

May 7, 2008

Jeffrey H Tignor, Acting Chief  
Consumer Inquires and Complaint Division  
Re: Patrick Byrne  
IC#: 08-C00005560

Dear Mr. Tignor,

Patrick Byrne's issues with Blue Ridge were that we sold his digital phone service to Sprint and that Sprint would not release his number to be ported back Verizon.

Our records indicate that on February 20th Mr. Byrne called to notify us that he was going back to Verizon and Sprint would not release his number due to a mismatch of the address and phone number Verizon was trying to port. If the customer's information does not match the number will not be released which is a standard procedure in the phone industry. The issue was that Verizon did not include the lot # which had been listed with Sprint and Sprint does not inform the other company of what information does not match due to security reasons. Our phone department talked with Sprint and helped rectify the problem and the number was ported to Verizon on March 7th and Mr. Byrne was then a Verizon customer.

In response to the concern that we sold his phone service to Sprint is not accurate. We have always used Sprint as our interconnect to the phone network backbone around the world and Sprint has always owned and provided the phone numbers we give our customers. If a customer wishes to switch carriers the new carrier has to call Sprint directly and we do not get notified of the change until Sprint releases the number and we receive the disconnect order.

We stopped the billing for Mr. Byrne's phone service as of February 20th even though our service was working until March 7th, which is when the number was released to Verizon, and Mr. Byrne became a Verizon customer. We also gave Mr. Byrne a \$25.00 credit for a problem he had experienced in the past.

If you have any questions or need further information please let me know.

Jeff Crandall  
Director of Technical Operations  
Blue Ridge Communications  
jcrandal1@pencor.com  
610-826-9110

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: 04/09/2008

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)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), 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 \$1.2 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.

Attachment(s)

Sincerely,

Jeffrey H. Tignor, Acting Chief  
Consumer Inquiries and Complaints Division  
Consumer & Governmental Affairs Bureau

User Complaint  
Number

08-C00005560

Last Name. First Name

Byrne, Patrick

City.State.Zip

East Stroudsburg, PA,  
18302

Form Type

20008

Carrier Name: Blue Ridge Digital Phone Company

User complaint number: 08-C00005560  
Form 2000B – Billing, Privacy, or Service Quality Complaint

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Consumer's Information:

First Name: Patrick Last Name: Byrne

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: 918 Resica Falls Rd.

City: East Stroudsburg State: PA Zip Code: 18302

Telephone Number (Residential or Business): Phone:(570) 223 - 0277

E-mail Address : frodosdad@yahoo.com

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

1. Telephone number(s) involved (including area code): Phone: (570) 223 - 0277
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?: Blue Ridge Communications and Sprint
3. What is the account number that is the subject of your complaint?: 023827601
4. If you are disputing charges on a telephone bill, complete the following:
  - a. Disputed amount: \$
  - b. Have you paid any of the disputed charges?: No
  - c. Did the billing company adjust or refund the disputed charges?: No
  - d. If yes, what was the amount of the adjustment or refund?: \$
  - e. Are the disputed charges related to additional services?: No  
If yes, please explain:

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below: Unbeknownst to me, Blue Ridge sold my digital phone service to Sprint. I have many quality issues that were not resolved so we have been trying unsuccessfully for over three weeks to port our number to Verizon. Sprint keeps refusing to release the number stating the address doesn't match. We have submitted every possible combination of possible addresses (how many could there be? the only thing that has changed in the past 8 years is my zip code). We initiated a 3 way call between verizon, blue ridge and ourselves and were given an address that does not match our actual address. We tried a port request with the address provided by sprint and they still rejected it. Another phone call today resulted in another address being given to us by sprint that includes our lot # (for a residence that was built over 10 years ago? we never used the lot # for anything). We wish to have our number ported over to Verizon and have exhausted all options with blue ridge and sprint.

**User complaint number: 08-C00005560**

**Form 2000B - Billing, Privacy, or Service Quality Complaint**

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

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You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to [fccinfo@fcc.gov](mailto: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 (TTY). 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 (TTY).

**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 billing, privacy, or service quality. 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](mailto: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 OMS control number or if we fail to provide you with this notice. This collection has been assigned an OMS 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, either

User complaint number: 08-C00005560

**Form 2000B - Billing, Privacy, or Service Quality Complaint**

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

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satisfy the complaint or explain to the Commission and the complainant its time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

**THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).**



