

Please type your reply above this line-

Due Date: 10/28/2015  
Serve Date: 09/28/2015

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/551021>

Subject: portability

Tags: carrier\_response\_pending internet\_voip\_phone\_no\_filing\_on\_behalf\_number\_portability\_phone\_other  
other\_additional\_company\_name pennsylvania

Email: [mary\\_pierce@hotmail.com](mailto:mary_pierce@hotmail.com)

Method: internet (VOIP) -

Issue: Number Portability (keeping your number if you change providers) -

Number subject to complaint: 570-730-4035

Company Name:

Other Company Name: Blue Ridge Cable

Account #: 0312155-02

First: Mary

Last: Pierce

Address: 78 Broad St Rear House

City: Delaware Water Gap

State: pennsylvania

Zip: 18327

Phone where to be contacted: 570-236-3450 **SWA**

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

**Melissa Wetzel (FCC Complaints)**

Wed Jul 17 10:07 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-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).

**Mary Pierce**

Wed Jul 17 10:07 AM

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

I decided to drop phone and cable service with Blue Ridge Communications and just keep internet due to their rapidly increasing prices. I asked if I could transfer my number to my cell and was told no but could keep it if I again accept their phone service. Their advertised price is \$34.95 but I was told that I would have to pay \$39.95. I did not accept their "offer."

You are an agent. Add a comment by replying to this email or view ticket in Zendesk.

Ticket # 551021

Status Open

Requester Mary Pierce

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

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

Due Date: 10/28/2015

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Subject: portability

Tags: carrier\_response\_pending internet\_voip\_phone no\_filing\_on\_behalf number\_portability\_phone other  
other\_additional\_company\_name pennsylvania

Email: [marv\\_pierce@hotmail.com](mailto:marv_pierce@hotmail.com)

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Ticket Information:

## Melissa Wetzel (FCC Complaints)

...>:P E.O. ... / MIV

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## Mary Pierce

Sep 12 10:02 AM

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

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Ticket # 551021  
Status Open  
Requester Mary Pierce  
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**

September 29, 2015

Melissa Wetzel  
Consumer Complaints

Serve Ticket#551021  
Last Name: Pierce

Dear Melissa Wetzel,

Ms. Pierce's complaint is that she cannot port her home phone number to her cell phone and that our advertised price for our home phone service is \$34.95/mo and was quoted a rate of \$39.95/mo.

Phone numbers can only be ported to a cell phone if they are within the same Rate Center per FCC regulations. In checking Rate Centers, Ms. Peirce would have the ability to transfer her home number to her cell phone provider. However, we have no record of Ms. Pierce requesting to do this and we believe she may have spoken to her cell phone provider. The issue may be Ms. Pierce disconnected her phone service on 9/24/15 and the phone number must be an active phone number to be able to port (transfer) to another provider. After the customer disconnects their Blue Ridge telephone number, it becomes available for use by other customers so we cannot guarantee that the telephone number is still available for porting.

Ms. Pierce originally had our Triple Play discount, which included phone at \$34.95/mo. Our \$39.95/mo phone rate is included in our Double Play service which would either include internet or cable. If you have any questions please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Mary Pierce

