

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

Due Date: 10/27/2021

Serve Date: 09/27/2021

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5048024>

Subject: Inconsistent Internet

Tags: blue_ridge_communications cable_internet carrier_response_pending current_customer_interference_internet_internet_interference_jamming_blocking_no_filing_on_behalf pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #: [REDACTED]

First: [REDACTED]

Last: Rusiecki

Address: [REDACTED]

Address 2:

City: [REDACTED]

1

Ticket # 5048024

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 Complaints.



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215 October 25, 2021

Mary Izzard
Consumer Complaints
Serve Ticket# 5048024
Last Name: Rusiecki

Dear Mary Izzard,

Mr. Rusiecki states he contacted Blue Ridge due to experiencing connection stability issues with the internet service. Mr. Rusiecki claims the jitter isn't normal and believes it should be between 5-15ms (milliseconds). Mr. Rusiecki states he randomly experiences a rate of 20-500ms. Mr. Rusiecki states he has contacted Blue Ridge multiple times, had a service technician at his home and the issue has not been resolved.

Mr. Rusiecki placed two (2) trouble calls in the past year for speed issues. The first was on November 12, 2020, with the technician noting no issues were found. At that time, Mr. Rusiecki subscribed to our up to 500 MBPS level of internet service which offers speeds of up to 500 MBPS download and up to 15 MBPS upload. The speed tests the technician performed resulted in consistent speeds of 503 MBPS download and 15.5 upload. The second trouble call was on September 1, 2021, with the technician noting no issues were found, however, he did replace the cable modem in case there was an intermittent issue with the equipment.

Blue Ridge is willing to dispatch a technician to Mr. Rusiecki's home to test his internet service in an effort to optimize any metric possible. A technical supervisor contacted Mr. Rusiecki to schedule an appointment, however, he declined the offer. Without having access inside the customer's home to perform further testing, we cannot verify the numbers Mr. Rusiecki reported, or if there is an issue inside the home. We were able to ping his modem remotely and measure the signal which was within acceptable levels for data transmission.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications