

#3441202 Internet billing

Submitted Received via Requester
 August 5, 2019, 12:06 PM Web Form Jessica Jordan <jomojordan@outlook.com>

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

Complaint Internal Status	Carrier Serve Due Date	Carrier Serve Date	Company Name	Company Name (Other)	Internet Method	Internet Issues	
Carrier Response Pending	Sep 5	Aug 6	Blue Ridge Communication	Other	Cable	Billing	
First Name	Last Name	State	Zip Code	Phone (where you can be contacted)	Address 1	City	Filing on Behalf of Someone
Jessica	Jordan	Pennsylvania	18466	272-219-9234	5610 Pembroke Dr.	Tobyhanna	No
Internet Billing Sub Issue	Contacted Company About Issue	Relationship to Company					
Taxes/Fees/Surcharges	Yes	Current Customer					

Jessica Jordan Aug 5, 12:06 PM

- Consumer is having billing issues with her provider.
- She is being charged for months they did not have service.
- Consumer claims the bill was supposed to be \$127 and now it's close to \$1300.
- The provider claims it is 'overage charges.'
- On the 7/4/19 they shut the service off but continue to bill her.
- Consumer would like all the overage charges to be removed.

CTR404-phone

Jessica Jordan Aug 5, 1:15 PM

These bills reflect the high overage charges that I get regularly. I would like the overage charges permanently removed from my account or give me a business account that does not have overage charges so my five children could attend cyber home school program with out worry of internet cutting off. Lastly, please wave the reconnection fee and connect back the wires at the pole. Thanks a lot for your help and understanding

Jomo Jordan

Sent from Mail<https://urldefense.proofpoint.com/v2/url?u=https-3A__go.microsoft.com/fwlink_-3FLinkId-3D550986&d=DwIF-g&c=v0h0omCe9IAUGr4gAQ02Fw&r=DE9ErmM0NKpVuFyWcoK0o3fwwIGdV4oHG44gYf3vY&m=95Bz4wx3ZcQUOccKjPRaiH9VG_3a4MuhCKNpKIG5wr> for Windows 10

Arminta Henry Aug 6, 12:31 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/complaininotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Support Software by Zendesk



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

August 7, 2019

Arminta Henry
Consumer Complaints
Serve Ticket#3441202
Last Name: Jordan

Dear Virgie Ingram,

Ms. Jordan's complaint is that she is having billing issues with Blue Ridge. She claims she is being charged for months she did not have service. She says her monthly rate should be \$127.95 per month but now it's close to \$1,300. She says on 7/4/19, Blue Ridge shut off the high speed internet service but has continued to bill her. Her requested resolution is for Blue Ridge to remove all of the overage charges she has incurred.

Ms. Jordan has been incurring data overage charges as far back as 1/22/16. Our residential high speed internet service has had bandwidth allowances for over ten years. Blue Ridge offers six different levels of internet service, all with different bandwidth allowances. When these data limits are exceeded, Blue Ridge charges \$10 for every additional 50GB of data used. Information regarding the high speed internet speeds, including bandwidth usage allowances, can be found in the Open Internet Disclosure Statement on our website. Customers can monitor their data usage by logging into their My Blue Ridge accounts. Customers can also sign up to receive text message alerts for when data allowances are equal to or exceed 75% usage of the current month's billing cycle. Ms. Jordan does have a My Blue Ridge account, and she is a subscriber to receive text message alerts for her data usage.

Ms. Jordan currently subscribes to our 500Mbps package. This provides up to 500Mbps download and up to 15Mbps upload speeds. The data allowance for this package is 1.5TB (1,500GB) per month. Some examples of how much data her package provides per month are:

- 750 hours of HD Streaming Video OR
- 18,000 hours of streaming music OR
- 90,000 hours of online gaming

Ms. Jordan used an average of 2TB (2,000GB) of data from January 2019 to July 30, 2019. This means that Ms. Jordan's average usage exceeded her data allowances by 500GB+ each month. As of January 2019, the average usage for Blue

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email•brc@ptd.net



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18071

Ridge's 200,000 high speed internet customers is 206.95GB. So in comparison, Ms. Jordan uses approximately ten times more data than an average user. Only 1% of all customers use over 2000GB of data per month.

Ms. Jordan's monthly service rate for the high speed internet service is \$127.95 per month. The reason Ms. Jordan does not see this service rate on the monthly billing statement is because of the overage fees she has incurred when the data limit has been exceeded. Notes on Ms. Jordan's account show that she has contacted Blue Ridge regarding her account balance and data usage. The notes also show that she was granted promise to pay extensions in the past. The last promise to pay note shows that she would make a payment on 7/3/19 in the amount of \$749.80. However, no payment was made to her account. The last posted payment to Ms. Jordan's account was on 4/22/19 in the amount of \$166.73. This payment was applied to an account balance of \$621.63, leaving the account past due in April 2019. Since Ms. Jordan's account was disconnected on 7/4/19, her account received service credit from 7/4/19 to 8/22/19. The amount of service credit received was \$208.99.

Blue Ridge's highest internet speed offering is for speeds up to 1000Mbps (1GB) download and up to 40Mbps upload. This speed will provide 2TB of data per month. The cost for this service is \$145.95 per month. Although the cost of this service is \$18 more per month, by upgrading to this speed could help alleviate some data overage charges.

Ms. Jordan has been billed correctly for all of the data overages she has incurred. We feel a billing adjustment for all of her data overage charges is not warranted for this situation. In order for service to be reconnected, Ms. Jordan must pay her full balance of \$1,070.61 plus a reconnection fee of \$54.95. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Jessica Jordan

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