

Due Date: 06/23/2023  
Serve Date: 05/24/2023

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/6235954>

Subject: Unexpected rise in cable bill

Tags: acp 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 #: [REDACTED]

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:

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## Renee Moore (FCC Consumer Inquires and Complaints)

May 24, 2023, 9:27 AM 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.

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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).

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██████████  
May 23, 2023, 10:55 PM EDT

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

I have Blue Ridge Communications as a Cable provider & Internet provider. I get a separate bill for each one now. Since I now receive help for my Internet bill from assistant help through ACP Program about 4-5 months ago. And my internet bill went down about \$28. But now my cable bill went up \$19.88 more per month without any notice. I was paying \$137.44 per month and now they started charging me \$158.79. I called them to find out why, and was told they raised the rate more or less cause of the cost of broadcasting channels getting paid more for their service through them. But it seems odd that they charge me a higher rate in cable service now to make up for the help I receive in internet through ACP. I feel like I'm being punished for asking for help with one service to be punished by another. Can you please look into this, cause I feel something isn't right about how they raised the Cable rate to make up for the help I receive through ACP Internet ?!

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

**Ticket #** 6235954  
**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.