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: Method: - -Issue:- -Number subject to complaint: Company Name: Other Company Name: Blue Ridge Cable TV Account #: First: Last: Address: Address 2: City: State: pennsylvania Zip

Phone where to be contacted
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 <u>https://us-fcc.box.com/how-to-respond</u>.

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 <u>https://us-fcc.app.box.com/complaintnotice</u>.

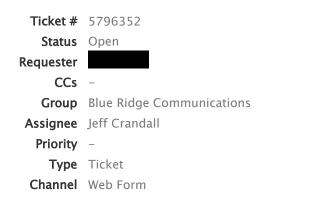
If you have any questions regarding this notice, please contact the FCC at <u>carriersupport@fcc.gov</u>.

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.



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