

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

Due Date: 01/15/2023

Serve Date: 12/16/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5913306>

Subject: Cable discrepancy extremely unhappy

Tags: additional_information_needed_from_consumer billing_tv carrier_response_pending
current_customer internet_tv no_contacted_company no_filing_on_behalf other pennsylvania

Email: [REDACTED]

Method: - Internet

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #:

First: [REDACTED]

Last: [REDACTED]

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_response_pending

Ticket Information:

Robin McCullough (FCC Consumer Inquires and Complaints)

Dec 16, 2022, 7:20 PM EST

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.

Robin McCullough (FCC Consumer Inquires and Complaints)

Dec 16, 2022, 7:20 PM EST

Private note

The consumer has explained that she received an unexpected bill due to streaming and was advised that she would not exceed the amount, provided. Originally she had listed Hulu in the complaint.

She has clarified that it involves overages billed by Blue ridge Cable and does NOT involve Hulu.

██████████

Dec 15, 2022, 8:18 PM EST

We have Hulu for tv. We have Blue Ridge Cable. My problem is with Blue Ridge Cable. We took back our boxes and cables. The lady at the counter updated us to \$79.95 per month we will never go over due to the streaming we do. I am sorry to bother you with this but I am not paying this \$ 270.00 bill since the error is on your end. We are all human and make mistakes. Thank you in advance for your immediate attention to this matter.

Sincerely

██████████

Robin McCullough (FCC Consumer Inquires and Complaints)

Dec 15, 2022, 11:18 AM EST

Hi [REDACTED],

Thank you for your submission. Your request has been received and assigned Ticket No. [REDACTED].

Unfortunately, we need additional information from you to take further action on your complaint.

So we can address your complaint as quickly as possible, please provide the information described below by replying directly to this email within 7 business days.

Additional information needed:

You have listed Hulu as your cable/internet service provider ? Hulu is an OTT/Streaming service that provides access to video content. The FCC does not have jurisdiction in this type of service matter.

Therefore, if your complaint involves your previous internet/cable service provider, please provide the name of that service company.

[REDACTED]

Dec 13, 2022, 1:47 PM EST

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

My husband and I returned our cable boxes and remotes. We upgraded to \$79.95 unlimited data at the highest gig. Today I got a bill for \$264.95 in overages. I called the Stbg store where I was told nothing ever took that we are still paying overages and the \$79.95 did not start until December!!!! I recommend all your employees are on the same page. My account # is [REDACTED] [REDACTED] Also I quit cable the day we were in and only kept internet!!! I thank you in advance for a speedy resolve to this matter as I am not paying this bill as I don't have cable through blue ridge.

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

Ticket # 5913306
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.