

- Please type your reply *above* this line -

Due Date: 02/05/2016

Serve Date: 01/07/2016

Link to Ticket: <https://fcctest.zendesk.com/aqent/tickets/665176>

Subject: Blue ridge cable gave my 88 year old father's phone number away for the second time.

Tags: carrier_response_pending internet_voip_phone new_jersey new_jersey_behalf_of number_other other_additional_company_name rebuttal_review_needed yes_filing_on_behalf

Email: tara.hickey@whipactsys.com

Method: Internet (VOIP) -

Issue: Number Portability (keeping your number if you change providers) -

Number subject to complaint: 570-646-7420

Company Name:

Other Company Name: Blue Ridge Communication

Account #: 0176027-01

First: Tara

Last: Hickey

Address: 15 Scudders Rd

City: Sparta

State: new_jersey

Zip: 07871

Phone where to be contacted: 973-560-6790

Filing on Behalf of Someone: Yes

Relationship:

First Name: Robert

Last Name: Kelly

Serve Status: carrier_response_pending

Ticket Information:

Jada Barnes (FCC Complaints)

Jada Barnes / JADA BARNES

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-fee.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.

Tara Hickey

November 11, 2015 10:50 AM

This complaint is related to complaint # 340502 which was resolved back in July. My father suspended his phone service on 10/22. It was to be put on seasonal suspension but they disconnected it and gave away his phone number. It states in his account records that they are never to disconnect without talking to me (I had that note put in the last time this happened). I called on 11/6 and I was told to call back on 11/7 to speak to manager. I did as they requested, however no manager would speak with me. I was told the number was still available and would be reconnected on 11/16 and that I could call back on 11/19/2015 and change the full phone service to seasonal. (they are charging him for the reconnection and a prorata for full service until it is changed back to seasonal. I called today and spoke with Olivia who told me all tickets were cancelled and we could not get the phone number back. He has had that number for 45 years, and cannot at this stage of his life, memorize a new phone number. anything you can do is appreciated. the last time this happened, I spoke with Jeff Langley who responded to the first FCC complaint and he was very helpful. Unfortunately he is in another department.

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

Ticket # 665176

Status Open

Requester Tara Hickey

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

Pw;e"1a1l •s a service from FCC Complaints Delivered !:); Zendesk

January 27, 2016

Jada Barnes

Consumer Complaints

Serve Ticket#: 665176

Last Name: Hickey

Dear Jada Barnes,

Tara Hickey's complaint is that her father suspended his phone service on 10/22/15. This was supposed to be seasonally disconnected, but instead it was a full disconnected.

The account holder, Robert Kelly visited the local office on 10/22/15. When speaking to the customer service agent, he requested his account to be fully disconnected. The customer service agent advised Mr. Kelly to disconnect seasonally, per notes on his account, so he would not lose his phone number. However, he insisted that the account be fully disconnected.

Sincerely,

Jeff Crandall

Director of operations

Blue Ridge Communications

Cc. Tara Hickey

