

Subject: Serve ticket#: 5932244 Last Name: O'Rourke

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

Due Date: 01/26/2023
Serve Date: 12/27/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5932244>

Subject: Blue Ridge Cable / PenTeleData in Stroudsburg, PA, monopoly with high prices and poor speeds

Tags: cable_internet carrier_response_pending current_customer internet_speed_less_than_advertised_speed no_filing_on_behalf other pennsylvania speed_internet yes_contacted_company

Email: [REDACTED]

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable (via PenTeleData)

Account #: [REDACTED]

First: [REDACTED]

Last: O'Rourke

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

orlando ardon (FCC Consumer Inquires and Complaints)

Dec 27, 2022, 5:24 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.

[REDACTED]

Dec 24, 2022, 11:25 PM EST

We are paying some of the highest internet rates in the country with Blue Ridge Cable (who use PenTeleData) here in Stroudsburg, PA, and yet we receive relatively low quality internet compared with the majority of the country who have multiple options for providers offering much faster speeds at lower cost.

Attachment(s)

[videoqualityreport_penteledata.jpg](#)

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

Ticket # 5932244
Status Open
Requester [REDACTED]
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

