

Please type your reply above this line

Due Date: 12/14/2015

Serve Date: 11/14/2015

Link to Ticket: <https://fcctest.zendesk.com/aqent/tickets/632434>

Subject: Newly implemented data cap

Tags: cable_internet cams_oi/nn_general_conduct cams_oi/nn_transparency

carrier_response_pending no_filing_on_behalf oi_nn open_internet_net_neutrality_internet other
pennsylvania

Email: wacobia@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #: 0003308-05

First: Christopher

Last: Morris

Address: 135 Legion Drive

City: Cresco

State: pennsylvania

Zip: 18326

Phone where to be contacted: 570-807-2430

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

Robin McCullough (FCC Complaints)

Nov 1, 2017 11:11

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.

Wacobia

Nov 4 10:11 AM

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

I recently found out that the internet Blue Ridge Cable has been capped at 300GB per month. No notification was ever sent out and it has been implemented without the majority of their customers knowledge. Blue Ridge cable is the only company in our area that provides services such as Cable, Internet, Phone, and local news. One company controls everything. Which has resulted in my cable and internet bill going up over 50% the last 5-7 years. Just for internet I pay \$37.95 which is a "discount" since I bundled cable. That internet gets me a blazing speed of 5MB. I've researched other cable companies and in comparison Blue Ridge Cable is the worst for cost and speed. For that price most other internet cable providers will provide 25MB. This is due to the fact they have control over everything. We have no other options. This 300GB data cap has been the final straw. It's Anti internet video and just another way for them to gouge customers that have NO other options. Something has to be done.

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

Ticket # 632434

Status Open

Requester Wacobia

CCs -

Group Blue Ridge Communications

November 16, 2015

Robin McCullough
Consumer Complaints
Serve Ticket#632434
Last Name: Morris

Dear Robin McCullough,

Mr. Morris's complaint is that Blue Ridge has now capped high speed internet serviced at 300GB per month and no notification was sent. He also states over the past 5-7 years his cable and internet bill has gone up over 50%.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 8pm and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	7000GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their

bandwidth allowance (Like the wireless phone providers do). We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service.

Over the past 5-7 years, cable television service rates have gone up due to rising programming costs. The total increase over this time is less than the 50% stated by Mr. Morris. Since 2008, the high speed internet rate for Mr. Morris's GS service has increased from \$36.95 per month, to the current rate of \$37.95 per month. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Christopher Morris