days was told I have a \$198 credit on their portion of my bill. CenturyLink added this as an additional charge help me I am disabled I cannot afford this I live in a camper that leaks when it rains if I don't have Internet my phone coverage is nonexistent they have removed the cell tower in my remote area. I have contacted your offshore customer service several times and been told it's all AT&T's fault. I've contacted AT&T and within the last 10 days was told I have a \$198 credit on their portion of my bill. CenturyLink added this as an additional charge help me I am disabled I cannot afford this I live in a camper that leaks when it rains if I don't have Internet my phone coverage is nonexistent they have removed the cell tower in my remote area. Please help me!!!

Ticket: # 4153743 - Dish Network Service Issues

Date: 8/13/2020 12:49:35 PM

City/State/Zip: Alpine, Alabama 35014

Company Complaining About: Dish Network

Description

- The consumer is calling about Dish Network
- He states they were to install service yesterday
- They never showed up
- He reached out to the carrier
- They advised it would be Tuesday 8/18 until they would send someone out
- They also advised he needs a credit card to lease the equipment
- The consumer wants the carrier to come out and hook up his service

CTR405-phone

Ticket: # 4156685 - Incorrect Billing

Date: 8/14/2020 1:10:38 PM

City/State/Zip: Prichard, Alabama 36613

Company Complaining About: AT&T

Description

I was incorrectly charged an additional \$20.40. I was told once my billing cycle ended, I would get a new promotion. However they cancelled my current promotion and did not inform me of this cancellation.

Ticket: # 4158142 - Wow Cable

Date: 8/14/2020 8:11:16 PM

City/State/Zip: Huntsville, Alabama 35816

Company Complaining About: Wow

Description

Wow charged a late fee after they misapplied a payment to my account and corrected it. I should not be billed a late fee. I am very disappointed with the service I received. So much so that I disconnected my account after being a customer for over 30 years. I would like the late fee removed.

Ticket: # 4159697 - All Hulu ads much louder than shows

Date: 8/16/2020 4:17:24 PM

City/State/Zip: Birmingham, Alabama 35226

Description

I'm using Hulu to watch content on a TCL Roku TV. The commercials are so much louder that I have to mute or turn the volume down by half. The has to be violating the CALM act.

Ticket: # 4159922 - scam call

Date: 8/16/2020 8:36:01 PM

City/State/Zip: Las Vegas, Alabama 89122

Company Complaining About: AT&T

Description

customer received a scam call from someone claiming to work for Directv and he was very rude and pushy about getting her to agree to change her contract

-number she's received the call from is: 7472778996

Ticket: # 4161444 - Undisclosed contract renewal

Date: 8/17/2020 2:17:36 PM

City/State/Zip: Northport, Alabama 35473

Company Complaining About: Dish Network

Description

Talked to Dish rep on 5/28/20 to see if they could lower our bill. We were told they could not, but they offered a free movie every month. They would send us a code monthly and we could choose to use it or not. On 8/4/20 I scrolled thru my online bill to try to find a number to call to cancel our service. That's when I saw that we were in "month 2 of 24" of our new contract. So I called Dish to dispute that we were never told we were entering into a new contract. After hours on the phone they maintain that the contract is valid. explained the issue

Ticket: # 4163690 - TV Billing

Date: 8/18/2020 12:01:13 PM

City/State/Zip: Slocomb, Alabama 36375

Company Complaining About: Directv

Description

Consumer has Direct TV. Consumer stated that she had reached out to them for a new package that she would be able to afford. She is stating that they set her up with a new package and a two-year contract. Consumer is stating that the price was to be \$61.27 for two years. She received a bill for August and the bill was almost double the amount that was agreed upon. Consumer called the provider and stated that they would have to cancel the service due to the billing increase. She stated that she then received a bill for an early termination fee. Resolution: Consumer feels that she should not have to pay the increase of the package since the provider removed channels that were on the package of the contract that she agreed upon and she also feels that she should not have to pay the increase or the early termination fee because she had an agreement on a 2 year contract at the original price. She is stating that she is barely one year into the 2 year contract when this all changed.

CTR406-phone

Ticket: # 4168360 - News Media, Specifically CNN and MSNBC

Date: 8/19/2020 7:24:34 PM

City/State/Zip: Andalusia, Alabama 36420

Description

CNN and now MSNBC are reporting inaccurate and blatantly false stories to the American people while operating under an FCC license to that certainly should require that responsibility to be met. This is absolutely a very dangerous and almost criminal action that will result in further harm to America. These media outlets are not operated by individuals with integrity but a more sinister faction that wishes to destroy and change and free society. The FCC is responsible for this and if you are not taking action to remove those licenses then you are not solving a serious and credible threat to this country. Do your job please.

Ticket: # 4168888 - Spectrum WEPG Station Out

Date: 8/20/2020 9:36:51 AM

City/State/Zip: Bridgeport, Alabama 35740

Company Complaining About: Spectrum

Description

He is paying Spectrum over \$100 per month. Some of his channels have been out. WEPG Channel 197. This station has been out for over 7 days. He wants that station back on. ***CTR386-phone***

Ticket: # 4169788 - Channels 13.1 and 13.2

Date: 8/20/2020 1:52:22 PM

City/State/Zip: Nauvoo, Alabama 35578

Description

She has an antenna.

She is calling about Lynching, this was over TV station WVTM Channel 13.1 and 13.2

It is two channels.

This is out of Birmingham, AL.

This is a family channel.

She said, it is very inappropriate.

CTR414-phone

Ticket: # 4169917 - Netflix and pedophile show

Date: 8/20/2020 2:19:26 PM

City/State/Zip: Calgary, Alabama 20850

Company Complaining About: Netflix

Description

There's a new show coming in Netflix about 11years old girls dancing and twerking half dressed. They are really sexualized and it is so wrong for child to be watching this and think it is ok to do so. When reaching Netflix's customer service they say they can't do anything about it. I canceled my account but shows like that needs to be taking down, there's probably other we don't know about.

Ticket: # 4178722 - DISH Network's Deceptive "Business" Practices**Date:** 8/24/2020 11:13:10 PM**City/State/Zip:** Sweet Water, Alabama 36782**Company Complaining About:** Dish Network

Description

Our DISH receiver stopped working during the afternoon of 8/21/20. Because we have a 70-year old widow woman with a broken leg using the service, we promptly called DISH Network moments after the receiver quit working & made an appointment for a technician to repair the problem during 12p - 5p on 8/24/20 as acknowledged by DISH. DISH called our cellular telephone numerous times throughout the day on 8/24/20 updating the time interval for the arrival of the service technician - each one later than the one before. The last interval was 6:15p - 7:30p. As of 8:15p, no technician had arrived, and no further communication had been received from DISH. So, I contacted DISH (after a 15-minute wait). The representative - whom I could not clearly understand because she spoke English quite poorly - said that the technician could not locate the address & did not get an answer on the telephone. The address on file was incorrect (it was the old address next door to our current address). However, the telephone number WAS correct & DISH had used it numerous times during the day. The technician lied. We live on a dead-end dirt road, and the address that was on file is just beyond ours, but no technician's vehicle or any other vehicle was ever in the vicinity all day. And he certainly DID NOT call the telephone number on file as he reported that he had. And we never received any indication that he wasn't coming as we had been told that he would be - I might never have known if I hadn't contacted THEM.

I telephoned DISH customer service & tried to re-schedule the repair & was told (after a 28-minute delay) that the next available date for repair would be in 10 MORE days. As this was unacceptable - especially since the person needing the service is incapacitated & the cause of the entire problem was a DISH technician who is apparently incompetent & lacking in integrity, I called the "Senior Resolution Center" at DISH. That person confirmed that 9/3/20 would, in fact, be the earliest date available for another attempt to receive their "service".

The entire experience indicates a company that does not care for its customers or for the American public in general. I was left with absolutely no satisfaction or any confidence that the issue would ever be resolved if a lie from a technician is all that's required for the "business" to get away with treating the public in this way.

Ticket: # 4179755 - Spectrum Wire Exposed

Date: 8/25/2020 12:48:33 PM

City/State/Zip: Birmingham, Alabama 35209

Company Complaining About: Spectrum

Description

- The consumer is calling about Spectrum
- He states there is a wire laying across the sidewalk of his apartment
- He states it is a hazard
- He has reached out to the carrier multiple times
- The consumer wants the wire buried

CTR405-phone

Ticket: # 4183048 - Internet +tv+phone bill

Date: 8/26/2020 1:33:22 PM

City/State/Zip: Madison, Alabama 35757

Company Complaining About: Wow

Description

This email was sent to (b) (6) 8-21-20 and again 8-24. Elder is CEO of WOW (Wide Open West, Inc.) a provider. I have a bundled package with them. The email reads:

On 8-19-20 I emailed Don Schena regarding my account XXXXXXXX (deleted) and my first WOW bill. To date, I have no response from him.

In response to an initial telephone inquiry as to WOW services and pricing, I received a call from a Richie Crowell in Sales. He signed me up for a bundle with Internet/TV/Phone for approximately \$145 / month, installation fee waived. July 29 was my installation date. Nobody showed up; nobody called. I rescheduled with a manager named Jeff for Aug. 10. He confirmed installation to be waived, and \$145 / month, 1199 verification number. On 7-24, Ragine also confirmed my \$145 pricing and waiver of installation. On Aug 7, Alexis confirmed new install date, waiver of fee, and \$145 / month billing. My first installer, I believe, was Chris, who left before all my devices were installed, and when I complained about the picture quality, told me that WOW would never be as good as AT&T. He did not direct me to Channels in the 900s which are in H.D.

