

#3430793 Blue Ridge Communications stops working with me

Submitted July 31, 2019, 12:02 PM **Received via** Web Form **Requester** Ylwsb67 <ylwsb67@aol.com>

Status Open **Type** - **Priority** - **Group** Blue Ridge Communications **Assignee** Jeff Crandall

Complaint Internal Status Carrier Response Pending **Carrier Serve Due Date** Aug 31 **Carrier Serve Date** Aug 1 **Company Name** Other

Company Name (Other) Blue Ridge Communications **TV Method** Cable **TV Issues** Billing **First Name** Catherine **Last Name** Chadwick

State Pennsylvania **Zip Code** 18302 **Phone (where you can be contacted)** 973-476-3737 **Account Number** 0110777-03

Address 1 212 William Drive Unit A **City** East Stroudsburg **Filing on Behalf of Someone** No

Contacted Company About Issue Yes **Relationship to Company** Current Customer

Ylwsb67 Jul 31, 12:02 PM

Trying to get the account caught up with payments. They are shutting me off 8/2/19. They are not accepting any more payments. The payments I'm offering can have me caught up by 9/3. I have paid 323.10 in the past 3 weeks, was told last week to call back, for them to work with me, which i did today 7/31 & now they stop working with me, I just want to work this out. My husband is disabled with a fixed income and I work part-time, we are trying. Please help, thank you. We have the cable, phone and internet all with Blue Ridge on one bill.

Yolanda Giles Aug 1, 5:25 PM

Internal 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.

Support Software by Zendesk



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

August 7, 2019

Yolanda Giles
Consumer Complaints
Serve Ticket#3430793
Last Name: Chadwick

Dear Yolanda Giles,

Ms. Chadwick's complaint is that Blue Ridge is not accepting anymore of her payments. She says she is trying to get her account caught up. She says her husband is disabled, she works part time, and they have a fixed income.

Blue Ridge is working with Ms. Chadwick to make her account balance current. Her services are currently active and not disconnected. On 8/2/19, payment arrangements were set up and approved by our call center supervisor. We will continue to monitor and work with Ms. Chadwick in bringing her account up-to-date. According to the account notes, she will make a payment on 8/16/19 in the amount of \$83.75. After that payment, her account balance will be \$176.26. Ms. Chadwick's monthly rate is \$167.09, including taxes. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Catherine Chadwick

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net