

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

Due Date: 01/13/2023

Serve Date: 12/14/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5914449>

Subject: Blue ridge not setting up acp

Tags: acp availability\_internet carrier\_response\_pending fiber\_internet former\_customer internet\_availability\_other no\_filing\_on\_behalf other pennsylvania yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue ridge telecommunications

Account #: Not sure

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2: [REDACTED]

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:

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## Renee Moore (FCC Consumer Inquires and Complaints)

Dec 14, 2022, 8:59 AM EST

### 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.

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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).

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[REDACTED]  
Dec 14, 2022, 12:12 AM EST

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

My application for acp was successful and I sent multiple online applications to blue ridge to get me connected with home internet and they told me that I needed to sign forms in person at a brick and mortar, but I am disabled and have no transportation as I live in a rural area with no public transit. I told them I could electronically sign the necessary documents because the law states that electronic signatures are legally identical to handwritten, but after multiple calls to them and numerous different reps they keep repeating themselves because the first woman put a note on my account saying I had to go to the store which is 30 minute drive away and only open 2 days a week. I have small children and a medical alert that need home internet connectivity, I feel very scared that I will need to seek medical attention and my button will not be able to call for help, also my children can't do homework or day work so I'm getting warning from the school district. please help. I told them I was reporting them and she said go ahead, that won't change anything, and to call back after I go sign the papers at the location.

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

**Ticket #** 5914449  
**Status** Open  
**Requester** [REDACTED]  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form

This email is a service from FCC Consumer Inquires and Complaints.