



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

September 30th, 2014

Sharon C Bowers, Division Chief
Federal Communications Commission
Consumer Inquiries & Complaints Division
1270 Fairfield Road
Gettysburg, Pennsylvania 17325-7245

Eric A. Langenbach

RE: Complaint #: 14-C00609344-1

Mr. Longenbach's complaint is that we should not be charging \$0.50 per outlet for additional outlets in his home that delivers our channels to his television sets and that he knows of other people with additional outlets that are not paying this fee.

We have always charged a maintenance fee for additional outlets that carry our programming. This is because we are required by the FCC to secure and monitor our signal within any cable that our signal travels through for leakage which is specified in the Code of Federal Regulations (CFR) 47, Part 76.611. This includes driving out our entire system multiple times a year with test equipment to assure our signal does not escape and violate the standards set by the FCC and FAA. One of the most common causes of leakage is created by our customers adding additional television outlets in their home which we are required to monitor and repair on an ongoing basis. We also charge the same fee for any additional outlet that we have knowledge of.

Please let us know if you have further questions.

Sincerely,

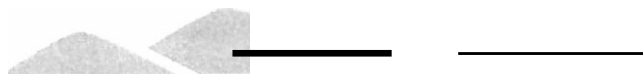
Jeff Crandall
Director of Operations
Blue Ridge Communications
610-826-9110
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cc. Eric Langenbach

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Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
1270 Fairfield Road
Gettysburg, Pennsylvania 17325-7245

OFFICIAL NOTICE OF INFORMAL COMPLAINT

Date: 09/10/2014

The attached list identifies one or more informal complaints recently filed against your company with the Federal Communications Commission (Commission). Also attached is a copy of each complaint. Pursuant to Section 4(i) of the Communications Act of 1934, as amended (the "Act"), 47 U.S.C. § 154(i), and Section 0.141 of the Commission's rules (the "rules"), 47 C.F.R. § 0.141, and, if your company is a common carrier subject to the Act, Section 208 of the Act, 47 U.S.C. § 208, and Section 1.717 of the rules, 47 C.F.R. § 1.717, we direct your company to submit a separate response to each complaint that specifically addresses each allegation raised in the complaint, and describes any action that your company has taken to satisfy each allegation. If a complaint concerns a call completion or call quality problem, your response must also include a narrative explanation as to how your company handles telecommunications traffic directed to the local telephone service provider serving each of the called locations and should identify all providers that your company uses to deliver traffic to that provider. Each response is due within thirty (30) days of the date of this Notice.

Your response to each informal complaint must be submitted, in writing, to the Commission at 1270 Fairfield Road, Gettysburg, Pennsylvania 17325-7245, or as an attachment to an e-mail sent to complaintresponses@fcc.gov. However, companies that have arranged with the Commission to receive and respond to informal complaints electronically must submit their responses to the Commission via the FCC website. You must also submit a separate response to each enclosed complaint. At the top of each response include: (1) the complainant's name, and (2) the complaint number. You also must provide the name of a company representative to whom all future correspondence regarding the complaint should be directed. You are further directed to send a copy of each of your responses to the respective complainant at the time that you forward each response to the Commission. Finally, your company is directed to retain all records that are or may be pertinent to the allegations raised in each complaint for one (1) year after the date of this letter, unless otherwise instructed.

A failure to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Act, 47 U.S.C. § 409(m). Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provides for the imposition by the Commission of forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order.

If you have any questions regarding this Notice, please email CCMSHELP with a detailed message. To ensure that we can supply the information that you seek, please provide the Company Name, the Complaint Number, the names of the Complainant and the specific questions that you would like to have answered.

Sincerely,



Sharon Bowers, Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau

Attachment(s)

User Complaint
Number

14-C00609344

Last Name. First Name

LONGENBACH, ERIC

City. State. Zip

SAYLORSBURG , PA,
18353

Form Type

20008

Carrier Name: BlueRidgeCommunications

Serve Start Date: 09/10/2014

Serve Due Date: 10/10/2014

Carrier Name :Blue Ridge Communications

User complaint number: 14-C00609344-1

Carrier: Blue Ridge Communications

Form 2000B – Billing, Privacy, or Service Quality Complaint

Consumer's Information:

First Name: Eric Last Name: Longenbach

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: 2336 Woodhaven Dr
Mailing Address (where mail is delivered)

Address 2:

City: Saylorsburg State: PA Zip Code: 18353

Telephone Number (Residential or Business): (570) 236 - 9112 Ext:CEU

E-mail Address: eric.a.longenbach.civ@mail.mil

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

1. Telephone number(s) involved (including area code): (610) 681 - 6100 (610) 826 - 9054

2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?: Blue ridge cable, PO Box 100 Gilbert PA 18331 (BRC)

3. What is the account number that is the subject of your complaint?: 0148270-01

4. If you are disputing charges on a telephone bill, complete the following:

a. Disputed amount: \$ 0.00

b. Have you paid any of the disputed charges?: true

c. Did the billing company adjust or refund the disputed charges?: false

d. If yes, what was the amount of the adjustment or refund?: \$ 0.00

e. Are the disputed charges related to additional services?: false

If yes, please explain:

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below: I have resided in my home & used BRC since 10/1993. On 7/9/14 I added internet service. The company rep that insisted on entering my home reported back to BRC that I had (9) cable jacks installed in my home for which I was charged an additional \$.50 per jack or \$4.50 additional per month for jacks which I installed & for which there are no additional services provided by BRC as the company is only responsible for providing (1) signal to my home. In essence, BRC is charging me for cable jacks that I installed. Company officials and/or customer service have not, will not or cannot provide me with a written policy on such charges nor can they direct me to anything on co. website that specifies the charge for additional cable jacks that I installed. It would be another matter entirely if BRC has installed the additional jacks within my home but they did not. In all 21 yrs that I resided in my home I have never paid for 1 jack, let alone 9 jacks. See attachment for additional info.

Complaint Summary: 14-cooso9344-1

Date Served :09/10/2014

Response Due Date : 10/10/2014

Carrier :Blue Ridge Communications

Form Type :20008

Consumer Name : LONGENBACH , ERIC

Complaint Submission Date:08/18/2014

Complaint Type:Cable

Complaint Category: Billing Practices/Rate Structures

Complaint Sub-Category: Dispute - General

CARRIER RESPONSE COVER PAGE

COMPLAINT # : 14-C00609344-1

CARRIER : Blue Ridge Communications

CONSUMER NAME : LONGENBACH



Carrier Instructions: To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

FCC Instructions: When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.

User complaint number: 14-C00609344-1

Form 2000B - Billing, Privacy, or Service Quality Complaint

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

You may submit this form over the Internet at <http://www.tcc.gov/cgb/complaints.html>, by e-mail to fccinfo@fcc.gov, by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TY).

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve billing, privacy, or service quality. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMO-PERMS, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. **PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.**

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a common carrier, the complaint is forwarded to the defendant carrier who must, within a prescribed time frame, either

Form 2000B - Billing, Privacy, or Service Quality Complaint

*** * * ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT * * ***

satisfy the complaint or explain to the Commission and the complainant its time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).