

Due Date: 09/24/2022
Serve Date: 08/25/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5692307>

Subject: Blue Ridge Communications Internet Billing

Tags: billing_internet blue_ridge_communications cable_internet carrier_response_pending
current_customer internet_billing_advertised_rates no_filing_on_behalf pennsylvania
yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #: [REDACTED]

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2: [REDACTED]

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)

Aug 25, 2022, 2:43 PM 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]

Aug 24, 2022, 2:18 PM EDT

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

Blue Ridge Communications has a tiering billing system based upon mbps and total usage. Blue Ridge Communications can quantify total usage but has no way to quantify mbps other than try it and see if there is an issue, but yet then can quantify mbps dollars on my monthly bill. Blue Ridge should have the ability to provide concrete metrics regarding mbps other than try different mbps speeds to verify if there is an impact to internet performance.

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

Ticket # 5692307
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.