

[REDACTED]

**From:** [REDACTED]  
**Sent:** Saturday, May 1, 2021 2:34 PM  
**To:** [REDACTED]  
**Subject:** Serve ticket#: 47042651 Last Name: Wiggins

**CAUTION:** This email originated from outside of the PENNCOR network. Do not click on any links or open attachments unless the sender is known, and the content is verified as safe.

P.S. - Please type your reply above this line ->>

Due Date: 05/12/2021  
Serve Date: 04/12/2021

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Link to Ticket: <https://fctest.zendesk.com/agent/tickets/4704265>  
Subject: ISP's inaction to fix issue after six months of complaints and corroboration from techs  
Tags: cable\_internet\_carrier\_response\_pending\_current\_customer\_internet\_speed\_other\_no\_filing\_on\_behalf\_other\_pennsylvania\_speed\_internet\_yes\_contacted\_company  
Email: [REDACTED]  
Method: - -  
Issue: - -  
Number subject to complaint:

Company Name:  
Other Company Name: Penteledata/Blue ridge  
Account #:  
First: [REDACTED]  
Last: Wiggins  
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:

orlando ardon (FCC Complaints)

Apr 12, 2021, 6:55 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).

Apr 10, 2021, 11:24 PM EDT

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

Massive packet loss and high ping times over the course of six months. I have been as thorough as I could possibly be, documenting and reporting the issues which was consistently corroborated with various tiers of the company. Inaction is the biggest slap in the face when dealing with this problem. They say "Sorry to hear you are having issues and we will get someone out to fix your issue". However I am NEVER informed of any work order done to my connection and am left wondering if anything was done in the first place. This problem has been going on with this company for years. They need to be held accountable for their lack of service when dealing with less than obvious issues such as mine. I am getting to the point where I am willing to seek legal council and take them to court over this as I have plenty of evidence that supports my claims.

Attachment(s)

- [2021-04-10 22.27.36.png](#)
- [2021-04-10 20.55.04.png](#)
- [2021-04-10 20.34.45.png](#)
- [2021-04-10 20.26.10.png](#)

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

Ticket # 4704265

Status Open  
Requester [REDACTED]  
CCs -  
Group Blue Ridge Communications  
Assignee [REDACTED]  
Priority -  
Type Ticket  
Channel Web Form

This email is a service from FCC Complaints.