

Please reply above this line -

Due Date: 08/07/2015

Service Date: 07/08/2015

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/388907>

Subject: Blue Ridge Cable, Stroudsburg PA internet restrictions, unfair overages

Tags: billing\_internet cable\_internet carrier\_response\_pending other pennsylvania pennsylvania\_behalf\_of yes\_filing\_on\_behalf

Email: c3q6b2@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #:

First: Colin

Last: Burke

Address: 401 Normal Street

City: East Stroudsburg

State: pennsylvania

Zip: 18301

Phone where to be contacted: 215-499-1691

Filing on Behalf of Someone: Yes

Relationship:

First Name: Timothy

Last Name: Breen

Serve Status: carrier\_response\_pending

Ticket information:

## Anna Baughman (FCC Complaints)

u "),

### Private note

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](mailto:carriersupport@fcc.gov).

## C3g6b2

.J9 Afil

C3g6b2 was not signed in when this comment was submitted. [Learn more](#)

Internet bandwidth usage monitored between the hours of 5PM and 1AM.

4 Roommates, many downloading .

No attempt to contact us was made and overage charges stacked up at \$1/GB. It stacked up to \$180.

When I called them, that had no audit trail of notifications, about the matter, although they claimed they had sent out a warning. No warning was received.

Additionally, there is commonly packet loss and dropped connections during the day.

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

Ticket # 388907

Status Open

Requester C3g6b2

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

August 4, 2015

Anna Baughman  
Consumer Complaints

Serve Ticket#: 388907  
Last Name: Burke

Dear Anna Baughman,

Colin Burke's complaint is that he is charged for excess bandwidth once he goes over the 250GB limit for his residential service and was not given prior notification. He also stated that he has packet loss and drops internet connection during the day.

Our residential internet service has a 250GB bandwidth limit which is only measured between 5pm and 1am. Between 1:01am and 4:59pm, our internet customers have unlimited bandwidth usage at no charge. If a customer exceeds his 250 GB limit between 1am — 5pm he is charged \$1.00 per GB over the 250GB between those hours only, 99.7% of our customers do not go over. 250GB is a very large amount of data and is equivalent to downloading approximately 125- 2 hour digital movies.

Because this is a shared bandwidth service we reserve the right to manage the bandwidth usage of our users so other customers are not adversely affected. This is stated in our Internet Agreement that our customers sign at the time of installation. This includes the excess bandwidth charges. As a courtesy, we notify our customers the first month they exceed the bandwidth limit and alert them that the next time they exceed the limit they will be charged \$1.00 per GB for their excess bandwidth usage over the 250GB limit between the hours of 5pm -1am. They are also instructed how to go to the website of the company we use to provide our internet service, PenTeleData to monitor their bandwidth.

Mr. Burke was the original account holder at this address but this account was transferred into Tim Breen's name in October of 2014, and the mailing address was changed from where the actual service is located to Mr. Breen's address at 6100 Cherry Valley Rd., Stroudsburg, PA. We sent a warning letter to Mr. Breen, the account holder on December 5th, 2014 that he had exceeded his 250GB bandwidth limit by 28.27GB and that he would be charged the next time he exceeded that limit. Mr. Breen's account then exceeded the 250GB limit between the hours of 5pm-1am in April and May of this year and was only billed for the excess bandwidth used between those hours. I have included a copy of the letter that we sent to Tim Breen.

Mr. Burke also stated that he has packet loss and loses connection during the day. Our records indicate that he has never notified us of any problems with his internet service. We schedule service appointments seven days a week, Monday through Friday from 9am- 9pm, and on weekends from 9am-5pm. Service appointments can be scheduled in two hour windows for his convenience.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall  
Director of Operations  
Blue Ridge Communications

Cc. Colin Burke.

December 5, 2014

TIM BREEN  
6100CHERRYVALLERY RD  
STROUDSBURG, PA 18360

RE: PenTeleData Account Number 563131  
Total bandwidth usage for the month: 278.757

Dear TIMBREEN,

Blue Ridge Communications and PenTeleData are committed to providing exceptional Internet service to all of our customers. To ensure this, we identify customers who utilize more bandwidth than what is included in their chosen broadband cable modem package. Bandwidth is the term used to describe the amount of information that is transmitted over a data connection. During the month of November, your account exceeded the limits below, a number determined by our Acceptable Use Policy and suitable for over 99% of our customers.

Our bandwidth limits are as follows:

**Web Surfer** - Monthly bandwidth limit of 150 GB  
**GS, GIO and GIS, G30 and GSO** - Monthly bandwidth limit of 250GB

Bandwidth usage is measured from the first of the month through the end of the month, but is only measured during peak time, that is, between 5 PM and 1AM. Going forward, we will bill you \$1 per GB for bandwidth usage above the limits predetermined by your package.

Some of the most common reasons for using large amounts of broadband include peer-to-peer file sharing (be careful not to violate copyright law), streaming video and music, unsecured wireless networks that are accessed by other users, and viruses. If you haven't already, we recommend securing your wireless network and installing or updating your virus protection software.

If you have questions related to this important message, please contact PenTeleData Customer Service at 800-281-3564.

Thank you for your business and continued support.

Blue Ridge Communications  
PenTeleData

