

Langdon, Jeff

Subject:

FW: Serve ticket#: 1765056 Last Name: Kowey

From: FCC [<mailto:consumercomplaints@fcc.gov>]

Sent: Monday, July 31, 2017 11:43 AM

To: Crandall, Jeff

Subject: Serve ticket#: 1765056 Last Name: Kowey

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

Rebuttal Due Date: 08/14/2017

Rebuttal Serve Date: 07/31/2017

REBUTTAL

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1765056>

Subject: Persistent price increases with no options for switching

Tags: billing_internet cable_internet carrier_rebuttal_response_pending current_customer internet_billing_service_charges no_filing_on_behalf other pennsylvania rebuttal_review_needed yes_contacted_company

Email: rbkowey@gmail.com

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0173761-02

First: Richard

Last: Kowey

Address: 16 Thornton Ct.

City: Souderton

State: pennsylvania

Zip: 18964

Phone where to be contacted: 215-740-3446

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_rebuttal_response_pending

Ticket Information:

Mary Izzard (FCC Complaints)

Jul 31, 11:43 AM EDT

Private note

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

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

Rbkowey

Jul 22, 7:47 AM EDT

Dear Colleague,

I am requesting that this complaint remain open for the following reasons:

To date since the complaint was served on the company, I have received no direct contact for fact-finding or resolution. This implies that the provider has dismissed my complaint without any sensitivity to the specific situation.

Before submitting our complaint on June 8, I spoke with a representative named Kathy from the the company. She assured me that there would be no change to my service rate after I had expressed concern for the continuous rate increases. She promised that my rates would not increase. However, on the next bill, they did increase despite the promises. This implies a lack of credibility in the information provided by representatives.

In July, a second fee increase in one year was tendered with no documentation for the increase. Other cable providers in the past have provided back up information for the increases and do not implement multiple increases each year. This shows these fee increases are unreasonable and capricious.

Since July of 2015, the fees for the same service provided by the company rose from \$59.99 to \$79.04 increases two times per year. The increases have been excessive and frequent, and the company has been inflexible and arrogant in addressing the situation. This arrogance is demonstrated by the supplier not contacting us on this specific complaint.

On the basis of these above points, I request re-opening of this complaint and forcing the supplier to address the situation directly with us for resolution.

Thank you for your kind consideration and promotion of competitive, professional service by cable and

internet providers.

Best Regards,
Richard B. Kowey

Tierra Martin (FCC Complaints)

Jul 21, 4:57 PM EDT

Hi Richard,

Your Ticket No. 1765056 was served on your carrier for its review and response.

Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed.

We appreciate your submission and help in furthering the FCC's mission on behalf of consumers.

Jeff Crandall (FCC Complaints)

Jul 20, 9:02 AM EDT

Private note

Please see our response and attachment.

Attachment(s)

[FCC Consumer Complaint- Richard B Kowey- Serve Ticket#1765056.doc](#)

Tierra Martin (FCC Complaints)

Jul 13, 4:35 PM 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.

Rbkowey

Jul 9, 8:01 AM EDT

Dear Colleague,

I would like to add that the frequent, baseless increases have totaled over a 38% increase over a two-year period. In June, I contacted the company, and the representative assured me there would be no further increases to my plan this year, and my recent bill reflected the second increase in a one year period.

The lack of competition and regulation of Blue Ridge has enabled its arrogance and inflexibility in dealing with existing customers who have no other viable options besides expensive satellite or useless dishes in mountainous areas.

Blue Ridge has failed to follow through on promises and has set frequent increases without notice that are excessive and baseless.

Thank you,
Richard B. Kowey

Rbkowey

Jul 8, 10:18 PM EDT

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

Provider has no viable competition in the area and persists with price increases multiple times per year despite promises that fees will remain the same and no notice given in advance. In addition, no competitive special plans have been offered to current customers for over two years. Please bring competition to the area, so that we have viable options besides expensive satellite internet or dish plans that don't work well in mountainous areas.

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

Ticket # 1765056

August 2, 2017

Mary Izzard
Consumer Complaints
Serve Ticket#1765056 (Rebuttal)
Last Name: Kowey

Dear Mary Izzard,

In response to Mr. Kowey's complaint, we did respond to him directly by mailing a copy of our response dated, July 18, 2017, to his residence. This same letter was also submitted on line to the FCC. In the letter, we explained our position and reasons for our rate increases.

In reference to his concerns from when he called on July 8, 2017, Mr. Kowey received a rate increase notification that stated the increase would begin on July 1, 2017. This notification was mailed to him on June 2, 2017. A copy of the billing statement with the rate increase letter is attached. As stated in our last response, we informed all internet customers that the speeds have doubled and the data allowances have increased. This was a business decision made to meet our customers' needs based on the increased bandwidth usage and their expectations of the high speed internet service.

We can never promise that our rates will not increase. We do not control programming costs or know what upgrades will be needed to keep up with the bandwidth demand of our customers. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Richard B. Kowey



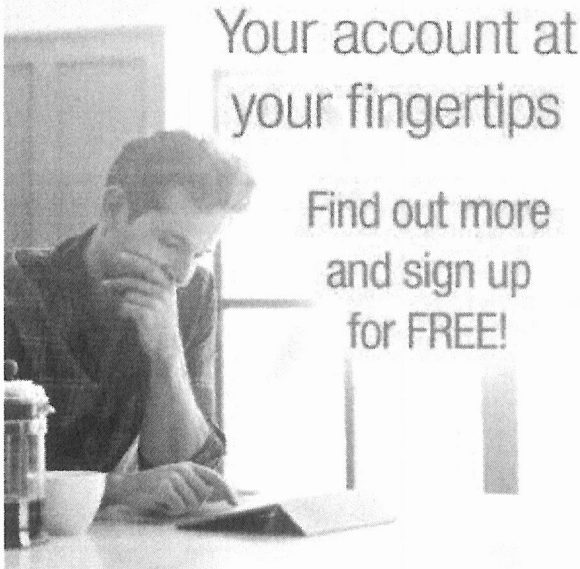
Pocono Summit Office:
 2551 Route 940, Pocono Summit, PA 18346
 (800) 464-9333, (570) 839-3550
 Hours: Mon-Fri 8:00am - 5:00pm; Sat 9:00am - 1:00pm
 Call Center: 24 hours/7 days a week 800-CABLE-77

www.brctv.com

Account Name: **Richard Kowey**
 Account #: 0173761-02
 Service Address: **0173761-02**

