

## Langdon, Jeff

---

**From:** Crandall, Jeff  
**Sent:** Friday, December 09, 2016 11:46 AM  
**To:** Langdon, Jeff  
**Subject:** FW: Serve ticket#: 1338244 Last Name: Robinson

---

**From:** FCC [mailto:consumercomplaints@fcc.gov]  
**Sent:** Thursday, December 08, 2016 10:16 PM  
**To:** Crandall, Jeff  
**Subject:** Serve ticket#: 1338244 Last Name: Robinson

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

**Due Date:** 01/08/2017

Serve Date: 12/09/2016

\*\*\*

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1338244>

Subject: Throttled Internet Speed

Tags: cable\_internet cams\_advertising\_deceptive\_or\_misleading cams\_needs\_oi\_review cams\_oi/nn\_general\_conduct  
cams\_oi/nn\_throttling cams\_oi/nn\_transparency cams\_service\_plan/advertised\_rates cams\_service\_quality  
carrier\_response\_pending current\_customer internet\_speed\_inconsistent\_speed no\_filing\_on\_behalf oi\_nn other  
pennsylvania speed\_internet yes\_contacted\_company

Email: [dariusrob@gmail.com](mailto:dariusrob@gmail.com)

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #:

First: Darius

Last: Robinson

Address: 7 Stonewall Ct

City: East Stroudsburg

State: pennsylvania

Zip: 18302

Phone where to be contacted: 570-606-0756

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

---

## Robin McCullough (FCC Complaints)

Dec 8, 10:15 PM EST

### 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](mailto:carriersupport@fcc.gov).

---

## Dariusrob

Dec 3, 1:19 PM EST

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

We pay a premium price of approximately \$80, per month for 60 Mb download speed. At night time, this speed is not reached and we have had it serviced by the company and the problem still exists . This has been an on going issue.

Attachment(s)

[IMG\\_0163.PNG](#)

[IMG\\_0161.PNG](#)

[IMG\\_0162.PNG](#)

---

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

**Ticket #** 1338244  
**Status** Open  
**Requester** Dariusrob  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

December 29, 2016

Robin McCullough  
Consumer Complaints  
Serve Ticket#1338244  
Last Name: Robinson

Dear Robin McCullough,

Mr. Robinson's complaint is that at night, he does not receive the internet speed for which he is paying. He states he has had his connection serviced by Blue Ridge, but the problem still exists.

On 12/2/16, a service technician was sent to Mr. Robinson's residence and an adjustment was made to the amp feeding the tap. On 12/15/16, we contacted Mr. Robinson by phone to inquire if the speed had improved since the adjustment was made. Mr. Robinson stated there was still an issue, and another service appointment was scheduled for 12/20/16.

On 12/29/16, a follow up call was made to Mr. Robinson. He stated the speed issue was resolved on 12/20/16 and he is satisfied with the speed he is receiving at this time. A service credit was issued to Mr. Robinson's account because he was not receiving the speed that he was billed for. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Darius Robinson

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**

