

**Subject:** Serve ticket#: 5306294 Last Name: Kirchkesner

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

Due Date: 03/20/2022  
Serve Date: 02/18/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5306294>

Subject: 30 dollar credit program

Tags: acp\_availability\_internet blue\_ridge\_communications cable\_internet carrier\_response\_pending current\_customer ebb\_internet\_availability\_other no\_filing\_on\_behalf pennsylvania yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #: [REDACTED]

First: [REDACTED]

Last: Kirchkesner

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

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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**Kimberly Wild (FCC Consumer Inquires and Complaints)**

Feb 18, 2022, 11:24 AM EST

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**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).

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[REDACTED]

Feb 17, 2022, 11:39 AM EST

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

Prior to December 31, 2021 we were receiving the \$50 assistance through the EBB program and our service provider RCN. We physically moved on January 1, 2022 and had to select a different ISP as RCN does not service the area where we moved to. The only ISP is Blue Ridge Interent. I reapplied online, qualified and was given an acceptance number, called Blue Ridge to receive the \$30 assistance under the new program but they stated I would need to wait until March to be able to do this. I tried to address this issue with two different representatives at Blue Ridge. Both didn't seem to want to exert themselves to determine why their system wouldn't accept a valid number.

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

**Ticket #** 5306294  
**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.