

Langdon, Jeff

Subject: FW: Serve ticket#: 1765056 Last Name: Kowey

**From:** FCC [mailto:consumercomplaints@fcc.gov]  
**Sent:** Thursday, July 13, 2017 4:35 PM  
**To:** Crandall, Jeff

**Subject:** Serve ticket#: 1765056 Last Name: Kowey

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

Due Date: 08/12/2017

Serve Date: 07/13/2017

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1765056>

Subject: Persistent price increases with no options for switching

Tags: billing\_internet\_cable\_internet\_carrier\_response\_pending current\_customer\_internet\_billing\_service\_charges

Email: [rbkowey@gmail.com](mailto:rbkowey@gmail.com)

Method: - - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0173761-02

First: Richard

Last: Kowey

Address: 16 Thornton Ct.

City: Souderton

State: Pennsylvania

Zip: 18964

Phone where to be contacted: 215-740-3446

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

Tierra Martin (FCC Complaints)

Jul 13, 4:35 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](mailto:carriersupport@fcc.gov).

**Rbkowey**

Jul 9, 8:01 AM EDT

Dear Colleague,

I would like to add that the frequent, baseless increases have totaled over a 38% increase over a two-year period. In June, I contacted the company, and the representative assured me there would be no further increases to my plan this year, and my recent bill reflected the second increase in a one year period.

The lack of competition and regulation of Blue Ridge has enabled its arrogance and inflexibility in dealing with existing customers who have no other viable options besides expensive satellite or useless dishes in mountainous areas.

Blue Ridge has failed to follow through on promises and has set frequent increases without notice that are excessive and baseless.

Thank you,

Richard B. Kowey

**Rbkowey**

Jul 8, 10:18 PM EDT

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

Provider has no viable competition in the area and persists with price increases multiple times per year despite promises that fees will remain the same and no notice given in advance. In addition, no competitive special plans have been offered to current customers for over two years. Please bring

competition to the area, so that we have viable options besides expensive satellite internet or dish plans that don't work well in mountainous areas.

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

**Ticket #** 1765056

**Status** Open

**Requester** Rbkowey

**CCs** -

**Group** Blue Ridge Communications

**Assignee** Jeff Crandall

**Priority** -

**Type** Ticket

**Channel** Web Form

This email is a service from FCC Complaints, Delivered by [Zendesk](#)



Blue Ridge

Corporate Office

613 Third St.

P.O. Box 215

Palmerston, PA

18071

July 18, 2017

Tierra Martin  
Consumer Complaints  
Serve Ticket#1765056  
Last Name: Kowey

Dear Tierra Martin,

Mr. Kowey's complaint is that Blue Ridge has no viable competition in his area besides expensive satellite or dish plans that do not work well in mountainous areas. He also states he receives multiple price increases per year without notice, despite promises that fees will remain the same.

Mr. Kowey can choose between service providers such as DirectTV or Dish Network. Blue Ridge does not prohibit other cable companies from serving the Pocono Pines area. Any cable company can apply for a franchise and provide service.

Blue Ridge is required; and abides by all notification methods when service rate increases or channel changes are necessary. These notifications are provided via letter, a bill notification or any other approved method.

Blue Ridge understands that rate increases are not welcomed event. We negotiate diligently and in good faith to keep our prices as low as possible while still offering the channels our customers demand, but networks often practice all-or nothing tactics to demand outrageous price increases. We, along with other cable operators, continue to negotiate through a cooperative in order to get the channels and shows our customers love, at the most reasonable prices possible. Please visit [www.tvonmyside.com](http://www.tvonmyside.com), to keep informed regarding program negotiations and to learn more about cooperative negotiating efforts.

Recently, on July 1, 2017, Blue Ridge increased the rate of each tier of high speed internet service only. Enhancing and maintaining our network and technology is costly. Adjusting prices is not something we take lightly and for the past eight years, we have worked hard to control our costs so that we continue to provide fast and reliable internet service. Our pledge is to continue to invest in our High Speed Internet infrastructure so our customers have the best internet experience possible.

We encourage all of our customers to subscribe to multiple services to receive additional savings. We also offer an additional opportunity to save on basic television service when you prepay annually (5% savings) or semi-annually (3% savings). If you have any further questions, please let me know.

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FX•610 826 7626  
email•brc@ptd.net

COPY

email•brcc@ptd.net

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PH•610 826 2551



Corporate Office

613 Third St.

P.O. Box 215

Palmerston, PA

18071

Sincerely,

Jeff Langdon

Blue Ridge Communications

Cc. Richard B. Kowey

COPY