

## Langdon, Jeff

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**From:** Crandall, Jeff  
**Sent:** Monday, August 29, 2016 9:57 AM  
**To:** Langdon, Jeff  
**Subject:** FW: Serve ticket#: 1152134 Last Name: Cosgrove

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**From:** FCC [<mailto:consumercomplaints@fcc.gov>]  
**Sent:** Monday, August 29, 2016 6:26 AM  
**To:** Crandall, Jeff  
**Subject:** Serve ticket#: 1152134 Last Name: Cosgrove

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

Due Date: 09/28/2016

Serve Date: 08/29/2016

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1152134>

Subject: Blue Ridge Cable

Tags: billing\_internet cable\_internet cams\_needs\_oi\_review cams\_oi/nn\_transparency carrier\_response\_pending no\_filing\_on\_behalf oi\_nn other pennsylvania

Email: [cosgrove.anthony@gmail.com](mailto:cosgrove.anthony@gmail.com)

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #: 0285169-02

First: Anthony

Last: Cosgrove

Address: 5918 decker rd

City: bushkill

State: pennsylvania

Zip: 18324

Phone where to be contacted: 845-637-3007

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

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## Vicky May (FCC Complaints)

Aug 29, 6:25 AM EDT

### 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](mailto:carriersupport@fcc.gov).

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## Cosgrove Anthony

Aug 22, 1:38 PM EDT

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

Blue Ridge Cable has somehow obtained a monopoly on high speed internet service in my area, Bushkill, PA. The company charges prices that are double those of other internet service providers (Comcast, for example) and provide substandard, antiquated product. I currently pay almost \$200 a month which is an introductory price for 100 Mbps internet and just basic HD TV program (no premium channels). In reality, the internet I get is never above 35 Mbps download and only 3Mbps upload. In addition, I experience SEVERE lags in service almost weekly that bring my internet speeds crawling to almost dial up levels. They say this is due to high usage during that time period yet I'm still paying the premium price for 100 Mbps internet. In addition, there is a monthly cap on bandwidth and if I exceed that I have to pay extortionate overages fees. Comcast internet offers a package with 220 basic channels, HD included, and 75 Mbps internet for only 89.99 a month. Yes, this is an intro price but so is the current 190 that I'm paying to Blue Ridge. So in another month I'm going to be paying even more for the same substandard service while if Comcast were an option, I could cut my bill in half and get better service delivery. I know that Comcast is a better product because I had Comcast previously when I lived in Scranton, PA. At the very least, an investigation needs to be initiated into the operations at Blue Ridge Cable. It's clear that they're gouging their customers who have no choice but to use their service and they're not putting any effort into upgrading their offerings. In 2016 there is no reason for internet drops on the level that I experience with Blue Ridge. And their Customer Service department has only told me this is how they do business and I'm more than welcome to cancel my service if I'm not happy with it. Problem is, there is no

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option that offers High Speed internet more than 10 Mbps in this area.

Everyone who uses Blue Ridge Cable is in this same situation, it's impossible to ignore. There have been other complaints however they've managed to talk their way out of them and nothing changes. Their prices are NOT competitive on any level and the service they offer is far inferior to other cable services.

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

**Ticket #** 1152134  
**Status** Open  
**Requester** Cosgrove Anthony  
**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](#)



September 23, 2016

Vicky May  
Consumer Complaints  
Serve Ticket#1152134  
Last Name: Cosgrove

Dear Vicky May,

Mr. Cosgrove's complaint is that Blue Ridge obtained a monopoly on high speed internet service in the Bushkill, PA area. He feels Blue Ridge's prices are double that of other internet providers and the service provided is substandard and antiquated.

Blue Ridge Communications does not have a monopoly in Bushkill, PA. Any cable company can apply for a franchise and provide service. We do not prohibit other companies from serving the area.

When comparing pricing for services, it is recommended that Mr. Cosgrove review the non-promotional pricing. Most other service providers only advertise their promotional rates online. An example is Comcast's cost and speed for one of their highest levels of service. Comcast offers up to 150Mbps download, for \$129.95 per month. A standard installation fee up to \$500 may also apply. This information can be found on [www.comcast.com](http://www.comcast.com). In comparison, pricing for Blue Ridge's 100Mbps/5Mbps is as low as \$109.95 per month with video service and up to \$124.95 per month for high speed internet only. We are a local company, installation is free, service calls are free, the service is reliable, and we offer free access to Unleashed WiFi Hot Spots. Blue Ridge feels the pricing and all of the high speed internet offerings are very competitive to other service providers when you factor in all the benefits the customer receives.

Mr. Cosgrove states that he never gets above 35Mbps download and he experiences severe lags. On 8/22/16, a service technician was sent to Mr. Cosgrove's residence. The technician observed a cell phone booster to his home network. At times, this booster can interfere with his upload and download speeds. If Mr. Cosgrove experiences any high speed internet problems, we can schedule a technician at his convenience. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Anthony Cosgrove