

**Subject:** Serve ticket#: 5918757 Last Name: Jack

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

Due Date: 01/15/2023

Serve Date: 12/16/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5918757>

Subject: Internet service out more than working

Tags: cable\_internet carrier\_response\_pending current\_customer interference\_internet internet\_interference\_jamming\_blocking no\_filing\_on\_behalf other pennsylvania yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: [REDACTED]

First: [REDACTED]

Last: Jack

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

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:

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**Robin McCullough (FCC Consumer Inquires and Complaints)**

Dec 16, 2022, 7:34 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>.

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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]

Dec 15, 2022, 10:16 PM EST

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

Only internet provider in the area is Blue Ridge Cable. Paying for service that is not working more than working. Issue has been ongoing for over 2 years. No other options available for providers.

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

**Ticket #** 5918757  
**Status** Open  
**Requester** [REDACTED]  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form