

• *tt* - Please type your reply above this line - *#:tt*

Due Date: 11/06/2015
Serve Date: 10/07/2015

Link to Ticket: [https://fcctest.zendesk.com/aqent/tickets /54 1363](https://fcctest.zendesk.com/aqent/tickets/541363)

Subject: cap on bandwidth

Tags: billing_internet cams_needs_oi_review cams_oi/nn_general_conduct carrier_response_pending dsl_internet
no_filing_on_behalf oi_nn other pennsylvania

Email: got21uvjesus@yahoo.com

Method: - -

Issue: - -

Number subject to complaint :

Company Name:

Other Company Name: Blue Ridge Communication

Account #: 0280779-04

First: mark

Last: spikes

Address: 50d lower ridgeview circle

City: east stroudsburg

State: pennsylvania

Zip: 18302

Phone where to be contacted: 585-283-9059

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

Julie Benshoff (FCC Complaints)

Oct 7, 8:26 AM

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-fee.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.

Julie Benshoff (FCC Complaints)

6:01 PM

Private note

Request [#541375](#) "cap on bandwidth" was closed and merged into this request. Last comment in request [#541375](#):

I have recently received notification from Blue Ridge Communications that I will be charged extra money for any bandwidth usage above 600 GB. I have been using Blue Ridge since I moved to PA in January and have consistently watched television, played video games, and used the internet without any concern of my usage. I am now I notification that I am going to be going over my "cap" and will be charged. I have tried to find another provider to no avail. I pay \$85 a month for my service as it is (and I feel this is a complete rip off). In looking around for a different provider I can find similar services with no cap at a price that ranges from from \$50-\$70. I feel like this is a complete monopoly and I have no choice but to continue being ripped off if I want to have interent services. This change in Blue Ridge's policy is unfair because they have to know we have no other choice but use them and they are taking advantage of that fact. Please help if you know of a service in my location I would love to hear about it. I have called several internet providers and asked my neighbors and I cant seem to find any other provider in my area.

Got21uvjesus

1:21 PM

Got2luvjesus was not signed in when this comment was submitted. [Learn more](#)

I have recently received notification from Blue Ridge Communications that I will be charged extra money for any bandwidth usage above 600 GB. I have been using Blue Ridge since I moved to PA in January and have consistently watched television, played video games, and used the internet without any concern of my usage. I am now I notification that I am going to be going over my "cap" and will be charged. I have tried to find another provider to no avail. I pay \$85 a month for my service as it is (and I feel this is a complete rip off). In looking around for a different provider I can find similar services with no cap at a price that ranges from from \$50-\$70. I feel like this is a complete monopoly and I have no choice but to continue being ripped off if I want to have interent services . This change in Blue Ridge's policy is unfair because they have to know we have no other choice but use them and they are taking advantage of that fact. Please help if you know of a service in my location I would love to hear about it. I have called several internet providers and asked my neighbors and I cant seem to find any other provider in my area.

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

Ticket # 541 363

Status Open

Requester Got21uvjesus

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

October 15, 2015

Julie Benshoff
Consumer Complaints

Serve Ticket#: 541363
Last Name: Spikes

Dear Julie Benshoff,

Mr. Spike's complaint is that we recently introduced a monthly bandwidth allowance for our residential internet service.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 1.5 GB per month. In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm -1am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	700 GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their bandwidth allowance (Like the wireless phone providers do). We also provide a link to our website where the customer can monitor their bandwidth daily usage and what their current

total bandwidth usage is for the month. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service. We are finding that many of the customers complaining about the bandwidth plans are using well under their data allowance and will not be affected. We will be contacting our customers who have made complaints and make sure they understand what their bandwidth usage has been, and how to check their usage on our website for daily and total bandwidth usage.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall
Director of Operations
Blue Ridge Communications

Cc. Mark Spikes