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Due Date: 06/23/2016

Serve Date: 05/24/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/992476>

Subject: ON DEMAND

Tags: availability_tv cable_tv carrier_response_pending no_filing_on_behalf other pennsylvania

Email: jreeder s518@yahoo.com

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0065357-01

First: John

Last: Cooney

Address: 266 Pin Oak Rd

City: Stroudsburg

State: pennsylvania

Zip: 18360

Phone where to be contacted: 570-242-2437

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

Lucille Danjuma (FCC Complaints)

May 24, 1 23 PM

Private note

Please use the Macro called "Closure Response to FCC" when you are ready to respond. To view instructions on how to respond see <https://us-fee.box.com/how-to-respond>.

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

JreedersS18

May 21, 10:36 AM

Jreeders518 was not signed in when this comment was submitted. [Learn more](#)

I pay a monthly fee for digital service. For this, I receive "On Demand". This service is currently only partially available. The cable Company, Blue Ridge Communications, Claim I receive this service for free. When I said I pay an additional \$18.00 to receive it, they responded, yes that's why you get it free. ??? In addition, they have not proactively reached out to their customers. So it is, if you notice it, we'll give you five bucks, if not, don't worry about it.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk](#).

Ticket # 992476
Status Open
Requester Jreeders S18
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a screenshot from FCC Complaints. Delivered by Zendesk

May 27,2016

Lucille Danjuma
Consumer Complaints
Serve Ticket#992476
Last Name: Cooney

Dear Lucille Danjuma,

Mr. Cooney's complaint is he pays a monthly fee for digital service and with that service he receives "On Demand", which is only partially available. He also states that we, Blue Ridge, has not proactively reached out to customers about this issue.

We are currently experiencing technical issues with our On Demand service. Although Mr. Cooney pays for digital television channels, many shows available to watch on demand are free. The technical issue causes shows not to be updated in a timely manner. At this time, we are working hard with our partner that provides the content to get this issue resolved and bring our On Demand service up to date. Content is being added daily and the process of getting all content loaded and up to date will be completed as soon as possible. On May 20, 2016, Mr. Cooney was given credit on his account in the amount of \$5.00 for this inconvenience.

Many of the shows are available to watch online and on a mobile device using Blue Ridge GO. Customers must have a My Blue Ridge username and password to use this service. We know this is not the same as being able to watch it on your television, but it is an alternative option to see many of the shows that may not be available on demand. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. John Cooney