Two days later, Mark came out and hooked everything up. I received my first bill a couple of days ago. Total amount due \$227.83!!! I was then told by various managers that I called that the pricing for my particular program would be \$165; though my bill lists a Monthly Service Charge of \$138.98. I would prefer to rectify this through your corporate, before I go to outside agencies. Please set up a time for a telephone appointment next week.

(Name + Phone deleted.)

I have had no response from Elder, nor from Schena (Board member and Chief Customer Experience Officer). I have also left two messages at (720) 201-7660.

I would like the problem solved by honoring the \$145 / month from here on out, as \$145 was described as unchanging, the long-term price, and not a short term promotion.

Ticket: # 4184889 - Frequency assignment problems WSFA-TV

Date: 8/27/2020 1:41:09 AM

City/State/Zip: Andalusia, Alabama 36420-5018

Company Complaining About: Gray

Description

The FCC changed WSFA to RF-8, WAKA is on Virtual 8 .

This causes problems receiving WSFA. The TV loses Virtual 12

Both LG & Samsung. To get WSFA back you must punch up 8-5 or re-scan. Selecting 12-1 without another re-scan does not work, must use 8-5.

Ticket: # 4185389 - Spectrum

Date: 8/27/2020 10:56:18 AM

City/State/Zip: Birmingham, Alabama 35222

Company Complaining About: Spectrum

Description

Charges for services from Spectrum I am not using. They refuse to prorate my bill. I had a tech scheduled and they did not show and was late for work. My service keeps crashing. And the associate sold me a product my equipment could not accommodate and I'm still responsible for pay for the service.

Ticket: # 4193483 - Service

Date: 8/31/2020 1:00:10 PM

City/State/Zip: Birmingham, Alabama 35226

Company Complaining About: Comcast

Description

Its been verified and confirmed that I have no service with this provider...yet my checking account has been debited \$289.00. No other information can be provided according to comcast

[Ticket: # 4194925 - Truth in advertising](#)

Date: 8/31/2020 7:05:05 PM

City/State/Zip: Daphne, Alabama 36526

Description

The FCC needs to get rid of political ads that deliberately distort, misrepresent, or lie about the facts in putting together their ads. In many cases, the information being pushed on the public is actually the opposite of reality. If social media outlets can "fact check" what is broadcast, the FCC should be able to do so, and let the public know when they are being lied to. Candidates have to approve of their ads, and they should be cleared by the government as well.

Ticket: # 4203403 - AT&T Demand for Repair Cost

Date: 9/3/2020 2:28:02 PM

City/State/Zip: Auburn, Alabama 36830

Company Complaining About: AT&T

Description

In mid April I was replacing a small patch of grass in our yard, 4 x 6 Feet, and damaged the fiber that was less than an inch under the turf. In fact it was merely laid under the turf, not buried at least 8 inches as their contractors are instructed.

Around the 15th of July I received a demand letter for the cost of repairing the fiber. I responded via email on July 20 stating the facts. I received a follow up demand letter the first of August, even though I had not received a response to my email. I sent another email August 2, 2020 and included pictures of how the fiber was buried, barely below the surface. I did not receive a response to that email either. Today I received a demand letter from Phoenix Loss Control on behalf of AT&T.

AT&T either did not read my emails or they chose to ignore them, an example of a very dysfunctional organization. I would appreciate FCC intervention in this matter.

Sincerely,

(b) (6)

A redacted signature block consisting of four horizontal black bars of varying lengths, completely obscuring the name and contact information of the sender.

Ticket: # 4205417 - Interference to TV and cell phone Issues

Date: 9/4/2020 11:34:51 AM

City/State/Zip: Delta, Alabama 36258

Company Complaining About: Ota

Description

He is having terrible TV and cell phone reception

He has an indoor antenna

He said there is a TV station on top the mountain and he could always pick up the station for years

He said now there is someone in the neighborhood that has a Ham radio or CB and is pushing out more than he should be

He states his Tv will show no video available and its only an audio signal

He said this has been going on since March of 2020

He said the person's name is (b) (6) Delta AL 36258, (b) (6)

His resolution is for this to be investigated and have him stop blocking his reception

CTR402

Ticket: # 4213343 - TV Advertising for Total Comfort

Date: 9/9/2020 10:11:46 AM

City/State/Zip: Birmingham, Alabama 35216-3857

Description

I have contacted both the business owner and the local TV station. There are now at least two now different commercials for Total Comfort airing with a man answering the door in his underwear. Instead of showing the service that Total Comfort can provide, the owner has chosen to show a lack of decorum with a man in his underwear supposedly because his house is too hot. If the owner believes that the Total Comfort commercials are appropriate, I can only imagine the type employees he hires that would have to go inside customers' homes.

Ticket: # 4216068 - Prime time

Date: 9/10/2020 9:27:59 AM

City/State/Zip: Bay Minette, Alabama 36507

Description

On wheel of fortune, episode airing on 9/9/2020, two men kissed on tv during prime time. This is unacceptable as it is too hard to explain to small Children and against the prime time regulations. Please ensure this does not happen again. I would request a follow up to ensure this does not happen again.

Ticket: # 4218670 - Netflix - Cuties

Date: 9/10/2020 9:32:05 PM

City/State/Zip: Madison, Alabama 35758

Description

The Netflix show Cuties is child pornography. It should be removed immediately from their site. I have contacted them to request it be removed. They deny it's indecency.

Ticket: # 4219294 - AT&T Credit for No Service

Date: 9/11/2020 10:59:03 AM

City/State/Zip: Bay Minette, Alabama 36507

Company Complaining About: AT&T

Description

The consumer has been dealing with AT&T for the last couple weeks.

She streaming TV and Internet, but everything got canceled.

They took \$31.95 for services that she didn't have anymore with them.

They only refunded her with \$19.95 so she is still expecting the \$12.

Everyone over the phone keeps giving her different stories about why they can't give her the rest of the \$12 back.

They have also been telling her that they have been sending her emails.

They have been sending it to the wrong email even after she corrected it to them over the phone.

Her correct is (b) (6)

Stop sending things to the wrong email, because she never gave them the wrong email in the first place (b) (6)

Her personal information maybe in hands of someone she doesn't know.

CTR-415

Ticket: # 4220708 - Poor Reception

Date: 9/11/2020 4:37:18 PM

City/State/Zip: Lincoln, Alabama 35096

Company Complaining About: Hargray Communications

Description

Consumer has extremely poor service from the provider.

Technicians have come out and even replaced the equipment inside, but the problem is not resolved.

The Techs say "it must be in the lines" but do nothing to fix the problem.

Consumer asked that we file a complaint on her behalf.

CTR412-phone

Ticket: # 4222037 - Netflix

Date: 9/12/2020 2:24:14 PM

City/State/Zip: Hayden, Alabama 35079

Company Complaining About: AT&T

Description

How can Netflix get away with exploiting underage girls. Is this the correct place to lodge a complaint against Netflix?

Ticket: # 4222292 - NETFLICKS Child Pornography Show

Date: 9/12/2020 6:21:15 PM

City/State/Zip: Daphne, Alabama 36526

Description

NETFlick has a disgusting show that needs to be BANNED.....CUTIES.....is a disgusting child pornography based program.....these SICK people need to be ARRESTED for Child ABUSE, Child Pornography.....This show must NOT be ALLOWEDV to Air.

Ticket: # 4222890 - Bigo live and up live has x rated mertrial that is not properly monitored 24 hrs. Daily there are minors and no age restriction the also scamming cads

Date: 9/13/2020 2:03:45 PM

City/State/Zip: Birmingham, Alabama 35234

Company Complaining About: MetroPCS

Description

(b) (6)

Ticket: # 4225837 - charging too much and to soon before promotions end

Date: 9/14/2020 5:48:24 PM

City/State/Zip: Mobile, Alabama 36618

Company Complaining About: AT&T

Description

i have dealt with att for over 20 plus years and they are always going up on my tv,phone and internet services before my promotion ends and they want me to pay all that money for tv services I called on the 8th of sept.and the representative told me that my new promotion would be \$134.99 and it would take affect on the same day sept.8th 2020 now they saying it want take affect until next month and i'm just tired of att doing people how they want to .plus they disconnected my services trying to do a upgrade that i kept telling the representative that i didn't want and i was without all my services for 3-4 days and they didn't give me a credit and i feel like something should be done about this.

Ticket: # 4228268 - Cable billing

Date: 9/15/2020 3:14:44 PM

City/State/Zip: Phenix City, Alabama 36867

Company Complaining About: Cable Televisionn Beam

Description

Consumers provider is CTB - Cable Television Beam. She states she is paying for service she is not receiving. She is not receiving the channels she is paying for .

She is paying for 200 channels and only receiving 178. They are repeating shows on different channels. She states they removed the music stations. Consumer wants provider to credit her account for channels she is not receiving.

