
Subject: Serve ticket#: 5188618 Last Name: Velardi

Importance: High

Due Date: 01/13/2022
Serve Date: 12/14/2021

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5188618>

Subject: Blue Ridge Communications

Tags: availability_internet blue_ridge_communications carrier_response_pending current_customer
internet_availability_other no_filing_on_behalf pennsylvania wireless_internet yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: [REDACTED]

Last: Velardi

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 Complaints)

Dec 14, 2021, 11:39 AM 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. 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>.

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[REDACTED]

Dec 13, 2021, 10:44 AM EST

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

Blue Ridge

Consumer is looking to get her internet started

The carrier said it would be at least 5-6weeks before it would get installed

Consumer needs to get this installed due health issues

Consumer wants this process sped up so she can get to online dr appts***CTR403***

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

Ticket # 5188618
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 Complaints.