

#3409888 Dropping of 4 channels by Blue Ridge Communications Palmerton, PA

Submitted Received via Requester
 July 22, 2019, 7:40 PM Web Form Bjehudson6 [REDACTED]

Status Type Priority Group Assignee
 Open - - Blue Ridge Communications Jeff Crandall

Complaint Internal Status Carrier Serve Due Date Carrier Serve Date Company Name
 Carrier Response Pending Aug 22 Jul 23 Other
 Company Name (Other) TV Method TV Issues First Name Last Name
 Blue Ridge Communications Cable Availability [REDACTED] Estell
 State Zip Code Phone (where you can be contacted) Account Number
 Pennsylvania [REDACTED] [REDACTED] [REDACTED]
 Address 1 City Filing on Behalf of Someone Contacted Company About Issue
 [REDACTED] [REDACTED] No Yes
 Relationship to Company
 Current Customer

Bjehudson6 Jul 22, 7:40 PM

We were notified on July 6, 2019 by postcard that Blue Ridge is dropping effective Aug 1, 2019 WCBS New York, WNBC NY, WCBS Philadelphia, and WCAU Philadelphia. These are 4 of the top 5 stations that we watch. I was told that it is due to overlapping. I assumed it was a monetary decision. We have had these stations for years with no problems. What has changed?? We've been told about FCC laws, but not told of any new laws. Are there any? We were told also that there could be future rate increases, but again we had NO say in this decision. Seems like 'the powers that be' don't know or care about their viewers.

We were told also that we will still have Scranton- Wilkes Barre stations. There is NO comparison to the New York and Philadelphia stations. Meanwhile we have thousands of commuters that travel each day to New York City from our immediate area. Those stations are a lifeline for us for daily news and cultural/educational activities. Since we are equidistant from both cities, a large number of people also tune into Philadelphia. We should be able to make that choice. It seems that someone is out of touch with the population of our area. I just don't understand how this can even be legal or allowed.

orlando ardon Jul 23, 6:08 PM

Internal 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.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 30, 2019

Orlando Ardon
Consumer Complaints
Serve Ticket#3409888
Last Name: Estell

Dear Orlando Ardon,

Mr. Estell's complaint is that as of August 1, 2019 Blue Ridge is removing WCBS-New York, WNBC- New York, WCBS- Philadelphia, and WCAU- Philadelphia from his channel lineup. These are four of the top five stations that he watches. He assumes that the removals are a monetary decision, and he would like to know what has changed. He says he was told about FCC laws, but not told of any new laws. He feels that Blue Ridge customers had no say in the decision to remove these channels. Mr. Estell states he was told that where he lives is part of the Wilkes-Barre/Scranton area, but he feels those channels do not compare to the New York and Philadelphia stations. He feels that these stations are a lifeline for daily news and cultural/education activities since he lives equidistant from both major cities.

The number one complaint Blue Ridge receives is that our prices are too high. In an effort to control increasing programming costs, on August 1, 2019, Blue Ridge is changing its channel lineup in the Cresco area by eliminating substantially duplicate out-of-market channels and repositioning others. Monroe County, where Mr. Estell resides, is designated as the Wilkes-Barre/Scranton market, so Blue Ridge must carry the Wilkes-Barre/Scranton broadcast stations.

Customers in this service area are not losing NBC or CBS programming. Customers will receive NBC and CBS programming on WBRE (NBC) and WYOU (CBS). Primetime and daytime programming will remain the same on the in-market channel. Removing the duplicate out-of-market channels left room for repositioning other channels to offer a better variety. Programming costs are our number one expense which gets passed on to our customers. Removing duplicate programming helps limit future price increases. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Bruce Estell

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net