

[REDACTED]

From: [REDACTED]
Sent: Thursday, December 31, 2020 6:08 PM
To: [REDACTED]
Subject: FW: Serve ticket#: 4414777 Last Name: [REDACTED]
Attachments: FCC 7-2-147 Serve Ticket #4414777 [REDACTED].docx

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Please type your reply above this line.

Due Date: 01/06/2021
Serve Date: 12/07/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/4414777>

Subject: Monopolized throttling in my area

Tags: cable_internet_carrier_response_pending_current_customer_cv19_interference_internet_internet_interference_other_no_filing_on_behalf_other_pennsylvania_yes_contacted_company

Email: [REDACTED]

Method: --

Issue: --

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: [REDACTED]

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:

Jada Barnes (FCC Complaints)

Dec 7, 2020, 7:36 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.

[REDACTED]

Dec 4, 2020, 5:37 PM EST

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

Hi,

I currently live in East Stroudsburg, PA; where we have one broadband ISP available Blue Ridge (Blue Ridge Communications). Recently we have found ourselves amidst a pandemic, where we must adapt to working over the internet. However, Blue Ridge does not seem to understand how heavily they're relied on in our area, because there are frequent outages, internet throttling, and High latency due to packet loss. I propose a demand to bring in a competing ISP, and that Blue Ridge allow fair competition to stop the current monopoly.

-Thank you

Attachment(s)

[unknown.png](#)

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

Ticket # 4414777

Status Open

Requester [REDACTED]

CCs -

Group Blue Ridge Communications

Assignee [REDACTED]

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Complaints.