

**Subject:** Serve ticket#: 5469429 Last Name: DiMichele

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

Due Date: 06/10/2022  
Serve Date: 05/11/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5469429>

Subject: Charges Not Approved

Tags: billing\_internet blue\_ridge\_communications cable\_internet carrier\_response\_pending  
current\_customer internet\_billing\_service\_charges no\_filing\_on\_behalf pennsylvania  
yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #: [REDACTED]

First: [REDACTED]

Last: DiMichele

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:

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**Mary Izzard (FCC Consumer Inquires and Complaints)**

May 11, 2022, 12:05 PM EDT

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**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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[REDACTED]

May 10, 2022, 11:27 AM EDT

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

While recently signing up for the federal discount for cable internet, I was informed that one of the services I was being charged for was not necessary. The service is called F Secure and apparently I requested this service in 2019 according to the ISP. When I requested written or formal approval of these services, they advised they could not provide such information, as it didn't exist. This charge was \$2.95 for roughly the last 2 years. After I pushed a full refund, I was told that a supervisor would call me the following day. I was then contacted by the same representative and offered a \$20 credit on my bill which I declined as this is not the total of what I was charged. They could not provide any more of a refund.

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

**Ticket #** 5469429  
**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 Consumer Inquires and Complaints.