

Langdon, Jeff

Subject: FW: Serve ticket#: 1757513 Last Name: Losee

From: FCC [mailto:consumercomplaints@fcc.gov]
Sent: Thursday, July 06, 2017 10:18 AM
To: Crandall, Jeff
Subject: Serve ticket#: 1757513 Last Name: Losee

- Please type your reply above this line -

Due Date: 08/05/2017
Serve Date: 07/06/2017

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1757513>

Subject: Access to internet
Tags: availability_internet_cable_internet_carrier_response_pending_internet_availability_no_service_available
no_filing_on_behalf_of_other_pennsylvania_prospective_customer_yes_contacted_company
Email: mikel5711@yahoo.com
Method: - -
Issue: - -

Number subject to complaint:

Company Name:
Other Company Name: Blue ridge cable

Account #:

First: Michael

Last: Losee

Address: 257 Estate Dr

City: East Stroudsburg

State: pennsylvania

Zip: 18302

Phone where to be contacted: 631-236-2056

Filling on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

JoAnn Davis (FCC Complaints)

Jul 6, 10:17 AM EDT

Private note

Please use the Macro 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.

Mike15711

Jul 5, 5:02 PM EDT

Mike15711 was not signed in when this comment was submitted. [Learn more](#)

Blue ridge cable provides tv and internet in my area. Their service stops 3 poles from my home. For past 5 years I've been trying to have them run cable to my home but they refuse to do so. My community of more than 100 homes has no access to internet.

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

Ticket # 1757513

Status Open

Requester Mike15711

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](#)

July 19, 2017

JoAnn Davis
Consumer Complaints
Serve Ticket#1757513
Last Name: Losee

Dear JoAnn Davis,

Mr. Losee's complaint is that Blue Ridge provides television and internet service to his area, but not to his neighborhood. He states he has been trying to have Blue Ridge provide service to his home for the past five years. He claims service stops three poles from his home, and Blue Ridge will not provide service to his residence.

In order to provide service to Mr. Losee's residence, Blue Ridge would need to build 28,000 feet of plant. According to our franchise agreement, there must be 30 homes per mile for aerial, or 70 homes per mile for underground service. The location of Mr. Losee's home does not meet these requirements. In addition, the make-ready costs from the utility that owns the poles would exceed tens of thousands of dollars. In order for Blue Ridge to explore the make-ready costs, engineering costs alone would far exceed thousands of dollars. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications
Cc. Michael Losee

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