

Langdon, Jeff

Subject: FW: Serve ticket#: 2117342 Last Name: Abraham

Hi, Please respond to my Blue Ridge complaint.

Due Date: 01/17/2018
Serve Date: 12/18/2017

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2117342>

Subject: Blue Ridge Communications Bad Service

Tags: availability_tv carrier_response_pending current_customer internet_tv no_filing_on_behalf other pennsylvania yes_contacted_company

Email: adamabraham229@gmail.com

Method: - Internet

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications (Penco Services inc.)

Account #:

First: Henry

Last: Abraham

Address:

Address 2:

City: Stroudsburg

State: pennsylvania

Zip: 18360

Phone where to be contacted:

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Sharon Wright (FCC Complaints)

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.

Adamabraham229

11/17/2018 12:41 PM

Adamabraham229 was not signed in when this comment was submitted. [Learn more](#)

I have been with blue ridge communications for close to 2 years now, and I only have internet through them. The plan I chose was to receive 60 Mbps and I have not been receiving that. I do an internet test everyday and I only receive 25 to 35 Mbps on average, nowhere close to what I am paying for. I put multiple reports in to blue ridge customer service and they credited me 17 dollars and sent a technician over to replace a wire. The problem still continued even after the technician left and I feel that for the time I have been with them I should have received a credit of more than just 17 dollars. I'm not sure how long I have been paying for services I am not receiving and I would love if I can get some help. At this point I refuse to pay for services I am not receiving, as a result blue ridge has disconnected my services please help in any way you can. I am willing to work with them and pay the balance of my account as soon as I can get an understanding of why I am not receiving the correct services, Thank you.

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

Ticket # 2117342
Status Open
Requester Adamabraham229
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

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Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

December 21, 2017

Sharon Wright

Consumer Complaints

Serve Ticket#2117342

Last Name: Abraham

Dear Sharon Wright,

Mr. Abraham's complaint is that he is not receiving the internet speed he is paying for. He states he tested his speed daily. His tests say he only averages between 25 to 35Mbps. He pays for 60Mbps. He says he has placed multiple service reports to Blue Ridge, but his account was only issued credit for a total of \$17.00. He says he is not sure how long he has been paying for the service he states he is not receiving. Mr. Abraham also says he is willing to work with Blue Ridge to pay his balance. He is currently disconnected.

Blue Ridge engineers its network to deliver speeds up to the targeted speed. The actual speed that a user will actually experience at any given time depends on a number of factors, some of which are not within Blue Ridge's control. Service is always provided on a best efforts basis and speeds or other performance characteristics cannot be guaranteed. Factors beyond our control that impact actual speeds can be found on our website at www.brctv.com/disclosure.

Mr. Abraham has been a Blue Ridge subscriber at his current residence since 2015. According to our records, he had not reported a service issue until 11/15/17. An appointment for service was scheduled on 11/16/17 and his account was credited \$17.00. His monthly service rate is \$86.95. On 12/8/17, Mr. Abraham reported that he was still not getting proper speeds. Since his account was pending disconnection for non-payment, another service appointment was not scheduled until the balance was paid. His balance was \$176.90, which was two months past due. No payment was received and no payment arrangement was made. Service was fully disconnected on 12/15/17.

In order to restore service, Mr. Abraham would need to pay the balance of \$119.43, plus a reconnect fee. Once service is restored, Blue Ridge can diagnose and repair any issues that may be discovered. If there are service issues within Blue Ridge's reasonable control, they will be repaired and additional service credit will be issued to Mr. Abraham's account. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon

Blue Ridge Communications

Cc. Henry Abraham

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net