

# #4600066 Billing And Equipment

**Submitted** Received via Requester

March 5, 2021, 1:38 PM Web Form

**Status Type Priority Group Assignee**

Open - - Blue Ridge Communications

**Complaint Internal Status Carrier Serve Due Date Carrier Serve Date Company Name**

Carrier Response Pending Apr 7 Mar 8 Other

**Company Name (Other) TV Method TV Issues First Name Last Name State**

Blue Ridge Cable Billing [Redacted] [Redacted] [Redacted]

**Zip Code Phone (where you can be contacted) Address 1 City**

[Redacted] [Redacted] [Redacted] [Redacted]

**Filing on Behalf of Someone Contacted Company About Issue Relationship to Company**

No Yes Current Customer

[Redacted] Mar 5, 1:38 PM

The provider is Blue Ridge. She has no way of getting the equipment back to them or to pick up new equipment. She just wants the basic TV package and the equipment that she would need she will need them to deliver the equipment because she does not have a way to get the equipment She wants them to disconnect the other package that she has, and she will need the equipment picked up. She does not have a way to get the equipment to them so they will have to pick up the equipment. Resolution: She wants the Basic TV Package at the lower rate, and she will need someone to come to her house to deliver the equipment and hook it up and remove the old equipment and take it with them.

\*\*CTR406-phone\*\*

**Yolanda Giles** Mar 8, 4:13 PM

Internal 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).

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