

"lease type your reply above this ine

Due Date: 02/10/2016

Serve Date: 01/11/2016

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Link to Ticket: <https://fcctest.zendesk.com/agent/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@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

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

Ticket Information:



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

**Ticket #** 745371  
**Status** Open  
**Requester** Yukiyoungdi  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form

This email is a service from FCC Complaints. Delivered by [Zendesk](#)

January 27, 2016

Cynthia Baringtine  
Consumer Complaints  
Serve Ticket#745371  
Last Name: 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 in all the benefits the customer receives.

Customers receive discounts for high speed internet once they subscribe 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

