

Subject:

FW: Serve ticket#: 3827765 Last Name: Krametz

From: FCC <consumercomplaints@fcc.gov>

Sent: Friday, February 21, 2020 1:18 PM

To: Crandall, Jeff <jcrandall@pencor.com>

Subject: Serve ticket#: 3827765 Last Name: Krametz

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

Due Date: 03/22/2020

Serve Date: 02/21/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3827765>

Subject: help

Tags: billing_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue: - Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue ridge

Account #: [REDACTED]

First: [REDACTED]

Last: Krametz

Address: [REDACTED]

Address 2: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Sharon Wright (FCC Complaints)

Feb 21, 1:18 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.

Hood58rich

Feb 16, 8:36 AM EST

Hood58rich was not signed in when this comment was submitted. [Learn more](#)

I live in PA I have blue ridge cable 2 years ago they started using some kind of box every one needed on each T.V. or would not work they gave them to every one for free now they are starting to charge for something we never needed \$2 a box a month they also raised the inter net saying it would be faster and it is not

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

Ticket # 3827765
Status Open
Requester Hood58rich
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.

P.O. Box 215

Palmerton, PA

18071

February 24, 2020

Sharon Wright
Consumer Complaints
Serve Ticket#3827765
Last Name: Krametz

Dear Sharon Wright,

Ms. Krametz's complaint is that two years ago, Blue Ridge started to use DTA mini boxes in order to receive a cable signal. At that time, the boxes were provided at no cost. Now, two years later, Blue Ridge started to charge for the boxes. She also states that Blue Ridge increased internet speeds but she says her speed has not increased.

Since Blue Ridge uses an all-digital system, equipment must be supplied for every television in the home on which the customer wants to view cable programming. Blue Ridge supplied each customer with two free DTA mini boxes for two years, which is in compliance with the FCC's encryption policy. If customers need more than two DTA mini boxes, they can choose to add additional DTA mini boxes for an additional \$1.99/mo per television. Once the two year period has expired, each DTA will be billed at \$1.99/mo per television. Information regarding digital encryption can be found on the FCC's website at <https://www.fcc.gov/consumers/guides/cable-system-encryption>.

On 2/15/20 Ms. Krametz, contacted Blue Ridge stating the internet service was offline at her home. Later that same day, a service technician was sent out to her home to diagnose and repair any issues causing this problem. Upon investigation, it was determined that there was a problem with the cable modem. The service technician replaced the cable modem at no cost. At this time, there have been no additional reports that the customer is not receiving the proper speed or any other connectivity issues. If Ms. Krametz needs further assistance or needs to report any service issues, she may contact us at 1-800-222-5377 at any time. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Christine Krametz

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net