

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

Due Date: 05/11/2022

Serve Date: 04/11/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5410037>

Subject: Blue Ridge Internet Outages

Tags: availability_internet blue_ridge_communications cable_internet carrier_response_pending
current_customer internet_availability_coverage no_filing_on_behalf pennsylvania
yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: [REDACTED]

Last: [REDACTED]

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:

Mary Izzard (FCC Consumer Inquires and Complaints)

Apr 11, 2022, 2:19 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.

[REDACTED]
Apr 8, 2022, 4:00 PM EDT

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

Blue Ridge keeps working on the poles in the area during the day causing intermittent internet outages. This is negatively affecting 200 customers in the area over a month long span. They state they only work overnight yet their vans are parked outside poles in the area and their workers are up working on the wires. There are so many of us that work from home. We have a Facebook group page and share the can updates and outages yet blue ridge does NOTHING to resolve or complaints – explain what work is being done – it how long they will continue to do this work!!!!

My personal log off calls to Blue Ridge:

03/06/2022: workorder 15228347

03/15/2022: workorder 15238769 called 5x

03/16/2032: called 4x

04/05/2022: called 3x

04/06/2022: called 1x

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

Ticket # 5410037

Status Open

Requester [REDACTED]

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form