

Due Date: 06/03/2023
Serve Date: 05/04/2023

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/6197826>

Subject: Billing Increase

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 #:

First: [REDACTED]

Last: [REDACTED]

Address [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

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:

Robin McCullough (FCC Consumer Inquires and Complaints)

May 4, 2023, 6:02 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 FCC (with a copy to the consumer) 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.

██████████
May 3, 2023, 2:11 PM EDT

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

Consumer signed up for service with the company four months ago and was offered \$52 per month.

Unfortunately they have raised her charges an additional \$10 per month which she cannot afford. She paid them the \$52 and stated she could not afford the higher cost.

Now she has a bill that includes a late fee.

She asked that we file a complaint on her behalf. *** ██████████

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

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

This email is a service from FCC Consumer Inquires and Complaints.