

Langdon, Jeff

Subject: FW: Serve ticket#: 2922394 Last Name: puzio

Due Date: 12/16/2018
Serve Date: 11/16/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2922394>

Subject: Blue Ridge Communications-bill increase

Tags: billing_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania
yes_contacted_company

Email: eastway9@ptd.net

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Pennsylvania

Account #: 0057940-02

First: jill

Last: puzio

Address: 240 harris st 9

Address 2:

City: e stroudsburg

State: pennsylvania

Zip: 18301

Phone where to be contacted: 570-421-1531

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Robin McCullough (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.

Eastway9

Eastway9 was not signed in when this comment was submitted. [Learn more](#)

I purchased a bundle (2 years ago?) phone, tv and internet. My monthly bill went up b y \$68.79 without notice. They tell me they don't need to send a notice that I was suppose to remember when the bundle period was up. I can't remember what I had for breakfast this a.m. Geez I think it is bad business. Is it true that they don't have to send a notice. Thank you for your time...Happy Holidays

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

Ticket # 2922394
Status Open
Requester Eastway9
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

[How to respond to a notice from FCC - Complaints](#)



Corporate Office

613 Third St.
P.O. Box 215
Palmerton, PA
18071

November 19, 2018

Robin McCullough
Consumer Complaints
Serve Ticket#2922394
Last Name: Puzio

Dear Robin McCullough,

Ms. Puzio's complaint is that her monthly bill increased without notice. She states she was informed that Blue Ridge does not need to send a notice when the promotional period has expired.

Our promotional time frames are outlined clearly on our website and described to the customer at the time of the sale. At this time, we are working on a reminder notification process as a courtesy for our customers. We hope to have this in place in the near future. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon

Blue Ridge Communications

Cc. Jill Puzio