CTR 392-phone

Ticket: # 4230241 - Spectrum fraud

Date: 9/16/2020 11:52:11 AM

City/State/Zip: Birmingham, Alabama 35242

Company Complaining About: Charter

Description

Spectrum in Birmingham, AL has repeatedly attempted to defraud my elderly grandmother by adding services and premium channels to her account without her permission. Now we are trying to cancel her service altogether and they have repeatedly hung up on us and put us on hold for hours at a time after learning we are attempting to cancel service. We have spent over 20 hours on the phone at this point trying to cancel her service and they have made it clear they intend to make that impossible. Thanks.

Ticket: # 4236185 - AT&T Billing Issues

Date: 9/18/2020 12:23:45 PM

City/State/Zip: Verbena, Alabama 36091

Company Complaining About: AT&T

Description

Said he has bogus activity on his account

He reached out to AT&T and they said they will investigate it and get back to him

Said it was over a month now and they still are sending him bills

It is adding up in late fee's and restoration fee's

He contacted his bank and they said the payments were all made

AT&T told him to take the statement to a regional office

Took the bank Statement to the regional office and they said they could not do anything

His resolution is for AT&T to get his account corrected and get the bogus amounts taken care of, and restore his service without penalty

CTR402

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Ticket: # 4243082 - TV Interference

Date: 9/22/2020 10:21:21 AM

City/State/Zip: Ashland, Alabama 36251

Company Complaining About: Over The Air

Description

She is calling about Radio Station interference.

She said, every time she listens to radio, when she is on the air, anytime between 7:00 am-7:00 pm.

She said, when she goes off the air the channels come in.

The station is 100.7 it is in Ashland, AL.

I advised her to call the station, for assistance.

She does not want to deal with her because she won't listen to her.

Her radio station blocks her TV stations, and when she is off the air the channels come in.

CTR414-phone

Ticket: # 4248813 - Dish Channel Availability

Date: 9/24/2020 9:21:33 AM

City/State/Zip: Bridge Port, Alabama 35740

Company Complaining About: Dish Network

Description

Had an advertisement on a Dollar General receipt \$59.99 for 24 months locked

Gentleman took his order on September 4 and his name was Robert

Asked what his favorite channels and he had named them off to him

Robert told him they would be on his package

Hooked it up on September 10

Worked for 2 days and then went out on September 12

Called Dish and told them that the service went out and was told they can't get anyone out until week

Made an Appointment for Monday

Man came out and checked his dish and said he had good signal

Got it on and could not get his RFD channel or his cowboy channel and his MLB channels

Called Dish again on 9/23 and told him they would give him another plan for more money, but she gave him a discount

Said it was only on for about 10 minutes

Called them back and told them to remove it

They wanted to add to it and he said no he did not want to do it

His resolution is for Dish to give him his MLB, RFD and Cowboy channels like he was supposed to get for the \$59.99

CTR402

Ticket: # 4248877 - Waiting on refund for almost 3 months.

Date: 9/24/2020 9:54:35 AM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: Cox

Description

After moving out of state at the end of June, Cox notified me of an overpayment of \$212.36 on July 6, 2020 that would be refunded in check. It has been almost 3 months and I have not received the check. I called numerous times to notify and all they do is email me with a statement that the check has been avoided and a new check will be issued.

Ticket: # 4252466 - DISH Billing

Date: 9/25/2020 1:17:29 PM

City/State/Zip: Greensboro, Alabama 36744

Company Complaining About: Dish Network

Description

- The consumer is calling about DISH as her carrier
- She is not happy with the amount she is paying
- She reached out the carrier
- They advised there were different plans
- She states that would eliminate some of the channels she watches
- She states she is paying \$70/month
- She is not satisfied with the plans
- The consumer wants to pick and choose her channels
- She does not want to be charged \$70/month

CTR405-phone

Ticket: # 4253041 - Would not prorate the bill when I requested disconnection. I was told that the State of Alabama would not let them prorate.

Date: 9/25/2020 3:05:02 PM

City/State/Zip: Pell City, Alabama 35125-1716

Company Complaining About: AT&T

Description

(b) (6) [REDACTED]

[REDACTED]

[REDACTED]

Ticket: # 4253279 - Errors identified on router/cable

Date: 9/25/2020 3:56:22 PM

City/State/Zip: Scottsboro, Alabama 35768

Company Complaining About: North Alabama Electric Cooperative/fiber

Description

Company tech identified errors on router/cable but refuse to replace box. Refuse to call us back after numerous complaints. We have periods of time where cable and wifi goes down and we rely on wifi for our phone service because we live in rural area.

Ticket: # 4253349 - Bill Gauge

Date: 9/25/2020 4:12:26 PM

City/State/Zip: Hueytown, Alabama 35023

Company Complaining About: Directv

Description

In august I was told by att or directv they are the same, that if I changed my cell plan to elite that hbo max would be free and I am actually being charged. I changed my cell plan basically because I was told that the hbo would be free on my directv service or bundled basically. I am being charged and they are not honoring what they told me they would. I feel like they added it on my bill in hopes that I would not pay attention

Ticket: # 4258476 - Charter spectrum

Date: 9/28/2020 7:53:54 PM

City/State/Zip: Opelika, Alabama 36801

Company Complaining About: Charter

Description

MY NAME IS (b) (6) IVE BEEN WITH CHARTER FOR A WHILE AND THEY IS HIGH WAY ROBBERY PARENTS LIKE ME THAT DONT WORK BECAUSE OF COVID LOSING ALL MY PATIENTS CAUSED MY JOB TO END I STRUGGLE TO KEEP THIS HIGH ACCOUNT ON AND I USED THE ABC PROGRAM AND STILL THEY OVER CHARGING ME I WILL BE SENDING EMAILS TO EVERYONE WHO CAN HELP AND I WILL BE SENDING THEM EVERYDAY EVEN TO KAY THE GOVERNOR OFFICE THEY DONT CARE ABOUT HOW YOU PAY THE BILL THEY JUST WANT IT PAYED. They need a program for virtual parents and parents who out because of COVID this is the beginning and I won't stop emailing about this high way robbery company until something is done . I even contacted them and the man was rude. My sister has a daughter who can't even do her work on the computer virtual Because she can't afford the bill and now she is so behind this company is so embarrassing to me I pay my bill and it's still sad

Ticket: # 4269408 - Offensive language (cursing) in campaign ads

Date: 10/2/2020 8:24:29 PM

City/State/Zip: Somerville, Alabama 35670

Description

US Senate candidate Doug Jones has two campaign ads which contain foul language that air more than 20 times every day on local, Alabama TV stations. I was informed by one of my local NBC station managers (Jama Killingsworth, WAFF) that nothing could be done to censor political ads. It seems to me that the offensive language could, at a minimum, be “bleeped” out. I have attached my correspondence with Ms. Killingsworth.

Ticket: # 4271811 - No service

Date: 10/5/2020 11:24:16 AM

City/State/Zip: Fairhope, Alabama 36532

Company Complaining About: Mediacom

Description

No service since 9/15/20 when hurricane sally hit. Neighbors had their cable Tv restored 5 days after storm. 20 days later we still don't have service. Please help us.

[Ticket: # 4272065 - AT&T billing me for Direct TV that I didn't order nor have](#)

Date: 10/5/2020 12:18:12 PM

City/State/Zip: Birmingham, Alabama 35226

Company Complaining About: AT&T

Description

Since April we have been billed for Direct TV through AT&T that we never order nor have ever received. Trying to call to discuss has been fruitless and we continue to receive bills including outrageous late fees. Whenever we call we get passed to a number with a recording informing us that due to Covid 19 there is no one available. A communications company ????

Ticket: # 4276387 - CNN CUOMO

Date: 10/6/2020 5:41:05 PM

City/State/Zip: Elberta, Alabama 36530

Description

DURING HIS BROADCAST TODAY, CHRIS CUOMO DISCUSSED NOTHING BUT HATRED AND WAS USING PROFANITY. THIS WAS NOT ACCEPTABLE FOR CHILDREN AROUND THE HOUSE VIEWING.

[Ticket: # 4276898 - News Stations](#)

Date: 10/7/2020 12:04:53 AM

City/State/Zip: Cullman, Alabama 35055

Description

News stations should be held more accountable for knowingly misleading viewers and reporting false information. Pretty much every news station does this now and it's becoming more obvious as fact checkers are proving them wrong. All "news" stations are doing this now. CNN, Fox, ABC, NBC, etc.

Ticket: # 4279266 - Regional sports package fee

Date: 10/7/2020 5:32:42 PM

City/State/Zip: Woodstock, Alabama 35188

Company Complaining About: AT&T

Description

Direc TV is charging me \$9.99 for a regional sports package fee. These channels for weeks had no live or original programming. I do not watch these channels as I am not a frequent viewer of sports. Direc TV refuses to give me a credit or refund. I was told I could drop to a lower tier package. This is unacceptable as I would lose ESPN the one sports channel I watch some College football games on and many other of the channels I view. I am also being charged \$3.00 a month for whole home dvr service. I have only one Direc TV receiver and one television set connected to this Direc TV receiver.

