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

Due Date: 06/05/2022

Serve Date: 05/06/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5461592>

Subject: internet is not responding i keep getting old software and pages.the exit sign took a long distance phone call freq. outstanding.

Tags: availability\_internet blue\_ridge\_communications carrier\_response\_pending current\_customer\_internet\_availability\_coverage new\_jersey new\_jersey\_behalf\_of no\_contacted\_company wireless\_internet yes\_filing\_on\_behalf

Email: [REDACTED]

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name:

Account #: no

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: new\_jersey

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: Yes

Relationship:

First Name: [REDACTED]

Last Name: [REDACTED]

Serve Status: carrier\_response\_pending

Ticket Information:

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**Mary Izzard (FCC Consumer Inquires and Complaints)**

May 6, 2022, 12:29 PM EDT

**Private note**

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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](mailto:carriersupport@fcc.gov).

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[REDACTED]

May 5, 2022, 2:05 PM EDT

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

cell phone wasnt approved by manufactue.bought in wrong store took to ling

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

**Ticket #** 5461592  
**Status** Open  
**Requester** [REDACTED]  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form

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