

..:u Please type your reply above this line -#11

Due Date : 10/23/2015  
Serve Date : 09/23/2015

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/526742>  
Subject: Unfair Business Practices Regarding Blue Ridge Cable TV onhnternet Caps Monopoly  
Tags: cable\_internet cams\_oi/nn\_general\_conduct cams\_oi/nn\_transparency carrier\_response\_pending  
no\_filing\_on\_behalf oi\_nn open\_internet\_net\_neutrality\_internet other pennsylvania  
Email: [ddematio@gmail.com](mailto:ddematio@gmail.com)  
Method: - -  
Issue:- -  
Number subject to complaint:

Company Name:  
Other Company Name: Blue Ridge Cable  
Account #: 0002960-04  
First: Donna  
Last: DeMatio  
Address: PO Box 351  
City: Henryville  
State: pennsylvania  
Zip: 18332  
Phone where to be contacted: 610-442-3011  
Filing on Behalf of Someone: No  
Relationship:  
First Name:  
Last Name:  
Serve Status: carrier\_response\_pending

Ticket Information:

**Robin McCullough (FCC Complaints)**

Sep 23, 7:20 PM

**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).

## D DeMatio

wp 1-r,8:1:2> AM

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

Blue Ridge Cable company has placed extremely high costs to myself and the rest of its customers with the new data cap Internet charges. People bills will be tripling with their new FEES. There is no company to get internet services from in our remote area in the Poconos and Blue Ridge knows this.

They state you can "view" your usage on their website after registering; however, there is no "total" area to see your total use to date. To find the total, you must calculate this by yourself (with day by day totals).

If you go over the usage limit, you will be charged \$10 (every time you go over) and will be given 50 gb. But for a family of 4, who is on the internet constantly, works from home, and streams data 24 hrs per day, this is an outrage to consumers. You MUST investigate and make changes to regulation that insists there are to be "no caps" for consumers. Blue Ridge is a monopoly in the Poconos and is extremely overpriced. Why is it that "Service Electric" a few miles away has lower fees for cable TV and Internet and has NO caps??

SECTV = uncapped, lower priced

BRCTV = capped, higher prices, monopolistic business practices.

Please be sure to look into this as we are outraged over this practice and there was another cable company we could go to. If we could use Service Electric, myself and many of us would take our business elsewhere. We are counting on you to help us save some dollars regarding Internet pricing, which is so

important to people working from home and families that have shut off cable TV and only "stream", to save dollars.

If you can go nothing, why not allow Service Electric to service people in the Poconos to give Blue Ridge some competition and eliminate the monopoly they have on their customers. We are counting on you the FCC, the help save us from this monopoly business practice of Blue Ridge Cable!

Sincerely, D. DeMatio

You are an agent. Add a comment by replying to this email or view ticket in Zendesk .

Ticket # S26742  
Status Open  
Requester D DeMatio  
CCs -  
Group Blue Ridge Communications  
Assignee Jeff Crandall  
Priority -  
Type Ticket  
Channel Web Form

This email is a service from FCC Complaints. Delivered by Zendesk

September 29, 2015

Robin McCullough  
Consumer Complaints

Serve Ticket#: 526742  
Last Name: DeMatio

Dear Robin McCullough,

Ms. DeMatio's complaint is that Blue Ridge Cable has data allowances based on the level of internet service selected and that she cannot see her total usage for the month on our website.

**History:** Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 1am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

	Speed	<u>Bandwidth Allowance</u>
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	700 GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

**Notice:** We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their bandwidth allowance. (Like the wireless phone providers do) We also provide a link to our website where the customer can monitor their bandwidth daily usage and what their current total bandwidth usage is for the month. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

**Reason:** Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service. We are finding that many of the customers complaining about the bandwidth plans are using well under their data allowance and will not be affected. We will be contacting our customers who have made complaints and make sure they understand what their bandwidth usage has been, and how to check their usage on our website for daily and total bandwidth usage.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall  
Director of Operations  
Blue Ridge Communications

Cc.Donna DeMatio