

Subject: Serve ticket#: 5918757 Last Name: Jack

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

Rebuttal Due Date: 02/01/2023
Rebuttal Serve Date: 01/18/2023

REBUTTAL

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

Subject: Internet service out more than working

Tags: cable_internet carrier_rebuttal_response_pending carrier_response_date_added
current_customer interference_internet internet_interference_jamming_blocking
no_carrier_handled_monetary no_filing_on_behalf other pennsylvania rebuttal_review_needed
technical_fix_carrier_handled 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_rebuttal_response_pending

Ticket Information:

Darshan Williams (FCC Consumer Inquires and Complaints)

Jan 18, 2023, 11:05 AM EST

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.

██████████

Jan 17, 2023, 11:18 AM EST

The issue still remains. A representative has been working on the issue but still no progress. No offers for reimbursement or discounted service have been made.

██████████

Sent from my iPhone

On Jan 17, 2023, at 11:08 AM, FCC <consumercomplaints@fcc.gov> wrote:

Robin Bailey (FCC Consumer Inquires and Complaints)

Jan 17, 2023, 11:08 AM EST

Hi ██████████

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. 5918757.

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

Jeff Crandall (FCC Consumer Inquires and Complaints)

Jan 13, 2023, 11:49 AM EST

Private note

Please see our response and attachment.

Attachment(s)

[FCC 07-02-017 Serve Ticket #5918757 Jack, \[REDACTED\].pdf.pdf](#)

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>.

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.

[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