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**Subject:** Serve ticket#: 5285690 Last Name: Kube

**Importance:** High

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

Rebuttal Due Date: 03/14/2022  
Rebuttal Serve Date: 02/28/2022

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REBUTTAL

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5285690>

Subject: Blue ridge cable

Tags: availability\_internet carrier\_rebuttal\_response\_pending carrier\_response\_date\_added explain\_charges\_policies\_carrier\_handled former\_customer internet\_availability\_coverage no\_carrier\_handled\_monetary no\_filing\_on\_behalf other pennsylvania rebuttal\_review\_needed wireless\_internet yes\_contacted\_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue ridge cable

Account #:

First: [REDACTED]

Last: Kube

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\_rebuttal\_response\_pending

Ticket Information:

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**Eric Gamage (FCC Consumer Inquires and Complaints)**

Feb 28, 2022, 9:34 AM EST

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**Private note**

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

If you have any questions regarding this notice, please contact the FCC at [carriersupport@fcc.gov](mailto:carriersupport@fcc.gov).

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Feb 25, 2022, 9:44 AM EST

Orlando Ardon  
Consumer Complaints  
Ticket # 5285690

In regard to the letter sent from Blue Ridge Cable yes I did ask to have just internet hard wired I really wanted a phone line since that is much more reliable in my name since the service is so bad with wireless. Blue Ridge does offer that but they would not allow me to have a account in my name I am only staying at a friends house for a short time and when I moved I could take the service with me, which would be much easier for everyone since my friend does not understand anything to do with internet/cable

No I didn't get another provider since there are none in the area and no one talked to me about a static IP which I have no idea what it is.

I moved here July 2021 there has been about 7 call tickets to tech support and finally they came 2/24/22 and replaced the router. I was told there would be no charge to the new router but once Blue ridge was here there is a \$12.00 fee per month

I lived in this area for 25 yr. before I move 3 yrs ago I had a landline/internet through Verizon, now u cant even get landlines cause they all went to fiber optic and most of the area does not have fiber optic wires. I work from home and need a wired internet because wifi is not reliable.

Townhomes and apt. do not allow satellite dish I spoke to T-mobile and they have wireless also which would be the same problem. 3 yrs ago there were many internet providers and if u were not happy with one y could change now u only have Blue Ridge.

I am a senior and wanted to use the gov. internet program which runs At lease the rest of the yr so when I move I would have that discount since Blue Ridge charges so much for TV/internet even just with basic TV. I will be going to senior housing and I spoke to some of the people there they r paying \$190.00 per

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month with no premium channels not something seniors can afford. Blue Ridge is the only provider in that area also

[REDACTED]

[REDACTED] On Tuesday, February 22, 2022, 10:15:15 AM EST, FCC <[consumercomplaints@fcc.gov](mailto:consumercomplaints@fcc.gov)> wrote:

#yiv6503212688 table td {border-collapse:collapse;}#yiv6503212688 body .filtered99999 .yiv6503212688directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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**Ameka Lucas (FCC Consumer Inquires and Complaints)**

Feb 22, 2022, 10:15 AM EST

[REDACTED],

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 5285690.

Here's what happens next:

- Your provider is required to send you a written copy of its response. Keep in mind, If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.
- Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
- Keep in mind that billing adjustments or other actions by your provider could take time to implement.
- If we do not hear from you within 30 days, your ticket will be closed.
- If you have new issues with your provider, you can file an additional complaint by going to: [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

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**Jeff Crandall (FCC Consumer Inquires and Complaints)**

Feb 21, 2022, 6:27 AM EST

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**Private note**

Please see our response and attachment.

Attachment(s)

[FCC 07-02-101 Serve Ticket ## 5285690 Kube.pdf](#)

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[REDACTED]  
Feb 15, 2022, 7:58 AM EST

[REDACTED]

> On Feb 7, 2022, at 3:11 PM, FCC <[consumercomplaints@fcc.gov](mailto:consumercomplaints@fcc.gov)> wrote:  
> The provider never contacted me and they won't they r the only internet/cable co around and they charge a fortune. U need to step in and break up this monopoly.  
>

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**orlando ardon** (FCC Consumer Inquires and Complaints)

Feb 7, 2022, 3:11 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).

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[REDACTED]  
Feb 6, 2022, 6:04 PM EST

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

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They r the worst and have a monopoly since they r the only one around they charge a lot and there service goes out more then it's on. I'm a disabled senior and work from home. I'm staying with a friend for a little while and they will not even allowed me to get just a internet account for me so I can hardwire my computer

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

**Ticket #** 5285690  
**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 Consumer Inquires and Complaints.