

Subject:

FW: Serve ticket#: 2791255 Last Name: Pierson

From: Type your reply below. (Max. 1000)

Due Date: 10/25/2018
Serve Date: 09/25/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2791255>

Subject: Blue Ridge Communications, Billing, Security, Substandard Customer Service

Tags: attachment_previous billing_internet carrier_response_pending current_customer fiber_internet internet_billing_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: Pierson

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

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:

orlando ardon (FCC Complaints)

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.

Jamesp1099

Jamesp1099 was not signed in when this comment was submitted. [Learn more](#)

My problem is this company has a "take it or leave it" attitude. It is already allowed to operate a monopoly and has created a security issue with my account. A payment was posted that I didn't make. Their accounting is either inept or someone has compromised my Internet service. This needs to go straight to the CEO of this corporation. I will not tolerate Customer Service employees with condescending attitudes. The FCC needs to get competition in this area. I made no such payment. I will not tolerate this company engaging in FRAUD.

Attachment(s)

[Account \[REDACTED\].pdf](#)

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

Ticket # 2791255
Status Open
Requester Jamesp1099
CCs
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

See email for a signature from FCC complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

October 2, 2018

Orlando Ardon
Consumer Complaints
Serve Ticket#2791255
Last Name: Pierson

COPY

Dear Orlando Ardon,

Mr. Pierson's complaint is that a payment was posted to his account that he did not make and he states that it has created a security issue with his account. He also feels the FCC needs to get competition in his area.

Mr. Pierson contacted Blue Ridge on 9/22/18 to inquire about a "Lock Box" payment that was posted to his account. After researching the payment at Mr. Pierson's request, it was discovered that another customer received Mr. Pierson's bill in the mail in error and mailed the payment. This was a simple case of a post office delivery error and no accounts or banking information of Mr. Pierson's was compromised in any way.

Blue Ridge reached out to the customer who sent the check payment that was posted to Mr. Pierson's account. That customer confirmed he/she did not thoroughly inspect the billing statement, but instead just wrote the check and mailed it along with the payment stub. Since the payment coupon and check had Mr. Pierson's account number listed, the payment was posted to his account. Once we confirmed this error, a payment correction was made to Mr. Pierson's account on 9/24/18. The payment was removed from Mr. Pierson's account and credited to the correct account. As of 10/2/18, Mr. Pierson's account is up-to-date with a zero balance.

Blue Ridge does not prohibit other companies from serving customers in Mr. Pierson's area. Any cable company can apply for a franchise and provide service. According to www.cabletv.com, Mr. Pierson can choose from other providers such as Verizon, DirecTV, or Dish Network. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. James Pierson

PH*610 826 2551

FX*610 826 7626

email*brc@ptd.net