

Subject:

FW: Serve ticket#: 3769669 Last Name: Mitgang

From: FCC <consumercomplaints@fcc.gov>

Sent: Wednesday, January 22, 2020 7:22 PM

To: Crandall, Jeff <jcrandall@pencor.com>

Subject: Serve ticket#: 3769669 Last Name: Mitgang

Please type your reply above this line.

Due Date: 02/21/2020

Serve Date: 01/22/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3769669>

Subject: Blue Ridge Communications Local Stations

Tags: availability_tv cable_tv cams_service_plan/advertised_rates carrier_response_pending current_customer no_contacted_company no_filing_on_behalf other pennsylvania

Email: [REDACTED]

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: [REDACTED]

Last: Mitgang

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:

Virgie Ingram (FCC Complaints)

[Jan 22, 7:21 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] Mitgang

[Jan 22, 4:12 PM EST]

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

Recently there was an adjustment of the stations. She lives in the Pocono Mountains and recently her local stations were changed from New York stations to local stations. The "local stations" are almost 40 minutes away and the news is not relevant. She contacted Blue Ridge and they told her it was a decision that the FCC made without providing a full explanation. She wants to know why the stations were changed and whether they will be changed back.

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

Ticket # 3769669
Status Open
Requester **[REDACTED] Mitgang**
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

February 5, 2020

Virgie Ingram
Consumer Complaints
Serve Ticket#3769669
Last Name: Mitgang

Dear Jada Barnes,

Ms. Mitgang's complaint is that she says she lives in the Pocono Mountains and Blue Ridge recently changed her local channels from New York stations to "local stations" that are almost 40 minutes away. She states that the news from these stations is not relevant. When she contacted Blue Ridge, she was not provided an explanation as to why the change took place.

Monroe County, where Ms. Mitgang resides, is designated as the Wilkes-Barre/Scranton market, so Blue Ridge must carry the Wilkes-Barre/Scranton broadcast stations. Programming costs are our number one expense which gets passed on to our customers. Until recently, Blue Ridge carried out-of-market networks, but with escalating programming fees, we have chosen to remove the out of market channels.

The complaint that Blue Ridge receives the most is that our prices are too high. In an effort to control increasing programming costs, on August 1, 2019, Blue Ridge changed its channel lineup in the Pocono Pines area by eliminating substantially duplicate out-of-market channels and repositioning others. Removing the duplicate programming helps limit future price increases. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Stacy Mitgang

PH•610 826 2551

Fx•610 826 7626

email•brc@ptd.net