Ticket: # 4280246 - Billing

Date: 10/8/2020 10:34:24 AM

City/State/Zip: Huntsville, Alabama 35811-9015

Company Complaining About: Directv

Description

Company did not send box to send equipment back, then charged for non return of equipment. I returned equipment and want credit for returning. The company seemed to take advantage of me by not sending a return kit or ups label. I explained I was disabled. Company probably makes money off of people by not sending these return boxes out to return equipment. Like they are trying to take my 300 dollars for no reason they have the equipment back. Put it on my credit report and all. I dont owe them anything.

Ticket: # 4285206 - Direct TV AT&T Promotions

Date: 10/9/2020 4:41:44 PM

City/State/Zip: Fairhope, Alabama 36532

Company Complaining About: AT&T

Description

Consumer states that someone call him to offer him a promotion that apply on getting gift cards from ebay and paying up front services for discounts of the half of the price on TV and telephone services. Consumer states that he spoke with David Clark a billing manager with a call back number of the 844-759-0101. Consumer wants to know if this is a real promotion or if it is a scam. Consumer already paid more than \$1400 in gift cards.

ctr408-phone

Ticket: # 4285572 - Billing (bundle)

Date: 10/9/2020 5:26:43 PM

City/State/Zip: Hoover, Alabama 35226

Company Complaining About: AT&T

Description

The provider At&t, bundle service.

The consumer used to have the service.

The consumer stated that she sent the equipment back on 9/22/2020.

Which she received an email to what she had to sent after sending the equipment already.

She was told that she would have to pay full amount and a fee termination.

Resolution

The consumer stated that she does not owe the amount of \$178.99 plus \$60.00.

*** ctr 388-phone****

Ticket: # 4287388 - Mediacom Repair

Date: 10/10/2020 3:59:47 PM

City/State/Zip: Frisco City, Alabama 36445

Company Complaining About: Mediacom

Description

There was a hurricane in the area Sept. 26 and the cables were torn down. As of today, my 82 year old mother has been without tv service for 25 days. Have made several calls to the company to complain. Technicians had been scheduled on 3 different occasions and cancelled due to lack of manpower. This is unacceptable.

Ticket: # 4294207 - Sexual harassment

Date: 10/11/2020 9:10:32 PM

City/State/Zip: San Juan, Alabama 00926

Company Complaining About: Assurance Wireless

Description

This program exposed a minor, with image and verbal sexual harassment narrative. This type of content shouldn't be tolerated nevertheless aloud at all. We explicitly ask that "La Comay" never air again.

[Ticket: # 4297892 - Television show](#)

Date: 10/12/2020 7:47:19 PM

City/State/Zip: Kimberly, Alabama 35091

Company Complaining About: AT&T

Description

Host Cedric the entertainer video show on CBS uses too many curse words.

Ticket: # 4300970 - DirectTV and ATnT issues

Date: 10/13/2020 6:18:46 PM

City/State/Zip: Meridianville, Alabama 35759

Company Complaining About: AT&T

Description

This is my second formal complaint about issues that are still not resolved.

Ticket: # 4301385 - ABC33/40 journalist Cynthia Gould

Date: 10/13/2020 9:59:32 PM

City/State/Zip: Oxford, Alabama 36203

Company Complaining About: Cable One

Description

Today Cynthia contacted me about my company not giving a bride a refund for her wedding. I asked her not to air the story because this should be a legal matter not a news story. She was really rude. She told me I had not bought groceries yet and I should refund the bride. From the very beginning the reporter had an attitude and took the bride's side. I explained I have been catering weddings for 30 years, our contract states no refunds and she was not getting a refund. Cynthia proceeded to holler at me and tell me I was rude and she could see how the bride would have problems with me. It got heated and finally I said bye. I went to Facebook telling my friends about it and posted the text with her number. As my friends called her asking her not to run the story she hollered at them, told one he was harassing her and sent pics of my contract to another friend and said for her to get me to email her a copy of the signed contract. This was not only very unprofessional but very unethical for her to be texting copies of a contract between me and my bride to someone she doesn't even know. I think action needs to be taken against Cynthia Gould, ABC 33/40 and anyone responsible for any damage done to my computer by any slanderous reporting tomorrow. Thank you, (b) (6) owner of

(b) (6)

Ticket: # 4305223 - Spectrum equipment issues

Date: 10/15/2020 1:07:37 PM

City/State/Zip: Dothan, Alabama 36301

Company Complaining About: Spectrum

Description

Consumer has continued to loose service in the middle of the night.

This issue has been going on for some time and he has complaint previously about it.

Consumer wants the service to work as it should and wants a new set top box instead of a refurbished one.

CTR404-phone

[Ticket: # 4310065 - Directv won't cancel service when asked](#)

Date: 10/17/2020 9:21:50 AM

City/State/Zip: Hazel Green, Alabama 35750

Company Complaining About: AT&T

Description

I called Directv/At&t on Wednesday October 14 to cancel my service with them. I was told that my service could not be cancelled right now because I was in the middle of a billing cycle. They think people are stupid because the real reason they didn't cancel my service was because they wanted to charge me for a full month. I was told that the service would not be cancelled until November 1 because my billing cycle ends on October 31. Those are unethical business practices if someone wants to cancel their service the company should not make keep the service so they can collect more money instead of prorating the service. You also can cancel anything without calling customer so they can talk you out of cancelling your services.

Ticket: # 4310083 - Biased Reporting Benefitting Biden Campaign

Date: 10/17/2020 9:35:28 AM

City/State/Zip: Decatur, Alabama 35603

Company Complaining About: AT&T

Description

WHNT TV this morning had a very biased report on the Hunter Biden laptop story. The report was critical of points that are actual fact. This was an obvious story benefiting the Biden presidential campaign. The story didn't actual cover the important findings of the story, just criticized it. The talking head delivering the story was Lauren Harsen. The news program was at 6AM 10.17.2020.

Ticket: # 4311656 - UVERSE DOESN'T WORK

Date: 10/18/2020 7:51:55 PM

City/State/Zip: Tarrant, Alabama 35217

Company Complaining About: AT&T

Description

NEVER USE ATT THEY LIE TO YOU. WHEN YOU PROVE THEY ARE WRONG THEY DON'T WANT TO FIXX THE PROBLEM. BACK ON 10/10/2020 MY ATT UVERSE WENT OUT. I SPOKE TO LINDA TO PLACE A NEW ORDER FOR A BOX THAT WAS CANCELLED. ATT CLAIMS I CANCELLED THE BOX. I SPOKE TO JILL ON 10/17/2020, WHO PROMISED A NEW BOX WOULD BE DELIVERED TODAY ON 10/18/2020. NO BOX WENT BACK ON AND PROMISED AGAIN ANOTHER BOX WOULD BE SHIPPED TO ME. I TOLD THEM I DIDN'T WANT A NEW BOX I WANTED A TECH OUT MONDAY AND FIX THE ISSUE. WE KNOW ITS THE BOX. THEY TOLD ME THEY CAN'T COME OUT TO REPLACE THE BOX IF SO A 99 DOLLAR FEE. AFTER I HAVE BEEN LIED TO TWO DIFFERENT TIMES. I WAS TOLD IF I WAS HAPPEN TO CALL 1-877-574-8832. THIS IS 6:39 PM CST. I CALLED AND WAS CLOSED THE PERSON ON THE CHAT WAS LIKE CALL TOMORROW.

Ticket: # 4322884 - Billing issues

Date: 10/23/2020 3:15:35 AM

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

Company Complaining About: Comcast

Description

I have called and called about my bill. I asked for my services to be turned off and they continued to bill me . I started service with another company and they where aware of it, but did not do what was told about disconnecting my services. Now I am having a hard time reaching out to someone to fix my bill. The representatives are lying to me and giving me wrong numbers and they are just going back and forward. I have tried to get this fix since the beginning of September and no one is trying to correct it. I am being told to contact this person and that person and so on. I was lied to prior to getting this service. My security system was not even installed right. This is beyond stressful! I am trying and it is like they do not care about you . I am being told that it will get fixed or it is being investigated..only to call back and be told a different lie. This is not right! I asked Xfinity nicely to disconnect my services because I could not longer pay that much due to covid and I was not working. I was told ok and they apologize fore leaving but did not do what I asked (which was to cancel my service). Xfinity representatives verified that I made the call in July 2020 and I also put in a request to transfer my home phone. I am tired of dealing with them. Some of the customer service representatives are very rude and disrespectful.

[Ticket: # 4325953 - Inappropriate commercials](#)

Date: 10/24/2020 3:14:49 PM

City/State/Zip: Huntsville, Alabama 35803

Description

Watching "What On Earth" S1E1 with our grandson when two phone sex commercials came on (

Ticket: # 4326180 - Enrollment in autopay without consent

Date: 10/24/2020 7:52:54 PM

City/State/Zip: Minneapolis, Alabama 55409

Company Complaining About: AT&T

Description

In May and October I made changes to my channel lineup and on both occasions I was enrolled in autopay without my consent. I was recorded to give consent at no time was I made aware of my enrollment in autopay. I consented to the changes of my channel lineup. When I called I was told that I did enroll and was refused a refund of my money.

Ticket: # 4327660 - ATT issues

Date: 10/26/2020 11:45:48 AM

City/State/Zip: Bay Minette, Alabama 36507

Company Complaining About: AT&T

Description

- The consumer said they hit her Credit card 2 times.
- One for \$100 and the second for \$120.
- She feels like they are charging her for the equipment that was returned.
- They gave her all week to response but till this day, has not responded.
- She called the credit card to dispute the charges.
- She wants ATT to leave her alone and refund the charges because she doesn't owe them anything.

