

Subject:

FW: Serve ticket#: 2666180 Last Name: Marmelstein

Due Date: 08/29/2018
Serve Date: 07/30/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2666180>

Subject: Persistant Internet Connectivity Outages

Tags: availability_internet cable_internet cams_broadband_service_repair carrier_response_pending
current_customer internet_availability_other no_filing_on_behalf other pennsylvania yes_contacted_company

Email: rmarmels@msn.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: Marmelstein

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Mary Izzard (FCC Complaints)

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.

Rmarmels

Commented on 11/11/2019

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

We frequently lose our Internet connectivity for 2-6 hours per day. This seems to happen in the same time period (between 1PM - 7PM). We have been experiencing this problem for year and our cable company (Blue Ridge Communications) has been unable to fix it. They are aware of, and confirm, our frequent outages. They almost never adjust what they bill us, however.

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

Ticket # 2666180
Status Open
Requester Rmarmels
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form



Corporate Office

613 Third St.
P.O. Box 215
Palmerton, PA
18071

August 20, 2018

Mary Izzard
Consumer Complaints
Serve Ticket#2666180
Last Name: Marmelstein

Dear Mary Izzard,

Mr. Marmelstein's complaint is that he loses internet connectivity between two to six hours per day. The usual time this would happen is between 1PM-7PM. He states he has been experiencing this issue for a year and Blue Ridge is unable to fix it.

On 8/3/18, a service appointment was scheduled for 8/6/18 to resolve the reported on going issue. A service technician and a technical supervisor were sent his residence to investigate the reported problem. To resolve this issue, we had replaced wiring inside the home and removed a two way splitter that was unnecessary. We also replaced the cable modem with the latest DOCSIS 3.1 modem at no cost. After the work was performed, the technical supervisor provided Mr. Marmelstein with his direct contact information to report any other issues.

On 8/17/18, a follow up phone call was done by the technical supervisor to Mr. Marmelstein and he confirmed that the internet service has been working as expected since the service visit on 8/6/18. In addition to replacing the cable modem at no cost, a one month service credit has been issued to Mr. Marmelstein's account. We feel this issue has been resolved. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Robert Marmelstein