Billing Date	Due Date	Total Amount Due
6/02/17	6/23/17	\$77.04

MY BLUE RIDGE
 brctv.com/my-blue-ridge



STATEMENT SUMMARY(06/14-07/13)

Current Charges	75.39
Taxes & Fees	1.65
Total Current Charges	77.04
Balance at Billing	0.00
TOTAL AMOUNT DUE	77.04

SEE STATEMENT DETAILS STARTING ON REVERSE SIDE

THANK YOU FOR BEING OUR CUSTOMER

We appreciate the opportunity to provide you with the best value in cable entertainment. If payment is not received by the due date, a late fee of \$3.00 may be charged. If your telephone account is the only account that is late, the late fee is .0125% of the unpaid balance.



Account #: 0173761-02

Due Date	Total Amount Due	Amount Enclosed
6/23/17	\$77.04	

PAY ONLINE

View and pay your cable bill online with My Blue Ridge at www.brctv.com

Check here to pay by credit card (Please fill out reverse side)

Please make check payable to BRC and remit, along with any correspondence, to:

28570 1 AB 0.400
 *****AUTO**ALL FOR AADC 190 076765 17989 147



BRE LNU



RICHARD KOWEY

0173761-02
 0173761-02

BLUE RIDGE COMMUNICATIONS
 PO BOX 316
 PALMERTON PA 18071-0316



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07120010010173761020000077049

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to find out about our services,
manage your account online,
answers to commonly asked questions
and more.

Statement Details

BALANCE		
5/02	Previous Balance	77.04
5/18	Payment - Thank You!	77.04 CR
Payments received after 6/02/17 will appear on your next bill.		

TOTAL BALANCE AT BILLING DATE 0.00

CABLE SERVICES (06/14-07/13)		
Broadcast Basic	30.94	
1 Additional Basic Outlet @ 0.50 each	0.50	
Total Cable Services	31.44	

HIGH SPEED INTERNET SERVICE (06/14-07/13)		
High Speed Internet - G5	43.95	
Total High Speed Internet Service	43.95	

TOTAL SERVICE CHARGES 75.39

TAXES AND FEES * (06/14-07/13)		
FCC User Fee	0.08	
Tobyhanna Township Franchise Fee	1.57	
<small>Franchising Authority: Tobyhanna Township PO Box 880 State Ave Pocono Pines PA 18350 Tel: 570-646-1212 CUID# PA1160</small>		
<small>* These fees are permissible pass-through fees, but not a tax or charge mandated by the government.</small>		

TOTAL TAXES & FEES 1.65

Pay your bill online and manage your payment methods, see recent activity on your account, view your last 12 billing statements and choose our paperless billing option when you sign up for your **FREE My Blue Ridge** account at **www.brctv.com/my-blue-ridge**.

ONE-TIME CREDIT CARD PAYMENT AUTHORIZATION

CREDIT CARD TYPE (please check one)

NAME AS IT APPEARS ON CREDIT CARD:

[Grid for name input]

CREDIT CARD NUMBER

[Grid for credit card number input]

EXPIRATION DATE

[Grid for expiration date input]

SIGNATURE: _____

DATE: _____

I hereby authorize my financial institution to charge my credit card account in the amount of my monthly Blue Ridge Communications bill and send that amount to Blue Ridge Communications on or about my billing due date. I agree that this charge to my account shall be the same as if I had signed a check to pay my bill.



Dear Customer:

Internet access is an integral part of all of our lives and the consumption of data and need for speed has increased dramatically over the years. Almost every household has multiple Internet enabled devices (smartphones, laptops, tablets, smart TVs and gaming systems) consuming massive amounts of data and challenging network capacity. In anticipation of these needs, we have invested millions of dollars into network and speed improvements.

Here are just some of the enhancements we will be making in the next couple of months or have made over the last year to your high speed internet experience:

- Coming soon - doubling our download speeds on our most popular speed tiers (all areas to be done by September, 2017)
- Coming soon - increasing our upload speeds (all areas to be done by September, 2017)
- Coming soon - we will be rolling out super-fast DOCSIS 3.1 - starting with a 350 Mbps download speed
- Coming soon - a new in home Wi Fi mesh system to give you the best in class Wi Fi experience
- We've increased our data allowances

Enhancing and maintaining our network and technology is costly and yet our rates for high speed internet service have remained unchanged since 2009. Adjusting prices is not something we take lightly and for the past 8 years we've worked hard to control our costs so that we could provide you with fast and reliable Internet. While we continue to do everything we can to control our costs, we find it is necessary to adjust prices for high speed Internet service. Effective July 1, 2017, high speed internet price will be increasing \$2.00/month on each service tier.

Our pledge is to continue to invest in our High Speed Internet infrastructure so you have the best Internet experience possible.

Thank you for being our customer. We appreciate that you choose Blue Ridge as your internet service provider.

Blue Ridge Communications

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*****AUTO**ALL FOR AADC 190 076765 17990 147



RICHARD KOWEY

