

Subject:

FW: Serve ticket#: 2803264 Last Name: Bendall

Due Date: 10/28/2018
Serve Date: 09/28/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2803264>

Subject: Frequent interruption of service

Tags: cable_internet carrier_response_pending current_customer internet_speed_inconsistent_speed other pennsylvania pennsylvania_behalf_of speed_internet yes_contacted_company yes_filing_on_behalf

Email: [REDACTED]

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: Bendall

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: Yes

Relationship:

First Name: Amy

Last Name: Schaefer

Serve Status: carrier_response_pending

Ticket Information:

Robin McCullough (FCC Complaints)

[REDACTED]

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.

Puravida

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

Approximately 3–4 months ago our streaming services (Netflix, Hulu, Amazon) began to "buffer" frequently and for long periods of time. We had never had this issue before. We have contacted Blue Ridge Cable on numerous occasions. They have us check our speed and say it is where it should be based on our plan. We have even upgraded to a higher, more expensive plan, but have experienced no improvement. We have requested a new modem, but been told that our speeds are fine, therefore the modem is fine. We have now resorted to rebooting the modem almost daily, which provides some improvement. We would like BRCTV to replace our current modem and see if that rectifies the problem.

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

Ticket # 2803264

Status Open

Requester Puravida

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority

Type Ticket

Channel Web Form

The email is retrieved from FCC Complaints



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

October 15, 2018

Robin McCullough
Consumer Complaints
Serve Ticket#2803264
Last Name: Bendall

Dear Robin McCullough,

Ms. Bendall's complaint is that approximately 3-4 months ago streaming services began to "buffer" frequently for long periods of time. She says she has contacted Blue Ridge on numerous occasions to check her speed and Blue Ridge said the speed is where it should be. Ms. Bendall feels that Blue Ridge should replace the current cable modem to see if that rectifies the problem.

According to our service records, Ms. Bendall has never had a service technician come to her residence since the service installation was completed on 7/19/16. Blue Ridge contacted Ms. Bendall by phone on 10/8/18 and a service appointment was scheduled on 10/10/18 at a time that would be convenient for her instead of our regular appointment time slots.

During this service appointment, the cable modem was not the source of the issue, so it was not replaced. However, a barrel connector was replaced and a satellite splitter was removed. According to the service notes, speed tests were showing download speeds up to 75Mbps and upload speeds up to 6Mbps, which is the speed of her subscription.

On 10/12/18, a follow up phone call was made to ensure Ms. Bendall was satisfied with the work performed by the service technician. Ms. Bendall did not answer, but a voicemail was left for her to return the call. As of the date of this letter, we have not received a return phone call from Ms. Bendall. We feel we have resolved Ms. Bendall's speed issues. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Barbara Bendall