CTR-382

Ticket: # 4328199 - TV Billing

Date: 10/26/2020 1:49:40 PM

City/State/Zip: Theodore, Alabama 36582

Company Complaining About: Dish Network

Description

Consumer has Dish Network. Consumer is stating that he reached out to the provider to get a lower price on his package. He stated that they did give him a lower price for two years, but they have been raising the discounted price continually in the last 8 months. He also stated that they had him signed up for the service protection each month with out his authorization. Resolution: He wants a rebate for the 8 months that they raised the price on his package. He would like the price to go back to the original price that they quoted him for the two years, and he would like the service protection taken off his bill.

CTR406-phone

Ticket: # 4339467 - WOW Communications Billing

Date: 10/30/2020 2:01:32 PM

City/State/Zip: Dothan, Alabama 36303

Company Complaining About: Wow

Description

The consumer has cable service with WOW.

He has been trying to contact them and during COVID-19 the office is close.

When contacting them the call center transfers him to a different area and they don't return his calls except one time when he would at a doctors appointment and he re scheduled a call with them.

He would like to talk about bill to find a way to reduce his bill.

Please contact him.

He would like a direct number for them for the future.

CTR-415

Ticket: # 4340223 - Overcharged

Date: 10/30/2020 5:11:01 PM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: AT&T

Description

I have tried to reason with ATT regarding my promotional discount that expires on November 6. Instead, today, I received a bill for the full amount (\$148.45) without a discount (past bills were \$121.00). They will not discuss a discount until after the 6th of November. I feel they are charging me unfairly and will not.....discuss with me via chat or phone.

Ticket: # 4346175 - directv failing to deliver service that we are paying for

Date: 11/3/2020 7:51:59 AM

City/State/Zip: Athens, Alabama 35611

Company Complaining About: Directv

Description

We just upgraded devices with DTV. It did fine for 2 weeks now we keep having error saying you TV does not support this program's content protection. Error has to do with HDCP. I understand the reason for content protection but this is keeping us from viewing content that we are paying for. This started with new equipment and the 4k content is the reason we upgraded but now we are constantly having to reboot both TV and DTV receiver to get it to play. I have bought a new cable- no better and, DTV is not willing to help. They should provide service paid for.

Ticket: # 4355692 - Lou Dobbs of Fox News

Date: 11/6/2020 11:21:35 PM

City/State/Zip: Fayette, Alabama 35555

Company Complaining About: Spectrum

Description

Lou Dobbs is broadcasting suggestions to President Trumps supporters, asking them to " surround Philadelphia and make their presence known". This is NOT journalism, its election interference. Lou is entitled to his opinions but inciting people to commit criminal activities is too much. He is not entitled to incite anyone to do anything, he has all the power of Fox News, which legitimizes his words to less informed viewers. Fine him or tank him off the air, its a shameful behavior that is not helping a supposed peaceful process.

Ticket: # 4358679 - DishTV/DirecTV Billings

Date: 11/9/2020 3:00:30 PM

City/State/Zip: Anderson, Alabama 36207

Company Complaining About: Dish Network

Description

(b) (6) subscribed to DishTV in 2014

She had just paid her bill and her TV started to flash

The flashing signet said DirecTV instead of DishTV

She now have DirecTV she did not subscribe too.

She called and tried to get her bundle account situation clear.

Ticket: # 4359901 - AT&T/DirecTV Auto Renew Redirecting Calls to Sales

Date: 11/9/2020 8:56:24 PM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: Directv

Description

On or about 06/09/2019, I signed up for DirecTV/AT&T Internet while at Sam's Club in Daphne, AL, 36526. The DirecTV representative related that I would receive a gift card for Sam's Club along with NFL Sunday Ticket viewing as part of the contractual agreement. After some controversy, I was able to receive the promised NFL Sunday Ticket, but I did not know, nor was I advised, that I had to specifically call DirecTV to cancel NFL Sunday Ticket or I would be automatically billed for the next season, 2020, Auto-Renew, a charge of over \$300. As such, I was contractually compelled to pay the fee but then called DirecTV at 844-758-8654, which is the number given upon logging into my AT&T account on their website. The information given by AT&T relates: ". . . Packages automatically renew and you'll be billed each season at the price then in effect unless you call 844-758-8654 to cancel before the new season. No refunds will be given after the season starts."

Upon calling the listed number, I was greeted by a person representing themselves as a DirecTV representative. I then related that I wanted to cancel the "auto renew" for NFL Sunday Ticket for the next billing season. The DirecTV representative then proceeded to high-pressure sell an insurance package for my existing DirecTV equipment, stating that I was leaving myself open to expensive repairs and was already overpaying for the equipment. After repeatedly relating that I was not interested in any equipment insurance and that I purpose of the call was to only cancel the auto-renew for the upcoming NFL Sunday Ticket season, and after giving my requested personal information, I was finally advised that the employee did not work for DirecTV/AT&T, and that his job was only to sell equipment insurance. The employee also related that I must have dialed the wrong number. As such, I hung-up and redialed the number listed on my AT&T online account and was again connected to a person who initially represented themselves as a AT&T representative, and again attempted to sell me equipment insurance. After sternly confronting the person as to whether they worked for AT&T and whether they could cancel the "auto-renew" on my billing, I was informed that they do not work for AT&T/DirecTV and can only sell DirecTV equipment insurance. At that time, I called a different contact number for AT&T and confirmed that I was actually speaking with an AT&T Employee who was able to cancel the auto-renew. I also advised the employee that the number given on the AT&T online account is being routed to persons who are representing themselves as AT&T Employees, but are only attempting to sell DirecTV equipment insurance. I was given the confirmation number of (b) (6) concerning the call. A screen-shot of my account with the number listed confirms that the number was given.

Ticket: # 4360208 - Election Tampering by Media at Massive Scale

Date: 11/9/2020 9:42:58 PM

City/State/Zip: Birmingham, Alabama 35235

Description

By making very early calls on the election the media, Fox news, CNN, MSNBC, ABC, CBS, et. al. have caused incredible harm to the confidence of our electoral process.

Claims that a candidate won a state on the east coast, while people were still in line in other time zones may have caused people to give up on their vote. Worse yet, these media networks made declarations that Joe Biden had won before votes had even been counted. Even going so far as to express frustration that the people didn't simply accept their declaration that they had overthrown the legal process.

This has caused great harm to those of us who faced ridicule for waiting to hear the official results from the electors.

Please investigate these networks and ensure that the people never have to face this kind of electoral interference again.

Thank you.

Ticket: # 4360642 - 2020 Election

Date: 11/9/2020 10:52:13 PM

City/State/Zip: Birmingham, Alabama 35242

Description

I want to file a claim against every news outlet that falsely claimed Joe Biden is the President Elect. News outlets can't make that call! They do not hold the legal authority.

– Label advocacy and commentary.

– Never deliberately distort facts or context, including visual information. Clearly label illustrations and re-enactments.

They commit these atrocities and so much more!

Ticket: # 4360710 - 2020 Election

Date: 11/9/2020 11:00:59 PM

City/State/Zip: Birmingham, Alabama 35242

Description

Neil Cavuto CUT AWAY from the Trump campaign press conference claiming that the network cannot continue to air her "false claims" in "good conscience." HE is the moral authority! We need the information!

[Ticket: # 4360861 - News lying about 2020 President](#)

Date: 11/9/2020 11:22:28 PM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: Mediacom

Description

Joe Biden is not the president yet every station including CNN and Fox continue to perpetuate this lie.

Ticket: # 4360956 - News Media falsely reporting false information on election 2020

Date: 11/9/2020 11:34:29 PM

City/State/Zip: Plantersville, Alabama 36758-0001

Description

I am reporting news media stations are reporting false and misleading information on the 2020 election, by reporting Joe Biden as the President Elect. This is NOT TRUE. Media are not allowed to report this a fact when it has not been certified by any states as yet, states are still counting votes and there are legal cases pending for recounts of several states. There has been no final certification on who won the presidential election & their reporting is causing people to be mislead which can be dangerous. MSNBC, CNN, FOX NEWS N, ABC NBC CBS and others all reporting false information. We request you take action to stop this and any punishments required for propaganda spreaders.

[Ticket: # 4361137 - Calling election results before certified](#)

Date: 11/10/2020 12:01:44 AM

City/State/Zip: Madison, Alabama 35756

Company Complaining About: AT&T

Description

I'm appalled that so many networks have been calling Biden present elect when so many states haven't certified and when so many legal battles are pending. With already so much censorship from the news and social media...it seems obvious to there is a big agenda. I'd like to formally complain against the major news networks like Foxnews, CNN etc

Ticket: # 4361300 - President elect

Date: 11/10/2020 12:32:41 AM

City/State/Zip: Fairhope, Alabama 36532

Company Complaining About: AT&T

Description

It is not the duty of the media to determine who the president elect is. Especially in an election that is so close in the results and we are seeing more reports of system "glitches". Any news media declaring a victor in this election has committed egregious fraud against the American people.

