



Corporate Office

61. Third St.

P.O. Box 215

Palmerton, PA

18071

April 8th, 2010

Sharon C. Bowers, Deputy Division Chief
Consumer Inquires and Compliant Division
Consumer & Governmental Affairs Bureau
RE: Dorothy Leonti
User Complaint Number -09-COO 182918-1

Dear Sharon C. Bowers,

As you know we are required by the FCC to contribute to the Universal Service Fund based on a percentage of our phone subscriber revenue. This fee appears on our bills as a separate line item for subscribers that have our phone service and is considered part of their monthly bill, and if not paid will reflect a balance due on their account which could interrupt service.

Ms. Leonti question is; do we have to pass this fee on to her as an end user. Our rates are based on operating costs and feel this fee should be applied to the customers who have our phone service. The other option would be to not pass the fee through to the end user and absorb the cost which would then become part of our operating expense which would affect all our customer's monthly rates. We believe this is the fairest way to meet the USF requirement and that we are within the FCC USF requirements.

Please let us know if you have any further questions or concerns.

Sincerely,

Jeff Crandall
Dir. of Operations
Blue Ridge Communications
610-826-9110
jcrandall@pencor.com

PH•610 826 2551

fX•610 826 7626

email•brc@ptd.net

United States Government
Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW, 5-A847
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT

Date: 03/17/2010

THE COMPANY IDENTIFIED IN THE ATTACHED LIST IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE. Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(8) of the Act, 47 U.S.C. § 503(b)(1)(8), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$12 million for certain types of violations.

The attached list contains informal complaints that were filed with the Commission pursuant to Section 208 of the Act, 47 U.S.C. § 208, and Section 1.711 of the Commission's Rules, 47 C.F.R. § 1.711. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint(s) should be sent to each consumer as soon as your company receives this Notice.

Pursuant to Sections 208 and 4(i) of the Act, 47 U.S.C. §§ 208, 154(i), we are forwarding a copy of the complaint(s) so that your company may satisfy or answer the complaint(s) based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Written responses must be filed with the Commission at 445 12th Street, SW, 5-A847, Washington, D.C. 20554. A separate response should be filed by each carrier for each case. Each response should include: (1) the complainant's name, and (2) the Case number. Companies are directed to send copies of their responses to consumers at the same time their responses are forwarded to the Commission. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints.

If you have any questions regarding this Notice, please call the Consumer Inquiries and Complaints Division at (202) 418-2516, and leave a detailed message specifying the calling company name, the Case number, and the specific questions that you would like to have answered by the Bureau.

Sincerely)

Sharon C. Bowers Deputy Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau

Attachment(s)

Form 2000A – Deceptive or Unlawful Advertising or Marketing Complaint

Consumer's Information:

First Name: Dorothy Last Name: Leonti

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 3397 Devils Hole Rd

City: Cresco State: PA Zip Code: 18326

Telephone Number (Residential or Business): (570) 839 - 7723

E-mail Address: dorothyleonti@yahoo.com

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

1. If you are complaining about deceptive or misleading advertising or marketing by a telephone company, wireless carrier, or Internet access service provider, provide the following information:

a. Name of company: Blue Ridge Communications

b. Type of company:

c. Date of problem (mm/dd/yyyy): 12/20/2009

d. Description of advertising or marketing and details of your complaint: I received this message on my bill, (Effective Jan. 1, 2010, your bill will include the FCC-mandated Universal Service Fund Fee (usf) The Usf is assessed against telecommunications services to provide funding for internet service for schools and libraries among other things. For more info, visit the FCC website.) The amount is \$2.54. My question to them was Is this mandated for me to pay by the government? My answer was Yes. After speaking with a person from the Fee. I was told it was not mandated by the government for me to pay. It is being passed down to me by Blue Ridge Communications Cable. My question to you is. Is their anyway I can refuse to pay this extra amount without the Cable Co. interrupting my service? Is this legal for them to demand I pay this amount. This Communications Service is the only one in my area. Other than the Dish Service. Why am I paying so much into this fund, can you explain the break down of the cost.

2. If your complaint is about advertising on a radio or television station, provide the following information:

a. Station call sign (e.g., "KDID," "WZUF," "KDIU-FM," "WZUE-TV"):

b. Radio station frequency (e.g., "1020" or "88.5"):
or TV channel (e.g., "13"):

c. Station location: City: State:

d. Advertising information: Date (mm/dd/yyyy):

Program:

e. Description of advertising and details of your complaint:

3. If you are complaining about advertising by a cable or satellite operator (e.g., Comcast, Time Warner, DirecTV), provide the following information:

a. Operator name:

b. Operator location: City: State:

c. Cable network (e.g., ESPN, Nickelodeon):

d. Advertising information: Date (mm/dd/yyyy):

Program:

e. Description of advertising and details of your complaint: <NIA>

Form 2000A - Deceptive or Unlawful Advertising or Marketing Complaint
***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to fccinfo@fcc.gov, by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TIY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TIY).

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve deceptive or unlawful advertising or marketing. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMO-PERM, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a common carrier, the complaint is forwarded to the defendant carrier who must, within a prescribed time frame,

<u>User Complaint Number</u>	Last Name. First Name	City, State, Zip	<u>Form Type</u>
09-C00182918	Leonti, Dorothy	Cresco, PA, 18326	2000A

Carrier Name: Blue Ridge Communications

Serve Start Date: 03/17/2010

Serve Due Date: 04/16/2010

CARRIER RESPONSE COVER PAGE

COMPLAINT # :09-C00182918-1

CARRIER :Blue Ridge Communications

CONSUMER NAME :Leonti



Carrier Instructions: To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

FCC Instructions: When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.

