

7/12/025

Subject: FW: Serve ticket#: 3709395 Last Name: Mukhitdinov

From: FCC <consumercomplaints@fcc.gov>
Sent: Thursday, December 12, 2019 11:53 AM
To: Crandall, Jeff <jcrandall@pencor.com>
Subject: Serve ticket#: 3709395 Last Name: Mukhitdinov

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

Due Date: 01/11/2020
Serve Date: 12/12/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3709395>
Subject: the internet provider set up exactly the same email address to unrelated customers.
Tags: cable_internet carrier_response_pending current_customer new_york no_filing_on_behalf other
privacy_internet privacy_written_notice_no yes_contacted_company yes_privacy_accessed
Email: [REDACTED]
Method: - -
Issue: - -
Number subject to complaint:

Company Name:
Other Company Name: Blue Ridge/PTD
Account #: [REDACTED]
First: [REDACTED]
Last: Mukhitdinov
Address: [REDACTED]
Address 2: Apt. [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:

Robin McCullough (FCC Complaints)

Dec 12, 11:52 AM 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.

Amukhitdinov

Dec 11, 9:02 PM EST

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

in 2016, I set up an email account for my house network with one of my internet providers via an agent because they had no ability to set up via their web browser at that time. Yesterday I learned that either their agents or, if they have the web browser ability now, set up exactly the same email.

Now I am receiving all of his/her security footage, and he/she is receiving mine.

I sent an email to the manager of my account at PTD but receive no answer. Then I tried to chat via their site (ptd.net) with someone named George D. – but he was not very helpful. Instead he said that he cannot give out any information on other clients (!) thought I did not ask any information. Instead, I ask them to fix the problem but he seem did not even understand the issue.

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

Ticket # 3709395
Status Open
Requester Amukhitdinov
CCs –
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority –



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

January 6, 2020

Robin McCullough
Consumer Complaints
Serve Ticket#3709395
Last Name: Mukhitdinov

Dear Robin McCullough,

Mr. Mukhitdinov's complaint states he set up an email account for his home network in 2016 via a customer service agent. He states he learned that the exact email address was set up with another agent or through a web browser for a different customer. He says that he now receives all of this person's security footage and that person is receiving his. He says he contacted PenTeleData's customer support via chat, but he says the agent was not very helpful because the agent did not understand the issue.

PenTeleData and Blue Ridge have provisions in place so that two customers cannot share or use the same email address. Additionally, a customer must speak directly to a customer service agent to add, delete, or change an email address. Email addresses cannot be added via a web portal. According to our records, the email address in question is only associated with the account number Mr. Mukhitdinov has provided in his complaint.

The Blue Ridge Commercial Department attempted to contact Mr. Mukhitdinov by phone and email on 12/16/19, 12/17/19, and 12/19/19 without success. However, on 1/6/20, the commercial department did speak to Mr. Mukhitdinov by phone. The commercial department believes that the security footage he is receiving is from someone who entered the customer's email address into security software by mistake. The commercial department stated that they would reach out to PenTeleData to further research this issue and follow up with him. Mr. Mukhitdinov was satisfied with this solution. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Askar Mukhitdinov

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net