"lease type your reply above this ine

Due Date: 02/10/2016 Serve Date: 01/11/2016

Link to Ticket: https://fcctest.zendesk.com/aqent/tickets/745371 Subject: Premium prices for minimal broadband service Tags: cable_internet cams_oi/nn_transparency carrier_response_pending no_filing_on_behalf o speed_internet Email: yukiyonqdi@qmail.com Method: - -\$sue:- -Number subject to complaint:

1

Company Name: Other Company Name: Penntel Data aka Blue Ridge Cable Account #: s58600541275651 First: Yang Last: Yongdi Address: 4 Ashburn Drive City: East Stroudsburg State: pennsylvania Zip: 18301 Phone where to be contacted: 646-784-1685 Filing on Behalf of Someone: No Relationship : First Name: Last Name: Serve Status: carrier_response_pending

Tickehformation:

Cynthia Baringtine (FCC Complaints)

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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 <u>https://us-fee.box.com/how-to-respond</u>.

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.

Yukiyongdi

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Yukiyongdi was not signed in when this comment was submitted. Learn more

Blue Ridge Cable (AKA Penntel Data) serves my residence in East Stroudsburg, PA. I pay \$67 a month for a connection that gives me a 2mb upload speed and a I3mb download speed.

This company runs a monopoly in the area as they have no competitors in terms of broadband. Penntel Data is apparently just a couple of Wall Street carpetbaggers who are taking advantage of consumers in a severely financially depressed region of the state.

They offer no discounts, or apologies for their lack luster service.

By comparison, RCN of Long Island City NY (an area with 2.5 times higher cost of living) offers a 15mb upload and 50 mb download speed broadband connection for \$50. They are competitive because customers can choose between them, Time Warner and Verizon FIOS.

With Penntel Data there is no other choice.

Something needs to be done so that residents can connect to the modern services offered across the United States internet for an affordable and reasonable price.

Penntel Data is taking advantage of consumers in their market.

You are an agent. Add a comment by replying to this email or view ticket in Zendesk.

Ticket #745 371StatusOpenRequesterYukiyongdiCCs-GroupBlue Ridge CommunicationsAssigneeJeff CrandallPriority-TypeTicketChannelWeb Form

This email 1s a service from FCC Complaints. Delivered by Zendesk

January 27, 2016

Cynthia Baringtine Consumer Complaints ServeTicket#745371 LastName: Yongdi

Dear Cynthia Baringtine,

Mr. Yongdi's complaint is that Blue Ridge Communications is a monopoly in his area in terms of broadband and no discounts are offered for service.

Customers in the East Stroudsburg area can choose high speed internet service from providers such as Verizon, Frontier, NCN Data, Ironton Telephone, Dish Network, or HughesNet. We do not prohibit other cable companies from serving Mr. Yongdi's area. Any company can apply for a franchise and provide service. Our service is reliable, our internet is faster, we have free access to Unleashed WiFi Hot Spots, we are a local company and we offer free service calls. Our pricing is competitive when you factor inall the benefits the customer receives.

Customers receive discounts for high speed internet once they subscribes to television service. The discounts can be up to \$15.00 with this subscription. Mr. Yongdi is currently an internet only customer, so therefore discounts is given. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon Blue Ridge Communications

Cc. Yang Yongdi