

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, November 3, 2020 10:02 AM  
**To:** [REDACTED]  
**Subject:** Serve ticket#: 4243038 Last Name: Saunders

**Importance:** High

**From:** FCC <[consumercomplaints@fcc.gov](mailto:consumercomplaints@fcc.gov)>  
**Sent:** Friday, October 23, 2020 12:58 PM  
**To:** Crandall, Jeff <[jcrandall@pencor.com](mailto:jcrandall@pencor.com)>  
**Subject:** Serve ticket#: 4243038 Last Name: Saunders

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== Please type your reply above this line ==

Rebuttal Due Date: 11/06/2020  
Rebuttal Serve Date: 10/23/2020

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REBUTTAL

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/4243038>

Subject: Internet disconnection

Tags: availability\_internet cable\_internet carrier\_rebuttal\_response\_pending carrier\_response\_date\_added current\_customer explain\_charges\_policies\_carrier\_handled internet\_availability\_no\_service\_available no\_carrier\_handled\_monetary no\_filing\_on\_behalf other pennsylvania rebuttal\_review\_needed yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #:

First: [REDACTED]

Last: Saunders

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\_rebuttal\_response\_pending

Ticket Information:

Darshan Williams (FCC Complaints)

Oct 23, 2020, 12:58 PM EDT

**Private note**

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

If you have any questions regarding this notice, please contact the FCC at [carriersupport@fcc.gov](mailto:carriersupport@fcc.gov).

[REDACTED]

Oct 23, 2020, 12:21 PM EDT

Also blue ridge cable is a monopoly. There is no other cable and internet provider in this area.

[REDACTED]

Oct 23, 2020, 12:03 PM EDT

Hello,

My second email to you regarding blue ridge cable.

1. My internet is still out.
2. My 3 children are missing school again.
3. I wrote to blue ridge requesting a payment plan, and mentioned that in a previous email. I received no reply.
4. I went to the office that is located on rt. 940 and they demanded payment in full totaling almost \$2000. ( I do not owe this amount. And they couldn't show me how they arrived at this amount. Because they don't match my records.

5. I would like to file a formal complaint, I'm also considering legal action. Because the education of my children in danger.

Thank you

[REDACTED]

[REDACTED]

Oct 23, 2020, 7:48 AM EDT

Hello,

Since my last email to you blue ridge cable has shut my internet down this morning. So my children are going to miss school.. As per my last email I explained of the payment plan that I tried to do with blue ridge. I was told by a representative in thier customer service location that a payment plan would not be accepted. That they wanted payment in full even though they are wrong and refused to show how I owed what they are claiming as it doesn't match with my records.

So my 3 children are going to fall behind because of thier monopoly on the area. Please help me with this.

Hello,

I received the provider response and it didn't address the issue. I am trying to set up some sort of arrangement EVEN THOUGH I STRONGLY DISAGREE WITH THESE CHARGES. However, my kids education is important to me. And I really need my internet service. I really can't believe a company like blue ridge would say they don't care. Which is what they have done. I have set my own payment plan up through thier website. This I will do until I have an official arrangement from Blue Ridge.

[REDACTED]

Oct 20, 2020, 8:22 AM EDT

Hello,

I received the provider response and it didn't address the issue. I am trying to set up some sort of arrangement EVEN THOUGH I STRONGLY DISAGREE WITH THESE CHARGES. However, my kids education is important to me. And I really need my internet service. I really can't believe a company like blue ridge would say they don't care. Which is what they have done. I have set my own payment plan up through thier website. This I will do until I have an official arrangement from Blue Ridge.

**Kenneth Hill (FCC Complaints)**

Oct 4, 2020, 1:53 PM EDT

Hi [REDACTED]

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 4243038.

Here's what happens next:

- ? Your provider is required to send you a written copy of its response. Keep in mind, If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.
- ? Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
- ? Keep in mind that billing adjustments or other actions by your provider could take time to implement.
- ? If we do not hear from you within 30 days, your ticket will be closed.
- ? If you have new issues with your provider, you can file an additional complaint by going to: [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

**Jeff Crandall (FCC Complaints)**

Oct 8, 2020, 12:39 PM EDT

**Private note**

Please see our response and attachment.

Attachment(s)

[FCC 7-12-25 Serve Ticket ## 4243038 Sanders.pdf](#)

[REDACTED]

Sep 23, 2020, 10:03 AM EDT

Hello,

As of now Blue Ridge Cable has not contacted me. I reached out to them and spoke with a very nasty representative. She said whether my kids have internet service for school or not it's not Blue Ridge problem, I should've paid my bill. I tried to report this to a Supervisor and no one would come on the phone. Now here we are this is the third day that my children is missing school.

I didn't create this situation with the pandemic. But that being said. Since Children are going to school online. And Blue ridge is the only provider in this area. Even though its a monopoly, technically they can be considered a utility ? Please someone contact me tomorrow is going to be day 4.

[REDACTED]

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Sharon Wright (FCC Complaints)

Sep 22, 2020, 4:16 PM 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).

[REDACTED]

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Sep 22, 2020, 10:00 AM EDT

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

she states that she is being over billed by Blue ridge cable

she states that Blue Ridge is her provider

she states that her internet was disconnected and she needs the internet for her kids school

she states that she has been to the office twice

A complaint was filed

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

**Ticket #** 4243038

**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.

<FCC 7-12-25 Serve Ticket# 4243038 Sanders (Saunders) Rebuttal.docx>