

Langdon, Jeff

Subject: FW: Serve ticket#: 2158318 Last Name: Weiss

From: FCC [<mailto:consumercomplaints@fcc.gov>]
Sent: Friday, January 12, 2018 12:32 PM
To: Crandall, Jeff
Subject: Serve ticket#: 2158318 Last Name: Weiss

/s/ Please type your reply above this line. /s/

Due Date: 02/11/2018
Serve Date: 01/12/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2158318>

Subject: Cable TV

Tags: availability_tv cable_tv cams_service_quality carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: dadrh62@gmail.com

Method: - Cable

Issue: - Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: Douglas

Last: Weiss

Address: [REDACTED]

Address 2:

City: Stroudsburg

State: pennsylvania

Zip: 18360

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Virgle Ingram (FCC Complaints)

01/12/2018 12:32 PM EST

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.

Dadrh62

"All circuits are busy" is what I get when I call because now all my channels are "not included in my current subscription" WTF what recourse do you suggest?! the cable company here is essentially a monopoly.

Sent from Windows Mail

From: FCC

Sent: Wednesday, January 10, 2018 1:49 PM

To: Dadrh62

Dadrh62

Profile picture of Dadrh62

Dadrh62 was not signed in when this comment was submitted. [Learn more](#)

There is no competition in the area in and around the Pocono Mountains in Northeastern Pennsylvania. Recently the cable company (Blue Ridge) sent a cable box (descrambling device) to ensure their monopoly would be exclusive. Now they are cutting off channels that I have paid for (a notice appears on screen that the channel is not included in my current subscription) as well as charging me for each "box" after sending an initial two (UNFAIR) Numerous attempts to call the company have gone unanswered a constant busy signal is heard. There are no viable alternatives to offer any competition for this company

and I would like to know how that is possible.

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

Ticket # 2158318
Status Open
Requester Dadrh62
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service mark of our customers.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

January 15, 2018

Virgie Ingram
Consumer Complaints
Serve Ticket#2158318
Last Name: Weiss

Dear Virgie Ingram,

Mr. Weiss' complaint is that there is no competition in and around the Pocono Mountains of Northeastern Pennsylvania. He feels that Blue Ridge has recently sent a DTA Mini box to ensure its monopoly. He also feels that there are no viable alternatives to offer any competition and he would like to know how this is possible. Mr. Weiss also states that on January 10, 2018, Blue Ridge has cut off channels that are included with his subscription as well as charging him for each box after the initial two free DTA Mini boxes. He tried to reach Blue Ridge by phone on January 10, 2018 but he received an "All circuits are busy" message.

Blue Ridge Communications does not have a monopoly in and around the Pocono Mountains in Northeastern Pennsylvania. We do not prohibit other companies from serving Mr. Weiss' area. Other service providers can apply for a franchise at any time and build in his area.

Since Blue Ridge uses an all-digital system, equipment must be supplied by Blue Ridge for every television in the home on which the customer wants to view cable programming. Blue Ridge supplies each customer with two free DTA mini boxes for two years, which is in compliance with the FCC's encryption policy. If customers need more than two DTA mini boxes, they can choose to add additional DTA mini boxes for an additional \$1.99/mo per television. Once the two year period has expired, each DTA mini box will be \$1.99/mo per television. Information regarding digital encryption can be found on the FCC's website at <https://www.fcc.gov/consumers/guides/cable-system-encryption>.

On January 10, 2018, Blue Ridge customers with DTA Mini boxes experienced an extended TV outage lasting most of the day. Unfortunately, during a routine upgrade to deliver enhanced DTA services, our vendor introduced a bug into the system, which caused the outage. We identified the bug and took necessary steps to restore service, which took much longer than desired. Unfortunately, the number of customers impacted overloaded our phone system and many of our customers experienced long hold times, delayed responses or busy signals. Blue Ridge is truly sorry and we apologize for any inconvenience this service issue may have caused.

As a result of the loss of service on this day, Blue Ridge will apply a prorated credit adjustment based on the level of video service our customers subscribe to. This credit will appear

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email+brc@ptd.net



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

on February monthly statements itemized as "1/10/18 Outage Credit." If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Douglas Weiss