

/r Please type your reply above this line #

Due Date: 06/26/2016  
Serve Date: 05/27/2016

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/999108>

Subject: Data caps with Blue Ridge Communications

Tags: cable\_internet cams\_advertising\_deceptive\_or\_misleading cams\_oi/nn\_general\_conduct  
cams\_oi/nn\_transparency cams\_service\_plan/advertised\_rates carrier\_respon \_ nding no\_fiLi - \_on\_behalf oi\_nn  
open\_internet\_net\_neutrality\_internet other pennsylvania

Email: [johnhu](mailto:johnhu)

[2005@yahoo.com](mailto:2005@yahoo.com) Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: Shixiong

Last: Hu

Address: 152 Bel Tor Dr.

City: Stroudsburg

State: pennsylvania

Zip: 18360

Phone where to be contacted: 570-807-7236

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

## Robin McCullough (FCC Complaints)

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### 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](mailto:carriersupport@fcc.gov).

## Johnhu 2005

11/07/24, 9:11 AM

Johnhu 2005 was not signed **in** when this comment was submitted. [Learn more](#)

Blue Ridge Communications has started establishing arbitrary data caps due to their monopoly on Cable Internet in the Stroudsburg, PA region. Customers like myself are left with no recourse but to adhere to these data caps or change to another form of internet service (E.g. DSL).

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

Ticket # 999108

Status Open

Requester Johnhu2005

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Complaints. Delivered by Zendesk

May 27, 2016

Robin McCullough  
Consumer Complaints  
Serve Ticket#999108  
Last Name: Hu

Dear Robin McCullough,

Mr. Hu's complaint is that Blue Ridge Communications has doubled her bill. She states that she pays \$124 per month for service that has a data allowance of 1TB. If you go over the allowance, they charge \$10 per every SOGB of data. She also states that she has no other options for cable internet service, like Comcast.

**Reason:** We enacted bandwidth allowances out of simple fairness. Many customers do not realize that we pay for bandwidth on a usage basis. Bandwidth consumption is increasing about 30-40% a year. This drives up the cost of delivering internet service not only in bandwidth costs but in network and equipment modifications needed to deliver internet service.

There is a vast discrepancy between bandwidth consumption of the average user and extreme user. The average user consumes about 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our latest estimates are that less than 1% of subscribers will exceed their data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

**History:** Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5 pm - 1 am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

On September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service.

Effective February 1,2016,we increased the allowance by level of service, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	200 GB downstream
2)	5mbps	450 GB downstream
3)	10mbps	550 GB downstream
4)	15mbps	700 GB downstream
5)	60mbps	800 GB downstream
6)	100mbps	1000GB (1TB) downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB. We continuously monitor the overall bandwidth usage and will modify the allowances to maintain fairness

**Notice:** We email customers if they reach 75% and 90% of their bandwidth allowance. (Like the wireless phone providers do) We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

**Open Internet Rules:** Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service.

According to [www.broadbandnow.com](http://www.broadbandnow.com), customers in the Stroudsburg area can choose high speed internet providers such as Verizon, Dish, or HughesNet. We do not prohibit other cable companies from serving Mr. Hu's area. Any company can apply for a franchise and provide service. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Shixiong Hu