Ticket: # 4361385 - Falsely calling an election

Date: 11/10/2020 12:53:53 AM

City/State/Zip: Northport, Alabama 35475

Company Complaining About: Directv

Description

Fox, CNN , MSNBC, AP, etc called the election for Biden when clearly it was not over. Also, will not or very delayed naming states for Trump. This is election interference and biased reporting.

Ticket: # 4362019 - Fox News is Declaring Biden President Elect

Date: 11/10/2020 8:19:59 AM

City/State/Zip: Headland, Alabama 36345

Company Complaining About: Comcast

Description

Fox news is willingly disseminating false news that Joe Biden is president-elect. The media has no authority to make such a claim. This determination is made by the states. This is leading to panic and is meant to silence free speech and influence political officials and voters.

Ticket: # 4362168 - False reporting and intentionally withholding news

Date: 11/10/2020 9:15:14 AM

City/State/Zip: Jasper, Alabama 35503

Company Complaining About: Spectrum

Description

We have a right to know what is happening with the election fraud. Fox cnn npr and others are falsely reporting the outcome of the election.

[Ticket: # 4362423 - False claims](#)

Date: 11/10/2020 10:20:27 AM

City/State/Zip: Athens, Alabama 35613

Description

Fox, CNN, MSNBC, and CBS news outlets are falsely claiming Joe Biden as President Elect. Not all 50 states have certified their election results. The press does not determine the results of an election.

Ticket: # 4363693 - Broadcasting false information

Date: 11/10/2020 1:36:56 PM

City/State/Zip: Birmingham, Alabama 35243

Description

Multiple networks including ABC, NBC, CBS, CNN, MSNBC, and Fox News are misusing freely provided bandwidth to broadcast false information claiming Joe Biden has been elected the next President and is currently the President- Elect. Until the Electoral College votes on Dec. 14, 2020 and the Congress certifies that vote in January 2021, or until SCOTUS says the results are final, then any claims that Joe Biden is President-Elect are false. Networks may PROJECT that they believe Biden is the likely President-Elect but that is not what they are depicting. They also are making multiple claims that allegations of voting fraud are “without evidence” despite over 50 sworn affidavits and other evidence that has been filed with SCOTUS and multiple state courts. Please demand these networks STOP making these false claims and/or prohibit them from misusing US airwaves.

Ticket: # 4364319 - False claims

Date: 11/10/2020 3:19:55 PM

City/State/Zip: Birmingham, Alabama 35235

Company Complaining About: Spectrum

Description

The media has zero right to announce to the world That the call has been made on the results of the elections. I do not care what side you are on the people deserve transparency!!! When media you depend lies and give false or misleading information, it hurts and confuses everyone. If no law was broken, you should have no problem giving the proper time to give accurate suits. The court system deserves much!

[Ticket: # 4365785 - News media being biased](#)

Date: 11/10/2020 9:13:31 PM

City/State/Zip: Decatur, Alabama 35603

Company Complaining About: Charter

Description

The news media is willfully telling untruths about the President.
They also tell only one side of a story!

Ticket: # 4368080 - False Contact Info

Date: 11/11/2020 9:42:35 PM

City/State/Zip: Hunstville, Alabama 35806

Company Complaining About: Spectrum

Description

I contacted Spectrum Customer support immediately after receiving an email stating I opened an account on August 27, 2019. I also called them to inform them that my email address was attached to an account. To date, the only response I received from them is that (1) they'll note it on the account and (2) that I was reporting the problem to the wrong party within their company. I have continued to receive emails with promotions and just a couple days ago, I received an email stating that my account was past due. I have never been a customer or TW/Spectrum/Charter. I would like official notification that my info has been removed from their account along with a list of any companies, individuals, or organizations that my contact info may have been provided or sold to since they were notified that this information was not correct and that I have never been a customer.

Ticket: # 4368145 - loud commercial

Date: 11/11/2020 10:30:11 PM

City/State/Zip: Gallant, Alabama 35972

Description

The commercial listed below has been very loud over the last few days. It's at least three times louder than the program volume.

Ticket: # 4369029 - Sling Tv

Date: 11/12/2020 12:24:50 PM

City/State/Zip: Ardmore, Alabama 35739

Company Complaining About: Dish Network

Description

Sling TV, in the LG TV App store, does not have an exit application option. The app is always running on my TV even after opening another app. Sling TV developers have not developed an option to close the app, so it always runs in the background of the TV, using internet data & valuable TV RAM. When I turn on my TV, the Sling TV app always opens with no way to close it. It has literally tried to take over my TV. I have submitted my complaint with Sling TV with no resolution or feedback. For people who don't have unlimited internet data or top of the line LG products the Sling app will always rob them of their device performance, data and RAM.

Desired Resolution: Repair the Application

Desired Outcome:

The developers of the Sling TV app, need to fix the issue with an "Exit Application" button like all other streaming services that are available, to prevent LG personal devices being hijacked by the Sling TV app.

Ticket: # 4370428 - Commercial that is way too loud

Date: 11/12/2020 5:55:19 PM

City/State/Zip: Brownsboro, Alabama 35741

Description

We are having trouble with a commercial's volume in the Huntsville, Al area broadcast by MeTV. All that we would like is the volume be reduced. While watching shows at a normal volume this commercial comes on and instantly has everyone scrambling for the remote.

Ticket: # 4377133 - Turning T.V. service of without it being 30 days last due.

Date: 11/16/2020 7:05:30 PM

City/State/Zip: Tuscumbia, Alabama 35764

Company Complaining About: Comcast

Description

Made a payment on October 25th. A new bill was generated on the 25th of October as well. Comcast turned my service off on November 16th saying it's over 30 days past due. It's not past due 30 days until November 25th. I was told it was a mistake and would be turned back on, but was not. I made a payment arrangement for the 23rd of November and it was accepted by Comcast automated service. This is wrong to charge for 30 days off service and not get that service. By law in not required to pay in advance for service not yet recurred. I need to file a report on Comcast please.

Ticket: # 4377418 - billing issues for TV internet phone service

Date: 11/16/2020 10:10:43 PM

City/State/Zip: Hoover, Alabama 35244

Company Complaining About: Spectrum

Description

I have been trying to resolve billing issues for september october and now november . Have called spectrum billing dept on 4 seperate occasions 10-9 10-19 10-28 11-12 and it is still not resolved to my satisfaction. Have spoken w/ 2 different supervisors- mistake was spectrum's but they blamed Mellon Bank their bank. Have encured numerous late fees from their mistake (s) have also filed a complaint w the Better Business Bureau.

[Ticket: # 4378013 - Propaganda and false narratives put out by TV](#)

Date: 11/17/2020 11:06:15 AM

City/State/Zip: Elberta, Alabama 36530

Description

Why are all of the news media allowed to continue to spout propaganda and bullshit to fit their narrative against President Trump. These goons don't call the election. This has gone on since he was elected president. And this isn't just fox news. That's who I just happened to be watching. It's ALL news stations except OAN and Newsmax.

Ticket: # 4385059 - TV News Reporting False Information

Date: 11/19/2020 6:54:24 PM

City/State/Zip: Mentone, Alabama 35984

Description

All of the main stream media outlets, NBC, CBS, ABC, CNN, Fox, etc., have falsely reported Joe Biden as President-elect. Until Electoral College votes he is not thus any reference to Biden being President-elect is blatantly false.

Ticket: # 4391278 - Local Channels for Dish Network in Zipcode 36274

Date: 11/23/2020 4:02:53 PM

City/State/Zip: Roanoke, Alabama 36274

Company Complaining About: Dish Network

Description

Our area is currently assigned Atlanta GA as our local channels on Dish network. The Atlanta stations don't cover our area for news, weather, or sports. In addition, the Atlanta stations do not cover Alabama Politics. We reside in Alabama. On our non local stations like Discover, Food Network, and Cooking Channel, we are getting political ads for the Senate runoff elections in Georgia. WE would like to change our local channels to the Birmingham, AL market or the Columbus, GA market. The Columbus market does cover parts of Alabama south of our location, but better than none.

[Ticket: # 4391822 - Illegal broadcasting](#)

Date: 11/23/2020 6:15:22 PM

City/State/Zip: Huntsville, Alabama 35806

Description

CNN, FOX News, and others are illegally calling Joe Biden the "President-Elect", when, in fact, the electoral college has not yet met to determine the next President. Please take action to stop the spreading of this dangerously false reporting by networks that is causing material harm and damage to the country.

Ticket: # 4393054 - Unsuccessful in reaching Comcast Billing Department to speak to representative.

Date: 11/24/2020 12:43:28 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

Comcast failed to process my payment for check written September 26, 2020 in the amount of \$192.79. I placed "stop payment" on this check on October 27, 2020. I received my next statement from Comcast in the amount of \$386.24 which was for the past due payment, which was paid on 9/26/20 and they failed to process, and the next month's payment. They also charged me a \$10.00 late payment fee. I paid \$386.24 on October 27, 2020. My upcoming statement now includes a \$30 returned payment fee for the check I stopped payment on which they located and processed over a month after it was written. Comcast needs to credit my account in the amount of \$40. The error was their mistake for not processing my check for payment written September.26, 2020. I should not have been charged a \$10.00 late payment fee or the \$30.00 returned payment fee.

