

Corporate Office

613 Third St

P.O. Box 215

Palmerton, PA May 10, 2011

18071

Sharon C. Bowers, Acting Division Chief  
Consumer Inquires and Compliant Division  
Consumer & Governmental Affairs Bureau  
RE: Michael Pyong Eaton  
User Complaint Number - 11-C00294033

Dear Sharon C. Bowers,

Mr. Eaton's issue was that he was having speed issues with his modem service. He had called in the beginning of March of this year and we originally thought the problem was with equipment within his home. The problem persisted and turned out to be an intermittent problem with our outside plant in his area. This made it difficult to trouble shoot because we wouldn't know if we corrected the problem or if the problem just stopped happening. We believe we resolved the problem in the beginning of April and Mr. Eaton has not had any issue since April 12<sup>th</sup>. We credited Mr. Eaton's account for the month of March for his modem service not working properly and have given him the system supervisor's phone number in his area in case he has further issues.

Please let us know if you have any questions or need additional information.

Sincerely,

Jeff Crandall  
Dir. of Operations  
Blue Ridge Communications  
610-826-9110  
jcrandall@pencor.com .

cc. Michael/Pyong Eaton

PH•610 826 2551

FX•610 826 7626

email•brc@ptd .net



## CARRIER RESPONSE COVER PAGE

**COMPLAINT # :** 11-C00294033-1

**CARRIER :** Blue Ridge Communications

**CONSUMER NAME :** Eaton



**Carrier Instructions:** To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

**FCC Instructions:** When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.

user complaint number: 11-C00294033-1

Carrier: Blue Ridge Communications

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Form 2000B - Billing, Privacy, or Service Quality Complaint

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Consumer's Information:

First Name: Michael / Pyong Last Name: Eaton

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: 810 Sioux Dr

Address 2:

Mailing Address (where mail is delivered)

City: EAST STROUDSBURG State: PA Zip Code: 18302

Telephone Number (Residential or Business): (570) 856 - 5266

E-mail Address:

\* \* \* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \* \* \*

1. Telephone number(s) involved (including area code):

2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?: Blue Ridge Communications Bundled

3. What is the account number that is the subject of your complaint?: 0207465-01

4. If you are disputing charges on a telephone bill, complete the following:

a. Disputed amount: \$ 0.00

b. Have you paid any of the disputed charges?: false

c. Did the billing company adjust or refund the disputed charges?: false

d. If yes, what was the amount of the adjustment or refund?:\$ 0.00

e. Are the disputed charges related to additional services?: false

If yes, please explain:

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below: Consumer has had problems with the internet, the pages do not load or barley load, and he has tried to work with them to find a solution. He is requesting that if they can not assist with the problems and offer the service he is paying for then he would like them to credit the time he does not have internet service. The internet comes and goes, it is unreliable and he is not paying just for when ever he gets it. He just wants the internet fixed, and when he upgraded, he thought it would be better and it is the same as before.

## Complaint Summary: 11-coo294033-1

Date Served :04/13/2011

Response Due Date :05/13/2011

Carrier :Blue Ridge Communications

Form Type :20008

Consumer Name :Eaton, Michael / Pyong

Expected Response Method: Paper

United States Government  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW, 5-A847  
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT

Date: 04/13/2011

THE COMPANY IDENTIFIED IN THE ATTACHED LIST IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE. Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$12 million for certain types of violations.

The attached list contains informal complaints that were filed with the Commission pursuant to Section 208 of the Act, 47 U.S.C. § 208, and Section 1.711 of the Commission's Rules, 47 C.F.R. § 1.711. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint(s) should be sent to each consumer as soon as your company receives this Notice.

Pursuant to Sections 208 and 4(i) of the Act, 47 U.S.C. §§ 208, 154(i), we are forwarding a copy of the complaint(s) so that your company may satisfy or answer the complaint(s) based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Written responses must be filed with the Commission at 445 12th Street, SW, 5-A847, Washington, D.C. 20554, or as an attachment to an e-mail to [carrierresponses@fcc.gov](mailto:carrierresponses@fcc.gov). A separate response should be filed by each carrier for each case. Each response should include: (1) the Complainant's Name, and (2) the Complaint Number. To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, please ensure that the Carrier Response Cover Page precedes your response to each complaint. Companies are directed to send copies of their responses to consumers at the same time their responses are forwarded to the Commission. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints.

If you have any questions regarding this Notice, please contact Fran Lookenbill at 717-338-2547 or [fran.lookenbill@fcc.gov](mailto:fran.lookenbill@fcc.gov), and leave a detailed message specifying the Company Name, the Complaint Number, and the specific questions that you would like to have answered.

Sincerely,

Sharon C. Bowers, Acting Division Chief  
Consumer Inquiries and Complaints Division  
Consumer & Governmental Affairs Bureau

Attachment(s)

