JohnGarziglia ▼   **Check Status**

Consumer Help Center

REQUEST #696841

AT&T BLOCKING SELECTED DATA CONTENT ON LOW COST PLANS

JohnGarziglia   Tuesday at 11:32

This complaint concerns AT&T blocking certain data content on its prepaid "GoPhone" plan which offers voice service for 10¢/minute, Nationwide Messaging for 20¢/text message, and Data at a Pay Per Use rate of 1¢/5 KB.

My AT&T account number is ▯ Redacted ▯. I signed up for this AT&T plan with a prepaid amount of $100 in January, 2014 and prepaid another $100 in January, 2015.

Between January, 2014 and approximately November 16, 2015, AT&T provided the contracted-for services. Commencing as of approximately November 17, 2015, however, AT&T is blocking certain data content.

My AT&T plan is used in an automobile monitoring system device for my 2011 Tesla Roadster called OVMS (see attached description titled "OVMS Module for 2.x Tesla Roadsters" from https://www.openvehicles.com/node/32 Opens a New Window.). OVMS uses a GSM SIM card with SMS messaging and a GPRS data plan.

The AT&T service is a GSM service with a GPRS data plan (see the attached web page "AT&T Our Mobile Broadband and GSM Technology" from http://www.wireless.att.com/learn/why/technology/mobile-broadband-and-GSM.jsp Opens a New Window.).

From January, 2014 until November 17, 2015, AT&T provided data service to my account. Attached are the last three months of usage showing daily transfers of data until November 16, 2015 with amounts of data and cost of the data (see files with names " Redacted _Total Usage - Voice, Text, Data [dates]").

As of November 17, 2015, AT&T blocked data content from the OVMS device. I have not received data from that device through today's date (December 8, 2015). My AT&T account is prepaid, current and up to date (see attached account web page titled "Go Phone" showing the balance on my account of $78.93).

I am not the only OVMS user against whom AT&T has blocked certain data content. A forum of Tesla Roadster owners who likewise have OVMS have a number of AT&T customers who have similar complaints (see the thread "OVMS blocked on low-cost AT&T plans" at http://www.teslamotorsclub.com/showthread.php/57127-OVMS-blocked-on-low-cost-AT-T-plans Opens a New Window.). The data blocking appears to be based upon AT&T's attempt to force OVMS users to more expensive plans that offer far more data than an OVMS user would ever use.

One OVMS user reports that: "[b]ottom line is that AT&T isn't allowing anything other than WAP (old bare-bones mobile web) data on these low-cost accounts. The best [AT&T] could do for me is move me to an account at $2.00/day (only charged on days when voice or SMS text messages are used), with a $1.00/day data package (with an allowance of roughly 6,000 times what is needed for OVMS), and she kicked in a $45.00 credit so we could test it." (see http://www.teslamotorsclub.com/showthread.php/57127-OVMS-blocked-on-low-cost-AT-T-plans?p=1248062&viewfull=1#post1248062 Opens a New Window.).

I do not wish to be forced by AT&T to pay for a more expensive plan than is needed for OVMS. I am seeking to continue to use the AT&T plan that I paid for in advance, and that AT&T continues to offer to the public, for use with the Tesla Roadster OVMS device.

AT&T is selling data transmission. I am paying for that data transmission. AT&T should not be allowed to block that data transmission based upon the content of that data.

- ○ 📎 OVMS Module for 2.x Tesla Roadsters.pdf Opens a New Window. (100 KB)

- ○ 📎 AT&T Our Mobile Broadband and GSM Technology.pdf Opens a New Window. (90 KB)

- ○ 📎 Redacted Total Usage - Voice, Text, Data_11_8_2015_12_8_2015.pdf Opens a New Window. (7 KB)

- ○ 📎 ⎯ Redacted ⎯ Total Usage - Voice, Text, Data_10_9_2015_11_7_2015.pdf Opens a New Window. (10 KB)

- ○ 📎 ⎯ Redacted ⎯ Total Usage - Voice, Text, Data_9_8_2015_10_8_2015.pdf Opens a New Window. (10 KB)

- ○ 📎 ⎯ Redacted ⎯ Total Usage - Voice, Text, Data_8_8_2015_9_7_2015.pdf Opens a New Window. (10 KB)

- ○ 📎 Go Phone.pdf Opens a New Window. (200 KB)

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Attachments, browse to attach a file ☁ Add file or drop files here

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JohnGarziglia submitted this request

Internet Issues
Open Internet/Net Neutrality

Your Internet Method
Wireless

Company Name
AT&T

Company Name (Other)
—

Account Number
Redacted

First Name
John

Last Name
Garziglia

Address 1
Redacted

Address 2
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