

Due Date: 11/12/2022
Serve Date: 10/13/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5796352>
Subject: Withdrew money for discontinued service
Tags: billing_internet cable_internet carrier_response_pending current_customer internet_billing_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 Cable TV
Account #: [REDACTED]
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:

Robin McCullough (FCC Consumer Inquires and Complaints)

Oct 13, 2022, 8:02 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.

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Oct 12, 2022, 7:07 PM EDT

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

Blue Ridge Cable TV (920 Ehler Street Stroudsburg, PA 18360) debited my bank account October 7th for service that was terminated. I have been informed my money (307.11) will not be returned to me for 6 to 8 weeks. Is this legal? I'd like my funds returned in a timely manner and, after discussing this issue with a company representative, feel helpless to receive a refund before a month and a half or two months.

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

Ticket # 5796352
Status Open
Requester ██████████
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.