Ticket: # 4398396 - Outrageous Pricing

Date: 11/27/2020 3:17:53 PM

City/State/Zip: Mobile, Alabama 36618-1415

Company Complaining About: AT&T

Description

Promotion on service which was provided to me was due to expire in the month of November. They tell you to call back when the promotions expire. After several attempt to get promotion added back to the account, each call I make CSR tell me they have no promotion at this time and sent me a outrageous bill.

[Ticket: # 4400366 - Jimmy Swaggart Ministry SBN TV & Radio](#)

Date: 11/29/2020 1:04:17 PM

City/State/Zip: Princeton, Alabama 35766

Description

Pastor Endorsing current President

[Ticket: # 4403652 - service billing](#)

Date: 11/30/2020 9:15:28 PM

City/State/Zip: Toney, Alabama 35773

Company Complaining About: Mediacom

Description

My "promotional" rate has expired or ended on a package that was quoted. I was never told there would be an increase and now they have magically added six months to a service contract agreement that was never signed. I had to call 5 times to get the initial quoted rate and charged \$2.00 for each call and they were the ones screwing up on their end turning off channels. I want to hear the recorded phone call in regards to this "change". They will not even provide a copy of their contract

[Ticket: # 4403932 - Election coverage](#)

Date: 12/1/2020 8:18:45 AM

City/State/Zip: Prattville, Alabama 36066

Company Complaining About: Wow

Description

America's media continues to report false stories. And continues to not report news-worthy stories. Former VP Joe Biden is just that. Former VP. He is not president elect. Reporting such gives a wrong narrative.

Also, there are election fraud cases going on throughout America that are not being covered.

Other stories not being covered in the Hunter's laptop story. Joe Biden trouble in Ukraine.

Stop being liberal and report all news. The vast majority of Americans are conservative

Ticket: # 4404003 - NASCAR Indecency Complaint

Date: 12/1/2020 10:00:37 AM

City/State/Zip: Albertville, Alabama 35951

Description

From: (b) (6)

Date: November 30, 2020 at 7:40:07 AM EST

Subject: Indecency Complaint against NBC regarding F-word during NASCAR Xfinity 500

Reply-To: (b) (6)

NBC needs to be fined for being irresponsible.

I urge the FCC to hold NBC network accountable. An FCC indecency fine is in order for NBC not safe-guarding viewers.

On Sunday, November 1, 2020, NASCAR driver Chase Elliott won the Xfinity 500 Martinsville 2020 Playoff Cut Race and afterwards celebrated with his race team. At approximately 4:58 p.m. CT, one team member yelled "H-ll Yeah!" and shortly thereafter, another team member clearly yelled "F - k Yeah!" NBC purposely allowed the broadcast of indecent language on network television.

NBC needs to be more responsible and should always have a five-second delay on all live coverage to protect families. Since NBC was careless and irresponsible by airing the f-word, the FCC should issue the network an indecency fine immediately.

A video copy of this broadcast can be provided to you by onemillionmoms.com.

Sincerely,

J [redacted]
[redacted]
[redacted]
[redacted]

[Ticket: # 4406505 - Inappropriate language](#)

Date: 12/1/2020 11:42:54 PM

City/State/Zip: Brierfield, Alabama 35035

Description

Vulgar language on ABC's Jimmy Kimmel shown is rude, offensive, and totally needless. He should be fined and be required to publicly apologize

Ticket: # 4408624 - Refund

Date: 12/2/2020 5:35:07 PM

City/State/Zip: Midland City, Alabama 36350

Company Complaining About: Comcast

Description

My brother paid the wrong cable bill. He thought my service was with Xfinity Comcast but it's with Spectrum. He called Xfinity only gave zip code and phone number and it ended up taking \$279.22 off of my card. I've been calling for a whole month for my refund and keep getting the run around. At first I was told the money would be refunded back at the end of the week. I called the next week and was told it was under investigation. Called the next week and it was confirmed that I didn't have an account with them and the investigation was over to call the refund department the next morning. When I called the refund department I was told it's still under investigation.

Ticket: # 4409077 - Failure to report news

Date: 12/2/2020 8:12:10 PM

City/State/Zip: Refused, Alabama 36891

Company Complaining About: Assurance Wireless

Description

I am trying to find out why the news outlets are not required to provide the actual news. When the President of the United States speaks to our nation (not rally's) it is NEWS. Yet cnn,msnbc, cbs,nbc, abc, and fix fail to report it in full. They need to be required to report the news rather than their opinion. Specifically the networks which use the airwaves owned by We The People need to be required to report the news. Why are they not required to do this? When will you force them to do so or pull their license and use if our airwaves?

Ticket: # 4410497 - Nexstar Dish Dishpute

Date: 12/3/2020 1:12:54 PM

City/State/Zip: Frisco City, Alabama 36445

Company Complaining About: Dish Network

Description

I am tired of being collateral damage in the dispute between Dish and Nexstar. I have lost my local CBS affiliate, WKRG. Every year we lose access to local channels, that I pay for, so it is all on one tv, a nd one system. This is ridiculous. No cares about the customer anymore.

Ticket: # 4411391 - Dish Network Nexstar Dispute

Date: 12/3/2020 4:14:15 PM

City/State/Zip: Ohatchee, Alabama 36271

Company Complaining About: Dish Network

Description

Consumer needs his Channel 42 local news back.

These are free channels that should be available to consumers.

If they are having a dispute that is there issues don't put the consumers hostage.

That is there only means of the news including weather and getting information on tornadoes.

Something needs to be done.

CTR-415

Ticket: # 4412212 - CBS station off

Date: 12/3/2020 8:28:06 PM

City/State/Zip: Altoona, Alabama 35952

Company Complaining About: Dish Network

Description

Once a year we watch Alabama football. The LSU game is a rivalry. This year dish has took CBS off. I pay for these channels to be there. I am a very upset consumer who paid for a service and it was not rendered.

Ticket: # 4412481 - Xfinity

Date: 12/3/2020 11:34:13 PM

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Comcast

Description

Was told I could do a self install on my internet and cable box. I was on the phone for over an hour after asking for a supervisor due to them wanting to charge me \$70 for an issue that was not my fault, was hung up on they did call back I immediately asked for a supervisor again and miraculously the modem came online. I was told to give my cable box time to boot and it should work. The next night it was still not working so I called tech support again after 45 minutes of being on the phone I asked for a supervisor the agent informed me that there would be no charge for a technician to come out, then I jumped to \$40, I asked for a supervisor again then It went to \$70, then again I was told there would be a charge of \$30 for a technician to come out. All the while asking for a supervisor and am proceeded to be informed there were no supervisors on duty at the time. I asked for her agent ID which she refused to give and the corporate number, that turned out to be the regular customer service number

Ticket: # 4412498 - Biased News Reports

Date: 12/3/2020 11:54:23 PM

City/State/Zip: Dadeville, Alabama 36853

Description

The mainstream media is no longer unbiased or reliable. They have blatantly attacked, misrepresented and maligned the US President and those who support him. Important stories that clash with the radical left wing agenda of the filthy rich media moguls in control are not being investigated, and if reported at all, underreported. I'm furious that "our" public airways are being used to manipulate trusting Americans. Is there no accountability?

Ticket: # 4416530 - IFC Commercial Volme

Date: 12/6/2020 5:38:36 AM

City/State/Zip: Northridge, Alabama 70124

Company Complaining About: AT&T

Description

The Volume changes significantly on IFC during commercials. It always happens. I normally wouldn't care but at night when a commercial comes on it nearly wakes the neighbors it's so high. Please Help!

Ticket: # 4421378 - Station

Date: 12/8/2020 12:44:18 PM

City/State/Zip: Harford, Alabama 36344

Company Complaining About: Abc, Channel 18

Description

Consumer is stating that he is not getting a signal from the station and it goes out all the time. this is channel 18 ABC. He has called the station at least 8 or 9 times. He has called today, 12/8. He is stating that the stations signal went out on a friday morning and did not come back on all weekend. When he calls the station they do not know that the signal goes out.

CTR406-Phone

Ticket: # 4425459 - Ads scrolling across bottom of screen. Message from CBS of losing programming.

Date: 12/9/2020 4:32:50 PM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: Directv

Description

1. On Dec 3, 2020 at *:25pm & 9:25pm (also other times) were ads scrolling across bottom of screen promoting other tv programs. I PAY to watch tv programming UNINTERRUPTED during the shows. Commercials were created for this purpose! Direct TV says they can't/won't do anything about it!! If CBS is going to run ads across my programming then they should PAY ME to advertise on what I am paying for!

2. There is currently a message scrolling during some programs, one is FBI, during Primetime programming shows that says, "Dish is denying you WHNT News 19. You have lost the SCE Championship and this week's Tennessee Titan's game. CBS Primetime shows, local news and weather from News 19 and more... Call 800-333-3474 and demand Dish return WHNT News 19 today!"

I am NOT PAYING Direct TV for them to THREATEN me with losing local programming!! I PAY Direct TV to run on my tv all local shows daytime and nighttime. I have not and will not call that phone number to complain. Hence my complaint to you.

Ticket: # 4425547 - FOX TV is not available at this time on Direct TV.

Date: 12/9/2020 4:49:48 PM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: Directv

Description

If I tune to WZDX / FOX TV all I see is white snow with a message that says to visit: tvpromise.com for more info and how to watch in alternative ways!!!

