

Langdon, Jeff

Subject: FW: Serve ticket#: 3263127 Last Name: DePuy

From: FCC <consumercomplaints@fcc.gov>

Sent: Tuesday, May 14, 2019 3:10 PM

To: Crandall, Jeff <[REDACTED]>

Subject: Serve ticket#: 3263127 Last Name: DePuy

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

Due Date: 06/13/2019

Serve Date: 05/14/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3263127>

Subject: News Zone Cancellation

Tags: attachment_previous availability_tv cable_tv carrier_response_pending current_customer other pennsylvania pm_automation_done postal_mail_assign_to_tl postal_mail_data_entry yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone where to be contacted:

Filing on Behalf of Someone: -

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Mary Izzard (FCC Complaints)

May 14, 2019 PM 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.

Postal Mail Intake (FCC Complaints)

How to [1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

Postal Mail Ticket#26595 Ready For Data Entry

Attachment(s)

<K:\Bureaus-Offices\CGB\CICD\Zendesk\postal-mail-scans\image26595.pdf>

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

Ticket # 3263127
Status Open
Requester cgbnoemail
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel By Web Service

This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

May 22, 2019

Mary Izzard

Consumer Complaints

Serve Ticket#3263127

Last Name: DePuy

Dear Mary Izzard,

Ms. DePuy's complaint is that with the cancellation of the News Zone on channel 250, she no longer has any cable news channels. She says she relied on News Zone for more news than the "regular channels" provide. Ms. DePuy feels she should be able to request a news channel of her choice to replace the News Zone channel that has been cancelled.

As of 5/6/19, Blue Ridge discontinued the News Zone from its channel lineup. This channel was an application that was specific to certain digital boxes. The servicing of this channel was no longer supported; the equipment had reached its end-of-life, and therefore, had become obsolete. Viewership was minimal. Blue Ridge notified its customers of this change through channel crawls that began 30 days prior to its removal.

Channel 250, The News Zone, was an eight channel mosaic. This means that one channel gives an eight channel, small square display that allows a subscriber to highlight then view any one of the eight channels by pressing the select button on the remote control. Once a channel is selected, the digital box would automatically tune or "jump" to the chosen channel, giving a full screen view. The 8 channel listed consisted of CNN, MSNBC, Fox News, Fox Business, Headline News, CNBC, PCN, and CSPAN. Full viewing access to these channels was restricted based upon the basic cable subscription level.

Since Ms. DePuy is a subscriber to Blue Ridge's most basic cable service package, cable news networks such as CNN, MSNBC, Fox New, Fox Business, and CNBC were not available for full viewing. The channels available for full viewing were Headline News, PCN, and CSPAN. In order to have full viewing capability, a subscription to Blue Ridge's Basic Plus package is required.

Since Blue Ridge's contracts with the networks do not allow customers to choose individual channels, we are unable to accommodate Ms. DePuy's request in providing a cable news channel of her choice. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon

Blue Ridge Communications

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net

Cc. Barbara G. DePuy