

[REDACTED]

From: [REDACTED]
Sent: Friday, June 29, 2018 4:21 PM
To: [REDACTED]
Subject: FW: Serve ticket#: 2591274 Last Name: Castellano

Follow Up Flag: Follow up
Flag Status: Flagged

From: FCC [<mailto:consumercomplaints@fcc.gov>]
Sent: Friday, June 29, 2018 4:10 PM
To: Crandall, Jeff
Subject: Serve ticket#: 2591274 Last Name: Castellano

Please type your reply in the field below.

Due Date: 07/29/2018
Serve Date: 06/29/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2591274>

Subject: Blue Ridge Communications Billing Complaint

Tags: attachment_previous billing_internet carrier_response_pending internet_billing_other no_filing_on_behalf other
other_customer pennsylvania pm_automation_done postal_mail_assign_to_tl postal_mail_data_entry
yes_contacted_company

Email: cgbnoemail@fcc.gov

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: Josephine

Last: Castellano

Address: [REDACTED]

Address 2:

City: East Stroudsburg

State: pennsylvania

Zip: 18301

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Arminta Henry (FCC Complaints)

2/11/2017 10:10 PM EDT

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.

Postal Mail Intake (FCC Complaints)

1/11/2017

Postal Mail Ticket Ready For Data Entry

Attachment(s)

<K:\Bureaus-Offices\CGB\CICD\Zendesk\postal-mail-scans\image21662.pdf>

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

Ticket # 2591274

Status Open

Requester cgbnoemail

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Incident

Channel By Web Service

View original message in Zendesk Support | [View all messages](#)



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 2, 2018

Arminta Henry

Consumer Complaints

Serve Ticket#2591274

Last Name: Castellano

Dear Arminta Henry,

Ms. Castellano's complaint is that services were never installed and she is still being billed. She says she called several times to get it resolved but states Blue Ridge refused to resolve it.

Ms. Castellano's high speed internet service was installed on 2/7/18. On 3/20/18, the customer contacted a Blue Ridge customer service representative stating there was no high speed internet service to cell phones or laptops. During troubleshooting, our system showed that the modem was online and connected. Since the modem was registering online, Ms. Castellano was transferred to technical support for further troubleshooting. No service appointment was scheduled.

On 4/5/18, the customer called again stating the modem has not worked since install. A same day service appointment was scheduled. During the service appointment, the service technician determined that the customer provided router was not connected to the cable modem, which is the reason the customer said there was no internet service. Service to the modem was working as expected. We feel that the installation of the cable modem to provide high speed internet service was done correctly and the issue was with the customer provided equipment. As of 5/14/18, the account was disconnected for non-payment. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon

Blue Ridge Communications

Cc. Josephine Castellano

PH+610 826 2551

FAX+610 826 7626

email+brc@ptd.net