

rr- Please type your reply above this line. -#n

Due Date: 08/27/2015
Serve Date: 07/28/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/413575>

Subject: Low Internet Speed

Tags: cable_internet_cams_needs_oi_review_carrier_response_pending_no_filing_on_behalf_of_nn_other_pennsylvania_speed_internet

Email: ezra@jahvid.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communication

Account #: 0248499-01

First: Ezra

Last: Campbell

Address: 1135 Summit Terrace

City: East Stroudsburg

State: pennsylvania

Zip: 18301

Phone where to be contacted: 570-431-0780

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

Vicky May (FCC Complaints)

u1 2 .2.2-4 Prv

Private note

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.

Ezra

Jul .cli, 12 50 PM

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

I am a subscriber to Blue Ridge Communication from 2001 in the state of Pennsylvania, East Stroudsburg, and my account number 0248499-01. My subscription speed 60MBPS

I used my internet service to communicate via work, on more than one occasion I am unable to access the internet throughout the day and it get worst at night.

I contacted the local office and talk to Mr. Ljoro Ljolic, field service supervisor, to look in on the matter, a tech was sent to my place of residents on July 4th on a service call, he (tech) commence to carry out trouble shoot on the issue, they replace the main line to the house on completion the same low speed comme nce.

I reach out to the field service supervisor, in question via phone call and file a new complain because the issue continue to log the use of my internet activity....I carry out an independent probation test from July 4th to July 10th which was log three times a day (see attached), same was forward to the field service supervisor.

On July 19st I commence to visit twenty-six friends and neighbors in my community to do a speed test on their lines to my surprised they'll exercising the same issue some of them were of the opinion that their computer need to replace are need to be clean.

I contacted Blue Ridge Communication on July 20th, to file a new complain they renewed their technical rebooting and troubling to no-avail low/poor signal strength. As a consumer I am paying for something I'm not getting.

Please use your resource to investigate this matter.

Ezra Campbell

Consumer account
#0248499-01

August 20, 2015

Vicky May
Consumer Complaints

Serve Ticket#413575
Last Name: Campbell

Dear Vicky May,

Mr. Campbell's complaint is that he is paying for a 60Mbps high speed internet service and is not getting the speed he is paying for.

Many things can affect internet speeds and a wireless router will always be slower than a hard line connection to the modem. The most common things that affect speed include; computer limitations, the website being accessed and the collective bandwidth usage in that area. Per our website at brctv.com under, "Terms and Conditions" and the High Speed Internet Agreement that Mr. Campbell signed at the time of his modem installation our speeds are not guaranteed and represent the maximum speed that can be reached for the reasons noted above.

Mr. Campbell scheduled a trouble call for July 3rd for slow internet speeds. Our technician performed multiple speed tests with our laptop between 5:45pm and 6:20pm which falls within the timeframe when our bandwidth usage is normally the highest. When we were connected directly to the modem we measured the download speed at 59mbps, and when connected directly to the wireless router we measured the download speed at 58mbps. We then tested the speed 10' away from the wireless router and the speed dropped to 54mbps and at 40' the speed was 54mbps. We also did the same tests with Mr. Campbell's laptop and had significantly slower speeds. Our records also indicate that Mr. Campbell had scheduled a trouble call for his internet last year in November and the problem was found to be with his personal router. He also scheduled a trouble call in February of this year for slow speeds and our speed test measured 59mbps. We are not disputing that his internet speed may fluctuate depending on how strong the connection is with his wireless router, or during certain times of the day when there is heavy bandwidth usage in his area because this is a shared bandwidth service. Anything less than the maximum speed does not mean there is a problem and is why we do not guarantee speeds and worded our modem agreement as, "up to" a certain speed in which in Mr. Campbell's case is 60mbps.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall
Blue Ridge Communications
Cc. Ezra Campbell

7/20/15 WAS SUBSTANCIALY SLOWER THAN THE SPEED CSTLUUL
7/20/15 THEY WERE PAYING FOR. "IWORK IN IT AND CSTLUUL
7/20/15 KNOW WHAT THE PROBLEM IS, BRC NEEDS TO CSTLUUL
7/20/15 UPDATE THEIR SYSTEM/SERVERS TO HANDLE CSTLUUL
7/20/15 THE INFLUX OF PEOPLE. I'M NOT BLAMING CSTLUUL
7/20/15 YOU, YOU'RE DOING YOUR PART BUT BRC DOES CSTLUUL
7/20/15 NOT CARE AND SO I'M DOING MY PART NOW." CSTLUUL
7/03/15 THIS CUSTOMER WAS TRANSFERED TO ME IN CSTLUUL
7/03/15 REGARDS TO SLOW MODEM SPEEDS. HE STATED CSTLUUL
7/03/15 FOR THE PAST WEEK DURING PEAK HOURS HIS CSTLUUL
7/03/15 SPEED DROPS DRAMATICALLY FROM 1-2 MBPS. CSTLUUL
7/03/15 ITOLD HIM I WILL LOOK INTO THINGS ON CSTLUUL
7/03/15 MY END TO VERIFY THAT THERE IS OR IS NOT CSTLUUL
7/03/15 A PROBLEM IN HIS AREA. A TECH IS STILL CSTLUUL
7/03/15 SCHEDULED TO GO OUT AND WILL VERIFY THE CSTLUUL