

Subject:

FW: Serve ticket#: 3362250 Last Name: Colimon

- Please type your reply above this line -##

Due Date: 07/31/2019

Serve Date: 07/01/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3362250>

Subject: Wi fi Connection

Tags: attachment_previous availability_internet carrier_response_pending current_customer internet_availability_additional_charges other pennsylvania wireless_internet yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge/ Penteledataf

Account #: [REDACTED]

First: [REDACTED]

Last: Colimon

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: -

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Darshan Williams (FCC Complaints)

Jul 1, 9:54 AM EDT

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]

Thu 29, 4:31 PM EDT

Daily my wi fi connection drops in the midst of viewing movies/tv shows. I pay for these streaming services monthly. I view via my Smart TV.

Attachment(s)

[Screenshot_2019-06-28-20-03-20.png](#)

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

Ticket # 3362250
Status Open
Requester Lessie Wells
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 10, 2019

Darshan Williams
Consumer Complaints
Serve Ticket#3362250
Last Name: Colimon

Dear Darshan Williams,

Ms.Colimon's complaint is that her Wi-Fi connection drops in the midst of viewing movie/TV shows daily.

On 6/3/19, Ms. Colimon reported an issue where her smart TV was dropping the Wi-Fi connection. Because of this, she was unable to view any online streaming content. Since Ms. Colimon is a subscriber to our whole home Wi-Fi service, called HomeFiSM, a trouble ticket assigned to our Level II Technical Support Department for customer assistance. While troubleshooting with the customer, Level II was unable to find any issues with the Wi-Fi network since other devices, such as her cell phone had no issue finding and connecting to the wireless network. Level II felt it could be an issue with the customer's television.

On 6/29/19, Ms. Colimon again contacted Blue Ridge to report an issue with the HomeFiSM service. She stated she needed to reboot her system in order to get all wireless devices back on line. The Level II Technical Support Department was assigned to troubleshoot again. The same results were found. All wireless devices except the smart TV were able to connect to the wireless network without issue. Notes on the account state that the Level II Department was able see that the TV was attempting to connect to the network, but would then drop off within a matter of minutes. The television attempted to connect several times during the 25 minute phone call, but was unable to maintain a constant connection. Since the television seemed to be the only device unable to connect, Level II suggested that the customer speak to the manufacturer of the television to assist further. There are no account notes that state if the customer was able to contact the manufacturer and the results thereof.

During the same phone call, Level II observed that the customer had outdated digital boxes. An appointment was scheduled on 7/2/19 to swap the digital equipment. Internal notes were provided to the assigned service technician to check the ongoing TV issue dropping from the Wi-Fi network.

According to the technician's notes, on 7/2/19 the digital boxes were successfully swapped. The demarcation point of this multi-dwelling unit was checked and attenuated. Since this service visit, Ms. Colimon has not reported any further issues.

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net



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On 7/9/19, I reached out by telephone to ensure the service is working correctly. Ms. Colimon was not available. Therefore, I left a voicemail message for her to return my call at her convenience. Ms. Colimon returned my phone call later in the day on 7/9/19 and stated that all services are working correctly. We feel that this issue has been resolved. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Jannie Colimon

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net