

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

Due Date: 07/30/2023

Serve Date: 06/30/2023

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/6309376>

Subject: Internet Speed

Tags: cable\_internet carrier\_response\_pending current\_customer internet\_speed\_other  
no\_filing\_on\_behalf other pennsylvania speed\_internet yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

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:

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## Robin McCullough (FCC Consumer Inquires and Complaints)

Jun 30, 2023, 3:16 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

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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).

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[REDACTED]  
Jun 29, 2023, 4:19 PM EDT

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

Her provider is Blue Ridge Communications. She is not getting the speed that she is paying for. Consumer upgraded her service and they never told her that she would have to upgrade her equipment to get the speed that she is paying for. They have told her that she would have to get there phone service in order to get the speed that she is paying for. Resolution: She wants to get the speed that she is paying for without having to get there phone service or additional equipment.

\*\*\*CTR406-phone\*\*\*

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

**Ticket #** 6309376  
**Status** Open  
**Requester** [REDACTED]  
**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.