

[REDACTED]

Subject: FW: Serve ticket#: 2569412 Last Name: Hayes

From: FCC [mailto:consumercomplaints@fcc.gov]
Sent: Monday, June 18, 2018 10:53 AM
To: Crandall, Jeff
Subject: Serve ticket#: 2569412 Last Name: Hayes

Please type your reply above this line - # #

Due Date: 07/18/2018
Serve Date: 06/18/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2569412>
Subject: Very Poor Internet
Tags: availability_internet cable_internet cams_broadband_service_repair carrier_response_pending
current_customer internet_availability_other 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
Account #: [REDACTED]
First: [REDACTED]
Last: Hayes
Address: [REDACTED]
Address 2:
City: East Stroudsburg
State: pennsylvania
Zip: 18302-8028
Phone where to be contacted: [REDACTED]
Filing on Behalf of Someone: Yes
Relationship:
First Name: [REDACTED]
Last Name: [REDACTED]
Serve Status: carrier_response_pending

Ticket Information:

Mary Izzard (FCC Complaints)

JUN 13, 10:52 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.

James Hayes

JUN 13, 6:07 PM EDT

2522 Lynnwood Dr East Stroudsburg PA 18302. The internet in our Trailer park has been going out for short time intervals now for almost 2 weeks. A technician was sent out on June13th 2018 but when he got here the internet was back up and running and of course he didnt find any problems. But at least 5 other houses have the same issues.

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

Ticket # 2569412
Status Open
Requester James Hayes
CCs --
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority --
Type Ticket
Channel Web Form

This email is a service from FCC Complaints.



Corporate Office

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

July 1, 2018

Mary Izzard
Consumer Complaints
Serve Ticket#2569412
Last Name: Hayes

Dear Virgie Ingram,

Mr. Hayes' complaint is that the internet at his residence has been going out for short time intervals for almost two weeks now. A technician was sent out to his home on June 6/13/18, but did not find any problems. He states there are at least five other houses that are having the same issue.

On 6/21/18, a technician was sent to Mr. Hayes' residence. According to the technician's findings, there were good signal levels at the Customer Provided Equipment (CPE). After checking signal levels, the technician was able to determine that the customer's owned modem was attempting to make multiple power adjustments. The modem continued to have connection issues. The technician suggested that the modem firmware should be updated, since it did not have the latest version. The subscriber did not accept the technician's suggestion and ordered the technician out of the home using abusive language. The technician informed his supervisor of the findings and experience with the customer.

After the technician left the residence on 6/21/18, Mr. Hayes contacted Blue Ridge again, stating the modem keeps dropping off line. Another service appointment was scheduled for 6/25/18. During this visit, the Blue Ridge technician replaced the customer's owned modem with equipment from Blue Ridge. Mr. Hayes was not charged for the replacement equipment or the service visit.

On 7/2/18, Mr. Hayes contacted a Blue Ridge Technical supervisor by phone to confirm the internet service was working as expected. During this call, Mr. Hayes stated that the service has been "fantastic" since the last visit. We feel this service issue has been resolved. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. James Hayes