

**Subject:**

FW: Serve ticket#: 3441202 Last Name: Jordan

**From:** FCC <[consumercomplaints@fcc.gov](mailto:consumercomplaints@fcc.gov)>

**Sent:** Wednesday, August 14, 2019 8:52 AM

**To:** Crandall, Jeff <[jcrandall@pencor.com](mailto:jcrandall@pencor.com)>

**Subject:** Serve ticket#: 3441202 Last Name: Jordan

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

Rebuttal Due Date: 08/28/2019

Rebuttal Serve Date: 08/14/2019

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**REBUTTAL**

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3441202>

Subject: Internet billing

Tags: attachment\_previous billing\_internet cable\_internet carrier\_rebuttal\_response\_pending  
carrier\_response\_date\_added current\_customer internet\_billing\_taxes\_fees\_surcharges no\_filing\_on\_behalf other  
pennsylvania rebuttal\_review\_needed yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communication

Account #:

First: [REDACTED]

Last: Jordan

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\_rebuttal\_response\_pending

Ticket Information:

Jada Barnes (FCC Complaints)

Aug 14, 8:51 AM EDT

**Private note**

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

If you have any questions regarding this notice, please contact the FCC at [carriersupport@fcc.gov](mailto:carriersupport@fcc.gov).

Jessica Jordan

Aug 13, 2:58 PM EDT

To whom it may concern,

Blue ridge GREED is LEGENDARY and they have a monopoly in Pocono Mountain Pennsylvania. I have tried many times to resolve the outrageous charges blue ridge has brought upon me, even offering \$400 to settle things so we could move on. Blue Ridge Communication send me a final bill which threatens to send the account to collections in retaliation for seeking help with FCC. To be in good standing with the Blue Ridge Communication internet service you have to just pay for it monthly, not use the service at all and just tell your friends that you have high-speed internet. Overage charges should not exist for home-based internet service. 99 % of my bill is overage charges alone and Blue Ridge Communication justification for this is that I am among the 1 % that go over the allotted data allowance monthly. There is no other service provider that provides cable service in my area (Pocono Mountains Pennsylvania), so as it stands today Blue Ridge Communication is doing this because they have a monopoly. BRC makes a lot of false claims that they are owed multiple Months, and there is an upgrade package. The cost for the modem for that upgrade package is around \$900 plus they only give a little more data allowance than my current package. In addition, there is no company that is going to allow a customer to not pay anything towards the bill for three months especially not Greedy Blue Ridge. I request the business service to cover for the home school children but that request goes unanswered. It is unfair for BRC to charge me those ridiculous amounts of money for simple internet service, therefore, I will fight until the overage charge is gone, and the reconnection fee is waived from my account. I took the liberty of attaching the evidence to this letter. Thanks for your understanding

Attachment(s)

Screenshot (11).png

Screenshot (13).png  
Screenshot (10).png  
Screenshot (12).png

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**Arminta Henry (FCC Complaints)**

Aug 8, 4:20 PM EDT

Hi Jessica,

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 3441202.

Here's what happens next:

- We reviewed the provider's response and based on the information submitted, we believe your provider has responded to your concerns.
- Your provider is required to send you a written copy of its response by postal mail. Keep in mind it could take up to 10 days for you to receive the response.
- Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
- Keep in mind that billing adjustments or other actions by your provider could take time to implement.
- If we do not hear from you within 30 days, your ticket will be closed.
- If you have new issues with your provider, you can file an additional complaint by going to: [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

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**Jeff Crandall (FCC Complaints)**

Aug 8, 3:31 PM EDT

**Private note**

Please see our response and attachment.

Attachment(s)

FCC Complaint- Jessica Jordan- Serve Ticket#3441202.pdf

Arminta Henry (FCC Complaints)

Aug 6, 12:31 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).

Jessica Jordan

Aug 5, 1:15 PM EDT

These bills reflect the high overage charges that I get regularly. I would like the overage charges permanently five children could attend cyber home school program with out worry of internet cutting off. Lastly, please wa understanding

Jomo Jordan

Sent from Mail <[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_go.microsoft.com\\_fwlink\\_-3FLinkId-g&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=95Bz4wx3Z](https://urldefense.proofpoint.com/v2/url?u=https-3A__go.microsoft.com_fwlink_-3FLinkId-g&c=y0h0omCe0jAUGr4gAQ02Fw&r=DE9ErmM0NKrpVuFyWcoKOo3fwwIGdV4oHG44glYf3vY&m=95Bz4wx3Z)> for Windows 10

Attachment(s)

blue ridge bill01\_15\_2019.pdf

blue ridge bill03\_15\_2019.pdf

blue ridge bill04\_15\_2019.pdf

blue ridge bill05\_15\_2019.pdf

[blue ridge bill06\\_14\\_2019.pdf](#)

[blue ridge bill07\\_22\\_2019.pdf](#)

Jessica Jordan

Aug 5, 12:06 PM EDT

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

- Consumer is having billing issues with her provider.
- She is being charged for months they did not have service.
- Consumer claims the bill was supposed to be \$127 and now it's close to \$1300.
- The provider claims it is 'overage charges.'
- On the 7/4/19 they shut the service off but continue to bill her.
- Consumer would like all the overage charges to be removed.

\*\*\*CTR404-phone\*\*\*

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

Ticket # 3441202

Status Open

Requester Jessica Jordan

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Complaints.



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

August 19, 2019

Jada Barnes

Consumer Complaints

Serve Ticket#3441202 (Rebuttal)

Last Name: Jordan

Dear Jada Barnes,

Blue Ridge maintains its position regarding the balance owed for service and the data overage fees that have been incurred, as explained in our original response. At this time, Ms. Jordan's account remains disconnected for non-payment. In order for service to be reconnected, Ms. Jordan's must pay the balance of \$1,070.61 plus a reconnection fee of \$54.95.

Blue Ridge is not making false claims that multiple months are owed; Ms. Jordan's own screen shots support this. As you can see by Ms. Jordan's attached billing statements, it shows that the last payment Blue Ridge had received was on 4/22/19, in the amount of \$166.73. The balance on the account prior to that payment was \$621.63. This still left a balance of \$454.90, not including additional data overage charges that were incurred after 4/22/19. After 4/22/19, Blue Ridge has not receive any additional payments on the account.

Ms. Jordan states that the cost to upgrade the internet package to the highest level of internet service would cost around \$900 for the modem, while only providing a little more data. In order for Ms. Jordan to upgrade her service to our highest tier of high speed internet, the cost of the modem is \$79.95, plus tax. The service rate for the highest package would increase by \$18.00 per month. This package would give an additional data allowance 500GB for a total of 2TB. The current package provides 1.5TB. If the data allowance is exceeded, each additional 50GB is still charged at \$10.00. As a comparison, the \$18 monthly service rate increase would save \$100.00 per month in overage charges.

Residential customers may only have a business high speed internet package if they are operating businesses within their home. We would require the business name and tax identification number. If it is a sole proprietorship, we would need the business name and social security number the business is listed under. If the customer is working from home for his or her employer, his or her company must set up the service for the customer and provide the necessary information. We would also require the tax identification number. If you have any further questions, please let me know.

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Jessica Jordan

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**