

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

Due Date: 05/16/2015

Service Date: 04/16/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/238482>

Subject: inferior internet speeds

Tags: cable_internet carrier_response_pending no_filing_on_behalf other pennsylvania speed_internet

Email: jlrc7879@yahoo.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #: 0203722-01

First: Jesus

Last: Rodriguez

Address: 5611 Decker Road

City: Bushkill

State: pennsylvania

Zip: 18324

Phone where to be contacted: 570-588-2994

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

JoAnn Davis (FCC Complaints)

Apr 16 2 55 PM

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.

Jlrc7879

Apr 16, 12:48 AM

Comment author was not signed in when this comment was submitted (what is this?)

I have been a Blue Cable Customer for over 25 years and seen over the years how other cable providers have increase there internet speeds for much less than Blue Ridge. Where I live I don't have any other options besides satellite internet which is NOT unlimited in data usage. Very expensive and Blue Ridge Cable knows this. They have a monopoly in this area regarding cable service. There is no other cable provider except for these crooks. You see it in there bloated pricing. I'm paying for 171.00 for just Basic cable w/ HD and 10C service with uploads of 800kbps. That's expensive compared to family that has HBO Showtime, Cineamax not to mention SOC speed with Verizon Fios. What I pay for is a joke compared to other cable provider in NJ and NY. Even my son which pays 42.00 for only internet service with comcast in Oley, PA. He's getting 25C speed. This is where my complaint comes in, the amount I pay is 42.95 a month which is expensive compared to say Comcast, you get 25C for 44.95 with 3g upload speeds. Blue Ridge upload speeds at the 10C package is from 1994. I have Vonage for land line service and sound quality suffers because Blue Ridge refusing to raise there upload speeds to industry standards. Sure I can upgrade to the next level and even pay more through the nose with there ridiculous high prices but I don't want to do that. They really treat customers like we are idiots and live in a bubble not seeing what others are getting regarding cable services at a much better price. Just a few years ago there was Verizon DSL which was an option for residents in my area now Verizon states that there is no DSL service here? Why I asked they could not give an explanation. Does Blue Ridge have something to do with it? I would not put it past them trying tighten the noose around our necks. They should be investigated in fact Verizon Fios is just down the road from us but it is not going to make here. How convenient for Blue Ridge Cable. Something smells to me. Bottom line is if Blue Ridge is going to continue offering inferior speeds then lower the price. There infrastructure can handle better upload speeds of 3C which is reasonable. This company is always nickle and dime there customers. Some thing has to be done. It's ridiculous!

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

Ticket # 238482

Status Open

Requester Jlrc7879

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

May 14, 2015

JoAnn Davis
Consumer Complaints

Server Ticket#: 238482
Last Name: Rodriguez

Dear JoAnn Davis,

Jesus Rodriguez complaint is that Blue Ridge's internet prices are too high, we keep competition out of our area and that we refuse to raise our speeds to industry standards.

We feel our internet pricing is very competitive within the industry. The Comcast price he quoted for his son's 25Mbps level of service must be a promotional rate because per their website that level of service is \$66.95 per month. He also stated that he believes we were able to keep companies like Verizon out of our area which we have no control over and we currently compete with numerous internet providers in many of our areas which include RCN, Frontier and North Penn. As far as his claim that we don't keep up with industry standards we continually upgrade our internet platform which includes DOCSIS 3 offering speed packages from 1.5Mbps to 100Mbps with many levels of service in between so a customer can customize their internet service to their needs. Over 99% of our internet customers do not have, or have a need for our 100Mbps internet level of service and have 15Mbps or less.

Please let me know if you need any additional information.

Sincerely,

Jeff Crandall
Director of Operations
Blue Ridge Communications
jcrandall@pencor.com

Cc. Jesus Rodriguez

