



Corporate Office | January 4, 2021

613 Third St.

P.O. Box 215

Palmerton, PA

18071

Jada Barnes
Consumer Complaints
Serve Ticket# 4414777
Last Name: Autar

COPY

Dear Jada Barnes,

Mr. Autar's complaint is that there is one internet service provider where he lives in East Stroudsburg, PA and it is Blue Ridge. Mr. Autar states there are frequent outages, internet throttling and high latency due to packet loss. Mr. Autar states Blue Ridge is a monopoly and he proposes a demand to bring a competing internet service provider into his area.

On November 4, 2020, Mr. Autar spoke with a Blue Ridge representative to report he was receiving slow internet service. The representative did troubleshoot with Mr. Autar by bypassing the router and having him do a speed test while directly connected to the modem. Mr. Autar indicated the speed was faster and the representative advised the issue may be with the router. Mr. Autar stated the problem seemed to be fixed so the issue must be with the router. The next day, Mr. Autar contacted Blue Ridge to update the equipment on the account as he purchased a new modem/router combination.

On November 13, 2020, Mr. Autar spoke with a representative to report intermittent issues of stuttering and outages in short bursts with the internet service. Mr. Autar stated he was using a new modem and router and recently rebooted the equipment. The representative checked and found no issue with our service to the modem. Mr. Autar was advised to contact Blue Ridge if the issue happens again and to not reboot the equipment until he is able to speak with a representative.

On November 14, 2020, Mr. Autar spoke with a representative to report the internet service dropping and packet loss. The representative checked the modem and found no issues but did notice some drops in the internet connection. An appointment was scheduled for November 17, 2020, for a technician to investigate on-site and no issues were found by the technician.

On November 17, 2020, Mr. Autar spoke with a representative to report the internet service dropping. While investigating, the representative did see some latency but no packet loss and advised Mr. Autar that he cannot distinguish the issue remotely. The representative suggested scheduling an appointment for a technician to check on-site with the appointment being scheduled for November 19, 2020. A \$40.21 credit was applied to the account for the 2.5 weeks of internet service issues. While on-site, the technician verified the signal, replaced the jumper to the cable modem and replaced a fitting at the ground block. The technician noted there was no signal leakage with our cable line.

On November 20, 2020, Mr. Autar spoke with a representative to report an intermittent high latency issue with the internet service. Mr. Autar was advised Blue Ridge would monitor his cable modem for three (3) days and we would follow-up with him to advise of our findings. The results of the first monitoring indicated there was an increase in flaps (13) within the 3 day monitoring period and a trouble ticket was needed.

On November 23, 2020, a Blue Ridge representative contacted Mr. Autar with the results of the modem monitoring and stated he would like to schedule an appointment for a technician to investigate on-

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Corporate Office, An appointment was scheduled for November 24, 2020, and the technician padded the line at the demarcation point.

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On November 25, 2020, Mr. Autar spoke with a Technical Support supervisor to report the internet service dropping and high packet loss. Mr. Autar advised that technicians sent to this home were not able to fix the issue and he believes it is a network issue. The supervisor conducted a test on the modem and observed flapping which could cause brief disconnects of the service. The supervisor also noted the upstream was relatively low and advised that would be caused by something on-site or in close proximity to Mr. Autar's home. The call was transferred to a Customer Service representative who scheduled an appointment for November 29, 2020, for a technician to be dispatched. The representative also applied a credit of \$21.29 to Mr. Autar's account for 9 days of internet service issues. The technician on-site observed no issues with the service and noted the customer was receiving the correct internet speed with readings being ideal and the connections were good throughout the house with no indication of signal leakage.

On November 30, 2020, Mr. Autar contacted Blue Ridge to report the ongoing internet issue and was transferred to a Technical Support supervisor. The supervisor performed a test on the modem and advised the latency he is experiencing wasn't caused by our signal to the cable modem but by something from the modem to his computer. The supervisor had Mr. Autar replace the Ethernet cord from the modem to the computer and continued to run his test. The supervisor noted that the signal to the cable modem was good and he didn't observe any drops in the service. The supervisor advised that he cannot tell if what may be causing the issue is the network card, the Ethernet cord or a bad signal from the router, but he was able to tell him the signal to the cable modem is good. Mr. Autar requested to swap the internet equipment on his account with his previous modem and he was transferred to Customer Service.

Mr. Autar's cable modem was monitored for 24 hours between November 30, 2020 and December 1, 2020. The modem test was clean and no issue identified. A voice message was left requesting a call back to discuss the results.

On December 1, 2020, Mr. Autar contacted Blue Ridge to report the ongoing issue with the internet service. Mr. Autar advised of his past conversations with our representatives and field technicians and feels that Blue Ridge is throttling his internet service. The representative advised Mr. Autar that she would request a Field Technician Supervisor contact him to discuss the issue.

On December 2, 2020, Mr. Autar contacted Blue Ridge because he didn't receive a call from a supervisor as promised. The representative spoke with her supervisor and advised Mr. Autar that he would need to speak with a Field Technician supervisor. Mr. Autar was advised that an email would be sent requesting a supervisor contact him to discuss the issues with the service. The representative advised Mr. Autar that he is receiving the correct speed with the amount of devices he is using and offered to upgrade his service to a faster speed to see if that would resolve the issue. Mr. Autar agreed to upgrade to our up to 250 MBPS package.

On December 10, 2020, Blue Ridge dispatched a technician to Mr. Autar's home to verify the internet service and found it was working as it should be. Mr. Autar advised the issue occurs after 6 p.m. and another technician returned to the home that evening. The technician temporarily swapped Mr. Autar's modem with one of ours and upgraded the customer's speed to our up to 1 Gig MIBPS package before performing the speed tests. After performing multiple tests using a piece of equipment that does a certified test to our PTD server, the results were about the same each time and indicated the speed and latency were good and the correct speed was being received.

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Mr. Autar contacted Blue Ridge numerous times to report the dropping of his internet service, packet loss and high latency. In speaking with our representatives, troubleshooting was attempted and tests were conducted remotely. All results indicate the signal to Mr. Autar's modem is good and is not causing the issues he has reported. Technicians were dispatched to Mr. Autar's home multiple times to investigate on-site with no service issues found. The technicians did replace jumpers and fittings that needed to be replaced, but these items have no bearing on the service issues Mr. Autar has reported. Multiple speed tests conducted at Mr. Autar's home to our PTD server indicate the customer is receiving the correct speed he is paying for.

Regarding throttling of our internet service, Blue Ridge does not block or reduce speed of any specific legal traffic. Blue Ridge does not degrade or impair access to lawful internet traffic.

Blue Ridge does not have a monopoly. Any company can apply for a franchise and supply service. In searching for internet service providers in the East Stroudsburg, PA 18301 area, results indicated by www.broadbandnow.com reflect Verizon (DSL), Viasat (Satellite) and Hughes Net (Satellite) are available.

If you have any further questions, please let us know.

Sincerely,

Blue Ridge Communications

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