Due Date: 07/01/2022 Serve Date: 06/01/2022

Link to Ticket: https://fcctest.zendesk.com/agent/tickets/5512577

Subject: Billing Issues

Tags: billing_tv blue_ridge_communications cable_tv carrier_response_pending current_customer

pennsylvania pennsylvania_behalf_of yes_contacted_company yes_filing_on_behalf

Email

Method: - Cable Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Account #: Account #:

First:

Last:

Address: Address 2:

City: State: pennsylvania

Zip:

Phone where to be contacted:

Filing on Behalf of Someone: Yes

Relationship:

First Name:

Last Name

Serve Status: carrier_response_pending

Ticket Information:

Mary Izzard (FCC Consumer Inquires and Complaints)

Jun 1, 2022, 1:15 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.

May 31, 2022, 2:28 PM EDT

was not signed in when this comment was submitted. Learn more

Hi, I have been a care taker for my disabled brother since 2012 when he had a stroke. Please see the attached POA. My brother suffered some health issues earlier this year which caused him to be hospitalized from January 1, 2022 to date. Due to him being hospitalized I contacted Blue Ridge Cable to disconnect his service so he would not continued to be billed for service he is not using. I was told by the rep at Blue Ridge that the service was disconnected and I knew it was because his TV was not working but, unbeknownst to me Blue Ridge continued to bill my brother after the service was suppose to be disconnected. When I called today to reconnect his service because he is coming home this week they told me he has a \$1,190 balance that needs to be paid before they would reconnect his service. When I inquired how is that possible they told me they could not disconnect his service on my say so because they did not have a POA on file. I told the Rep. if they needed the POA they should have requested it at that time. Instead Blue Ridge turned the service off and continued to bill my brother and now he will be without TV when he gets home because he is on disability and cannot afford to pay \$1,190 to have his service restored.

Attachment(s)

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 5512577
Status Open
Requester

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Consumer Inquires and Complaint