

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

Due Date: 06/11/2016  
Serve Date: 05/12/2016

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/973602>  
Subject: Cable stops with no warning  
Tags: availability\_tv cable\_tv cams\_broadband\_service\_repair cams\_service\_quality carrier\_response\_pending no\_filing\_on\_behalf other pennsylvania  
Email: [kpdono@udel.edu](mailto:kpdono@udel.edu)  
Method: - Cable  
Issue: - Availability  
Number subject to complaint:

Company Name:  
Other Company Name: Blue Ridge Communications  
Account # :  
First: Kevin  
Last: Donovan  
Address: 210 Lloyds Lane  
City: Stroudsburg  
State: pennsylvania  
Zip: 18360  
Phone where to be contacted: 973-459-8576  
Filing on Behalf of Someone: No  
Relationship:  
First Name:  
Last Name:  
Serve Status: carrier\_response\_pending

Ticket Information:

## Arminta Henry (FCC Complaints)

May 12, 10:28 AM

### 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](mailto:carriersupport@fcc.gov).

## Kpdono

May 12, 2:16 AM

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

At 00:09 on May 12, I was watching a program on SportsNet New York. Then the picture froze and went to black with a screen that said "Temporarily Off Air." This screen is repeated across all channels. This was given with no warning or notice that our service would be halted randomly, and it is not due to lack of payment (since the internet still works). There has been previous incidents similar to this, however in those the internet didn't work as there was work on a wire down the street during the day.

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

Ticket # 973602  
Status Open  
Requester Kpdono  
CCs -  
Group Blue Ridge Communications  
Assignee Jeff Crandall  
Priority -  
Type Ticket  
Channel Web Form

This email is a service from FCC Complaints. Delivered by **Zendesk**

May 12, 2016

Arminta Henry  
Consumer Complaints  
Serve Ticket#973602  
Last Name: Donovan

Dear Arminta Henry,

Mr. Donovan's complaint is that no warning or notice was given to him that his video service would receive a "Temporarily *off air*" message on May 12, 2016 at 12:09AM.

Mr. Donovan's television service was temporarily *off air* because the system was down for repairs. The system repairs were completed at 5:37AM. Mr. Donovan contacted us through our company's Facebook page at 12:10AM, which is not monitored after business hours. A response was sent to him at 8:04AM explaining the cause of the message. We asked him if he was having an issue with his television service, but no response was received. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Kevin Donovan

