CAUTION: This email originated from outside of the PENCOR network. Do not click on any links or open attachments unless the sender is known, and the content is verified as safe.

##- Please type your reply	y above this line -#	#
----------------------------	----------------------	---

Due Date: 06/03/2022 Serve Date: 05/04/2022

Link to Ticket: https://fcctest.zendesk.com/agent/tickets/5456566 Subject: Blue Ridge Cable Monopoly Northeastern PA Tags: billing_internet blue_ridge_communications cable_internet carrier_response_pending current_customer internet_billing_other no_filing_on_behalf pennsylvania yes_contacted_company Email Method: - -Issue:- -Number subject to complaint: Company Name: Other Company Name: Account #: First: Last: Address Address 2: City: East State: pennsylvania Zip: Phone where to be contacted: Filing on Behalf of Someone: No Relationship: First Name: Last Name: Serve Status: carrier response pending

Ticket Information:

Mary Izzard (FCC Consumer Inquires and Complaints)

May 4, 2022, 12:08 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 <u>https://us-fcc.box.com/how-to-respond</u>.

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 <u>https://us-</u><u>fcc.app.box.com/complaintnotice</u>.

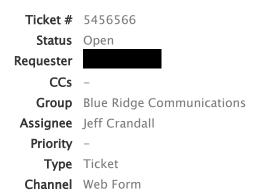
If you have any questions regarding this notice, please contact the FCC at <u>carriersupport@fcc.gov</u>.

May 3, 2022, 12:23 PM EDT

was not signed in when this comment was submitted. Learn more

Blue Ridge Cable has a monopoly in my area. They are not signing new contracts with the various counties to prevent other providers from coming in. They charge \$120 a month for 1GB service when that same service is offered in surrounding areas for \$50 from other providers. They charge these fees because they are the only game in town by their own design.

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.



This email is a service from FCC Consumer Inquires and Complaints.