
Subject:

Serve ticket#: 5312799 Last Name: Conner

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

Due Date: 03/24/2022

Serve Date: 02/22/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5312799>

Subject: Service disconnection

Tags: billing_internet blue_ridge_communications carrier_response_pending current_customer dsl_internet internet_billing_service_charges no_filing_on_behalf pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: [REDACTED]

Last: Conner

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_response_pending

Ticket Information:

Mary Izzard (FCC Consumer Inquires and Complaints)

Feb 22, 2022, 6:25 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]
Feb 21, 2022, 3:48 PM EST

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

I sent a payment to BLUE RIDGE COMMUNICATIONS on 2/14/2022. BLUE RIDGE received and processed the payment on 2/16/2022, they sent me a text message to inform me of this. On 2/16/2022 BLUE RIDGR disconnect my services, I contacted them and spoke with a woman named Melissa who stated that my service had been disconnected for no payment and that my service would not be restored unless I made a payment which I had already done.

Attachment(s)

[30AEC9EB-5991-49DC-A3E5-BE59E1CDAB35.jpeg](#)

[FB0896B9-9F76-4F3C-8ED6-971333FB5007.jpeg](#)

[D3CE8206-FBD6-4D16-9B83-B5CAB4C47640.jpeg](#)

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

Ticket # 5312799
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.