I PAY Direct TV to bring ALL LOCAL programming into my tv. That is the agreement we have. Other stations are not set in stone to be included in your package programming as some are added and some are taken away as Direct TV so chooses. Local programming is considered / set precedence ABC, NBC, CBS. FOX AND CW. I expect to receive viewing of these channels whenever Direct TV is broadcasting. I am NOT getting what I am PAYING for at this time!!

[Ticket: # 4432969 - Hulu commercial volume](#)

Date: 12/13/2020 9:02:12 AM

City/State/Zip: Huntsville, Alabama 35802

Description

Hulu commercial volume is significantly louder than the programs. All commercials, not just specific ones.

Ticket: # 4433818 - Tv news

Date: 12/13/2020 11:34:49 PM

City/State/Zip: Fayette, Alabama 35555

Company Complaining About: AT&T

Description

I live in Alabama not Mississippi don't know anything about that state. We didn't know who to vote for. A storm hurt my son but Mississippi stops new at stateline. If i live in Alabama why should we vote don't know because Mississippi tell who run in Mississippi. I have a copy of FCC it say we are to get channel wbrc 6 and Birmingham channel 13 but we still don't them

If bad weather comes thru here again we get hurt again I will SUE AT&T FCC. You need to tell Steve Marshall next time ppl in this 4 county's want be voting for him or anybody. I had Birmingham News because we live in Alabama but don't know anything happens. I'll take this to our US Senator Richard Shelby then the Supreme court. Because we are Alabamians we need to know the new for the state we live in. Remember no votes from this 4 courtys Lamar county Pickens county Marion county Franklin county. We the ppl in these countries are not beinging treated right and another if we can't see Alabama news why pay taxes here we will at next commission meeting Who reads these you live in Alabama and you get Alabama news know what going. Now itsnot fair to us tax paying ppl can't get Alabama news amd we will not vote trust us ya'll down in Montgomery will see

Ticket: # 4433827 - Tv news

Date: 12/13/2020 11:39:07 PM

City/State/Zip: Fayette, Alabama 35555

Company Complaining About: AT&T

Description

I live in Alabama not Mississippi don't know anything about that state. We didn't know who to vote for. A storm hurt my son but Mississippi stops new at stateline. If i live in Alabama why should we vote don't know because Mississippi tell who run in Mississippi. I have a copy of FCC it say we are to get channel wbrc 6 and Birmingham channel 13 but we still don't them

If bad weather comes thru here again we get hurt again I will SUE AT&T FCC. You need to tell Steve Marshall next time ppl in this 4 county's want be voting for him or anybody. I had Birmingham News because we live in Alabama but don't know anything happens. I'll take this to our US Senator Richard Shelby then the Supreme court. Because we are Alabamians we need to know the new for the state we live in. Remember no votes from this 4 courtys Lamar county Pickens county Marion county Franklin county. We the ppl in these countries are not beinging treated right and another if we can't see Alabama news why pay taxes here we will at next commission meeting Who reads these you live in Alabama and you get Alabama news know what going. Now itsnot fair to us tax paying ppl can't get Alabama news amd we will not vote trust us ya'll down in Montgomery will see

[Ticket: # 4434097 - cable provider \(Spectrum\) programming interruptions in middle of programming not commercial breaks](#)

Date: 12/14/2020 10:32:56 AM

City/State/Zip: Guntersville, Alabama 35976

Company Complaining About: Spectrum

Description

Spectrum has recently begun breaking into programming on Fox News when it is not a normal commercial break. This only happens on Fox News and never at a regular break. It happened twice this morning and several times yesterday. Spectrum should be required to stop this practice!

Ticket: # 4435964 - Roku & Spectrum

Date: 12/14/2020 6:37:56 PM

City/State/Zip: Chelsea, Alabama 35043

Company Complaining About: Roku & Spectrum

Description

On 12/11/20, at the recommendation of Spectrum Customer Service and with our research, we purchase Roku boxes for each our four televisions. Created a new Roku account on 12/12/20 and tried to find the Spectrum TV app on 12/13/20. Even though Roku website and Spectrum website stated that they worked together, I found out after spending over three hours that Roku removed the Spectrum TV channel from their store. I don't know if Walmart will accept the returned electronic devices and Roku has stopped taking phone calls due to COVID. I was unaware that COVID could be spread through the use of a phone. I have sent an email to Roku but they only said to contact Spectrum. They ignored my question about returning their useless boxes which were falsely advertised as working with Spectrum TV App/Channel per their website on 12/13/20. I have contacted Spectrum and they have stated it was Roku issue because they would not agree to the terms of a new contract. This holding out for a better contact is becoming a regular occurrence and the customers are the one who are being punished. I feel like a parent between two screaming children. I have replied to the email from Roku to see if they will provide a return authorization number and shipping address for a full refund.

Ticket: # 4436307 - Unfair Billing

Date: 12/14/2020 10:16:21 PM

City/State/Zip: Mobile, Alabama 36618-1415

Company Complaining About: AT&T

Description

I filed a complaint lesser than a month ago against ATT U verse. The matter was not resolved. In order for me to have the internet, I had to discontinue my phone and cable service in order to get a plan that I could afford to pay.

The person who handle the complaint passed me over to someone who didn't care if I had service or not..

Ticket: # 4443348 - AT&T Service Issues

Date: 12/17/2020 5:58:13 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

- The consumer is calling for her friend, (b) (6)
- She is deaf
- She states they are trying to reach AT&T
- She has a bundled package
- She states they are charging her
- She states they do not have any service
- The consumer wants credit for not having services
- She also wants her services established

CTR405-phone

[Ticket: # 4446082 - Fox not being shown on AT&T Universe](#)

Date: 12/19/2020 12:22:43 AM

City/State/Zip: Harvest, Alabama 35749

Company Complaining About: AT&T

Description

Fox is being paid millions to show football games and because either Fox or Tegna (or both) is being greedy, I can't watch. I am paying AT&T money for a channel I am not getting.

Ticket: # 4446099 - TEGNA

Date: 12/19/2020 12:49:03 AM

City/State/Zip: Elkmont, Alabama 35620

Company Complaining About: Directv

Description

TEGA and DirecTV are arguing over contract issue over Fox54 TV Station and I wonder if y'll would them put channel back on and I think they are jacking prices we have been with DirecTV for 22 years I was if y'll could put stop to it thanks

Ticket: # 4446110 - dish network

Date: 12/19/2020 12:56:47 AM

City/State/Zip: Wrrrior, Alabama 35180

Company Complaining About: Dish Network

Description

i am being charged for local channels,but dish network is in a dispute with nexstar,the local cbs provider.end this dispute

Ticket: # 4448804 - CBS TV

Date: 12/21/2020 3:23:22 PM

City/State/Zip: Eastaboga, Alabama 36260

Company Complaining About: Dish Network

Description

I have had three different Company's over the years and all have had problem with contracts with CBS TV. (First) Cable-one, (Second) Direct TV, (Third) Dish TV, I would like the FCC to look into there bargaining with these. Each time we lose coverage and then the price go's up. No other company is doing this that I see.

Ticket: # 4452176 - Bill overcharge

Date: 12/23/2020 12:48:02 PM

City/State/Zip: Heflin, Alabama 36264

Company Complaining About: AT&T

Description

Directv-AT&T has overcharged me on my bill and they will not let me pay the bill that i really owe which is Around \$85. I have 3 transcripts from agents on chat that shows how much i owe them.

[Ticket: # 4453231 - Broadcast over air television](#)

Date: 12/23/2020 8:04:51 PM

City/State/Zip: Huntsville, Alabama 35802

Company Complaining About: Cbs

Description

Interruption of broadcast signals from over the air broadcast stations

[Ticket: # 4453363 - Showing armed forces in a negative lessons](#)

Date: 12/23/2020 10:33:35 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

On the show, "I can see your voice", they show veterans and non - military members in uniform as though they are active duty. In addition, they often show these "characters" as talentless hacks.

Ticket: # 4455986 - Dish Network Channel Availability

Date: 12/28/2020 11:27:40 AM

City/State/Zip: Woodland, Alabama 36280

Company Complaining About: Dish Network

Description

- Lives in Alabama and Dish Network will not let him have any Alabama station.
- only able to receive local station from Georgia - Randolph county - 10 miles further west the people can receive the Montgomery - Anniston - Birmingham
- need to know what is going on in Alabama especially during voting time.
- consumer would like to have his local station in Alabama since he lives there and not Georgia.

CTR395—phone

Ticket: # 4459393 - False Election Reporting

Date: 12/29/2020 6:16:44 PM

City/State/Zip: Scottsboro, Alabama 35768

Description

“It is against the law for tv networks to knowingly report false news. CNN, Fox, & others are reporting that Joe Biden is the, quote, “President Elect.” This is not true because a legal election winner has not been declared by official election authorities. Authorities have not made this announcement and states have not certified their votes. Please take action to prevent networks from spreading this dangerous false information, which does material harm and damage to the country. Thank you.”

Ticket: # 4461473 - Comcast Fraudulent Account

Date: 12/30/2020 9:06:34 PM

City/State/Zip: Woodville, Alabama 35776

Company Complaining About: Comcast

Description

Comcast opened a fraudulent account with my SSN in someone else's name and address. It has since gone to collections on my credit report. I have provided Comcast with proof of residence for the period requested. I need my credit report corrected immediately.