

[REDACTED]

Subject: FW: Serve ticket#: 2425807 Last Name: Hardeen

Click here to open your copy of this message

Due Date: 06/07/2018
Serve Date: 05/08/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2425807>

Subject: Blue Ridge Cable Communications in PA - Monopoly & Overpriced Services

Tags: availability_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable Communications

Account #: [REDACTED]

First: [REDACTED]

Last: Hardeen

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

orlando ardon (FCC Complaints)

[REDACTED]

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-fcc.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.

A Hardeen

REPLY TO EMAIL

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

Besides their internet services pricing being outrageous, their basic cable services state 25 channels in lineup but contain numerous duplicate channels. In reality, its more like 18 channels and this is unacceptable. Why should consumers be forced into using this provider and laws preventing larger cable companies to compete in the same market to offer better rates/services?

Lookup: www.brctv.com

Why can't the government/state allow more providers into PA to keep Blue Ridge in check?!

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

Ticket # 2425807
Status Open
Requester A Hardeen
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

May 8, 2018

Orlando Ardon
Consumer Complaints
Serve Ticket#2425807
Last Name: Hardeen

Dear Orlando Ardon,

Mr. Hardeen states in his complaint that he feels the internet service pricing from Blue Ridge is outrageous. He also feels that having duplicate channels on the channel lineup he has a subscription for is unacceptable. He would like to know how the state or government can allow more providers into Pennsylvania.

Blue Ridge offers different levels of pricing for cable, high speed internet, and digital telephone service. When customers bundle their cable service with high speed internet and/or digital telephone service, customers receive additional discounts on these services. Bundled discounts are available to all of our customers. Our service is reliable, our internet is faster, we have free access to WiFi Hot Spots, we are a local company, and we offer free service calls. We feel our pricing is competitive when you factor in all the benefits the customer receives.

Blue Ridge Communications does not have a monopoly in Monroe County. Mr. Hardeen can choose between television providers such as DirecTV or Dish Network. According to www.broadbandnow.com, Mr. Hardeen can choose among internet providers such as Verizon or Hughes Net. Blue Ridge does not prevent other cable companies from serving the East Stroudsburg area. Any cable company can apply for a franchise and provide service.

To explain the duplicate channels on Mr. Hardeen's lineup, we are able to provide regional and local programming for his area. The regional programming he receives is from the New York market area and the local programming is from the Wilkes-Barre/Scranton market area. Although some regional programming may be duplicated, Mr. Hardeen receives unique local news and unique regional sports programming from each market area. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Angelo Hardeen

PH*610 826 2551

FX*610 826 7626

email*brc@ptd.net