

Subject: Serve ticket#: 5502354 Last Name [REDACTED]

CAUTION: This email originated from outside of the PENCOR network. Do not click on any links or open attachments unless the sender is known, and the content is verified as safe.

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

Due Date: 06/26/2022

Serve Date: 05/27/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5502354>

Subject: Internet Service Shut Off

Tags: billing_internet blue_ridge_communications cable_internet carrier_response_pending
current_customer internet_billing_other no_filing_on_behalf pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

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:

Mary Izzard (FCC Consumer Inquires and Complaints)

May 27, 2022, 10:48 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 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.

[REDACTED]

May 26, 2022, 10:26 AM EDT

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

Her provider is Blue Ridge Communication. She is stating that her internet service was interrupted due to billing issues. She tried to set up a promise to pay but they will not set it up.

E-REP called Blue Ridge for her balance and they will not reconnect the service until E-REP sends them a check for her bill. Resolution: She needs her service turned on as soon as possible. Her bill will be paid by E-REP as soon as they can sent the check to the provider. CTR406

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

Ticket # 5502354
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.