

Fax

To: Jeffrey H. Tignor

From: Jeff Crandall

Fax: 1 866-418-0232

Date: 1/11/0

Phone: .,;kjj. tjt-) Clb

Pages: 3

Re:

CC:

Urgent For Review Please Comment Please Reply Please Recycle

Re: Mary Ellen Revans
IC # 08-00065632-1

.Blue Ridge Digital Phone Company

Form 20008 - Billing, Privacy, or Service Quality Complaint

Consumer's Information:

First Name: Mary Ellen Last Name: Revans

Company Name:

(Complete if 11Y if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 56 Starlight Drive

City: Effort State: PA Zip Code: 18330

Telephone Number (Residential or Business): (570) 620 - 7688

E-mail Address: merevans56@hotmail.com

• * ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT " " •

1. Telephone number(s) involved (including area code):
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?: Blue Ridge Communications
3. What is the account number that is the subject of your complaint?: 001274401
4. If you are disputing charges on a telephone bill, complete the following:
 - a. Disputed amount: \$
 - b. Have you paid any of the disputed charges?: false
 - c. Did the billing company adjust or refund the disputed charges?: false
 - d. If yes, what was the amount of the adjustment or refund?: \$
 - e. Are the disputed charges related to additional services?: false
If yes, please explain:

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below: I have tried numerous times in the past year to resolve the issue of inconsistent internet connection and line speed to no avail. Because multiple companies work together to provide this service (PenTelData, Blue Ridge Communications, etc_) I am constantly being referred back and forth between them. After buying new modems and routers because of being told that *my* equipment was faulty, still no resolution_ Finally, after several site visits from technicians, I was told there are too many subscribers sharing the line that I am on. Since then there has been no effort on their part to resolve the issue, and after many calls I am being ignored with promises of call backs never taking place. Since this is a monopoly, I have no alternative for service and although I have faithfully done my part by paying my bills on time, the provider has not been living up to their service commitment. The bottom line seems to be that the provider is unwilling to invest in infrastructure to support growth.

Jeffrey H Tignor, Acting Chief
Consumer Inquires and Complaint Division
Re: Mary Ellen Revans
IC#: 08-C00065632-1

Date: 2/05/09

Dear Mr. Tignor,

Mary Ellen Revans complaint is that Blue Ridge has had connection problems and slow modem speeds. She also feels that we were unwilling to invest in our infrastructure and upgrade our system, and she had to purchase a new modem which did not help with her issues.

We called Ms. Revans this month on February 3rd after receiving this complaint to see if she still had any problems and she informed the Resident Manager in her area that she has not had any issues since we were at her home in October of 2008. She said she wrote the letter because of issues she had experienced prior to October 2008. We had experienced a tremendous increase in bandwidth utilization by our subscribers at the end of the 2007 and have been aggressively upgrading our outside plant and inside network to handle the increased demands of our modem customers and to be able to provide additional High Definition channels for our video customers. We completed the upgrades in Ms. Revans area in the third quarter of 2008 which allowed us to add many new channels and open additional bandwidth for more capacity and faster speeds. Since we have finished the upgrade in this area we do not know of any outstanding issues.

Ms. Revans chose to purchase her original modem which was a DOCIS I modem and when we upgraded the system she needed to replace that modem with a DOCIS II modem to be able to receive the full benefits of our upgraded network. If she had leased the modem from us we would have upgraded her modem for free. In regards to not returning Ms. Revans calls our records indicate that when she called in October she had talked to a supervisor and we sent a technician to her house. Our records did not indicate Ms. Revans was waiting for a return phone call but do apologize if we did not return her call.

If you have any questions or need further information please contact me.

Sincerely,
Jeff Crandall
Director of Technical Operations
Blue Ridge Communications
jcrandall@pencor.com
(610)826-9110

