

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

Due Date: 12/16/2015
Serve Date: 11/16/2015

Link to Ticket: <https://fcctest.zendesk.com/aqent/tickets/649724>
Subject: Blue ridge internet data caps

cams_service_plan/advertised_rates carrier_response_pending interference_internet no_filin
pennsylvania

Email: jaredenz900@yahoo.com
Method: - -

Issue: - -

Number subject to complaint:

Company Name:
Other Company Name: Blue ridge communications

Account #:

First: Jared

Last: Enz

Address: 4017 mountain vista rd

City: Stroudsburg

State: pennsylvania

Zip: 18360

Phone where to be contacted: 570-629-1699

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Robin McCullough (FCC Complaints)

Nov 16, 1:22 PM

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.

jared enz

Nov 11, 8:51 AM

I live in a rural area where I do not have a lot of internet options. Blue ridge is available and is one of three options in the area. The problem is that they force a data cap on the internet service I use and pay for, with no option to remove it. This severely limits anything I can use my internet for the month. The data cap is not fair to it's customers and needs to be looked at because limiting people who very option for internet is not fair to the customers.

You are an agent. Add a comment by replying to this email or view ticket in Zendesk.

Ticket # 649724

Status Open

Requester jared enz

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Complaints. Delivered by Zendesk

November 16, 2015

Robin McCullough
Consumer Complaints
Serve Ticket#649724
LastName: Enz

Dear Robin McCullough,

Mr. Enz's complaint is that Blue Ridge forces a data cap on high speed internet service and it is not fair to customers. As of 11/16/15, Mr. Enz has never subscribed to our high speed internet service.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 1am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	700GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their

bandwidth allowance (Like the wireless phone providers do). We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Jared Enz