

02/19/2013 CableOne

1314 North 3rd ST  
Phoenix, AZ. 85004

Customer "Service",

Recently, I have been receiving messages about data overages for the month of January. According to your methods of calculating such things, I used 90.72GB OVER my 100GB allocation of usage. I spoke to one of your representatives about this "usage" and was directed to <https://myaccount.cableone.net/MyBandwidth4.aspx> where I saw a chart showing my usage numbers. At that time, approximately 11:30AM CST, I had a usage figure of about 238MB for the period 2/19/2013 to 2/20/2013. Now, at 3:17PM CST, that number is amended to 4268MB. That is 4000MB in about 4 hours.

My internet usage rarely varies from day to day, as I am almost always online. But now, in 2013, it has suddenly become a billable problem to the tune of \$.50/GB. As I am unable to monitor my usage in 2012, or 2010, I am puzzled. If I am billed for "overages" as if this is some cellular data plan, or something, why am I not rewarded for NOT even making it to an amount that requires warning? Cell phone carriers have "rollover" plans for their customers. You, on the other hand, have only punitive arrangements for yours. I have been in communications since rotary telephones, and I have never heard of anything so asinine.

Do you people want customers, or do you want competition? Would you rather have people who pay for satisfactory service with little to no complaints, on time, or would it please you more to have people contacting the FCC, the Department of Commerce, news outlets, and making all manner of PR issues for you? I am not threatening you, by no means. But I am letting you know that this is unsatisfactory, and I am not the kind of person who sits idle if I feel abused. Right now, with the issues I have presented to you, I feel abused.

Please understand this, I have to know if my "obligatory period is completed with you, because I intend to find service more suitable to my needs. I will not be bullied by a cable company. I was an engineer/designer for TCI cable in the 80s. They were, at the time, the largest MSO in the country. They were that until they started to fleece their customers. AT&T/Bell Systems were the largest telecommunications company in the world, until they started mistreating their customers. Yes, they are still in business, but do you see how small they are now in comparison? It happens all of the time to companies, and people, who began to feel "needed", absolutely necessary. Then the loss of perspective causes a loss on the bottom line. It happens.

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