

From: [REDACTED]
Sent: Tuesday, July 20, 2021 8:27 AM
To: [REDACTED]
Subject: Serve ticket#: 4859129 Last Name: Novack

= Please read you'll really appreciate it =

Due Date: 07/25/2021

Serve Date: 06/25/2021

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/4859129>

Subject: High speed internet connection

Tags: availability_internet cable_internet carrier_response_pending current_customer

internet_availability_no_service_available other pennsylvania pennsylvania_behalf_of yes_contacted_company
yes_filing_on_behalf

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications, PennTele Data

Account #: [REDACTED]

First: [REDACTED]

Last: Novack

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: Yes

Relationship:

First Name: [REDACTED]

Last Name: Novack

Serve Status: carrier_response_pending

Ticket Information:

Arminta Henry (FCC Complaints)

JUN 25, 2021, 11:35 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.

[REDACTED]

JUN 23, 2021, 6:39 AM EDT

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

Blue Ridge Communications is not giving the internet service as is being paid for. They refuse to fix this ongoing issue of 8 years.

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

Ticket # 4859129

Status Open

Requester [REDACTED]

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Complaints.