

Subject:

FW: Serve ticket#: 3399962 Last Name: Anderson

From: FCC <consumercomplaints@fcc.gov>

Sent: Monday, July 22, 2019 10:07 AM

To: Crandall, Jeff <jcrandall@pencor.com>

Subject: Serve ticket#: 3399962 Last Name: Anderson

##- Please type your reply above this line -##

Due Date: 08/21/2019

Serve Date: 07/22/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3399962>

Subject: Cable company fees

Tags: billing_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: Anderson

Address: [REDACTED]

Address 2:

City: Bushkill

State: [REDACTED]

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:

Lois Neely (FCC Complaints)

Jul 22, 10:07 AM EDT

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.

Randerson6

Jul 18, 12:31 AM EDT

Randerson6 was not signed in when this comment was submitted. [Learn more](#)

Apparently Blue Ridge Cable has been paying Saw Creek Estates in Pike County a franchise fee to allow operation within the gated community. Now Blue Ridge does not want to pay the fee (supposedly some \$73,000 a year) and is passing the fee onto residents of Saw Creek who subscribe to their cable service. Effectively having subscribers pay for the right to have cable. Given this it's time Saw Creek let other cable companies break the monopoly that Blue Ridge enjoys, or at least make Blue Ridge stop passing this fee onto their customers.

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

Ticket # 3399962
Status Open
Requester Randerson6
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

July 23, 2019

Lois Neely
Consumer Complaints
Serve Ticket#3399962
Last Name: Anderson

Dear Lois Neely,

Mr. Anderson's complaint is that Blue Ridge has been paying Saw Creek Estates a franchise fee to allow operation within this gated community. Now, Blue Ridge has decided to no longer pay this fee and pass it onto the residents of Saw Creek Estates. He feels that it's time Saw Creek lets other cable companies to provide service in his community and break the monopoly or, at least, make Blue Ridge stop passing this fee onto its customers.

Franchise fees are annual fees charged by local governments to television companies as payment for using public property it owns as right-of-way for its cable. These fees are permissible pass-through fees, but not a tax or charge mandated by the government. These fees are assessed on cable services. Telephone and high speed internet services are exempt from this fee. The federal Cable Act authorizes cable operators to collect from customers the full amount of franchise fees paid to local governments. Mr. Anderson's franchise authority, Middle Smithfield Township, has elected to charge a 5% franchise fee. Private developments sometimes also charge Blue Ridge a fee to use their private rights-of-way. Saw Creek Estates, where Mr. Anderson resides, chose to charge Blue Ridge a fee of 5% of cable service revenue. Previously Blue Ridge absorbed the costs charged by Saw Creek Estates, but escalating programming costs prohibit us from continuing to do so.

Blue Ridge does not have a monopoly or prevent any cable company from providing service in the Bushkill area. Any cable company can apply for a franchise and provide service. Mr. Anderson can choose between providers such as DirecTV and Dish Network. Our service is reliable, our internet is faster, we have free access to Unleashed Wi-Fi hotspots, we are a local company, and we offer free service calls. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Robert Anderson

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net