

#1230152 Blue Ridge Cable Co Internet

Submitted Received via Requester

October 1, 2016, 6:10 PM Web Form Melissa18436 <melissa18436@yahoo.com>

Type Group Priority Assignee

Blue Ridge Communications Open Jeff Crandall

Complaint Internal Status Carrier Serve Due Date **Carrier Serve Date Company Name**

Carrier Response Pending Nov 4 Oct 5 Other

Company Name (Other) TV Method TV Issues First Name **Last Name** State

Blue Ridge Cable Cable Billing Melissa Dingle Pennsylvania

Zip Code Phone (where you can be contacted) **Account Number** Address 1

18466 570-216-4011 0022084-02 1513 Black Birch Way

City Filing on Behalf of Someone

Tobyhanna

Melissa18436 Oct 1, 6:10 PM

My internet has a cap and seasonally I am being charged overages. In a two month time frame i have been charged \$160.00 in addition yo what I normally pay. Blue Ridge has a monopoly of the Pocono area and they have no retention department, No current customer promotion and thus no option to change to another provider. They will not address the overage or refund anything and although nothing has been changed in my house hold they insist I had to make changes because they bill me more.

Deborah Ford Oct 5, 1:50 PM

Internal 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.

Support Software by **Zendesk**

October 18, 2016

Deborah Ford Consumer Complaints Serve Ticket#1230152 Last Name: Dingle

Dear Deborah Ford,

Ms. Dingle's complaint is that her internet service has a cap and she is being charged overages. She feels Blue Ridge has a monopoly in the Pocono area. Additionally, she states there are no current customer promotions and she has no option to change providers.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used fewer than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 1am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service. Our current usage levels are as follows:

| | <u>Speed</u> | Bandwidth Allowance |
|----|--------------|---------------------|
| 1) | 1.5mbps | 200 GB downstream |
| 2) | 5mbps | 450 GB downstream |
| 3) | 10mbps | 550 GB downstream |
| 4) | 15mbps | 700 GB downstream |
| 5) | 60mbps | 800 GB downstream |
| 6) | 100mbps | 1000 GB downstream |

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We email customers if and when they reach 75% and 90% of their bandwidth allowance (like the wireless phone providers do). We also provide a website where customers can monitor their bandwidth usage. Bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 97 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the selected bandwidth allowances are fair. We estimate less than 3% of subscribers will exceed a data allowance and we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bills. Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service.

Furthermore, Blue Ridge does not prohibit other cable companies from serving the Tobyhanna, PA area. Any company can apply for a franchise and provide service. We are a local company, installation and service calls are free, service is reliable, and our internet is faster. Ms. Dingle can choose among other providers such as, Verizon, Dish, or HughesNet.

Ms. Dingle is currently on a current customer promotion. The promotion began on 1/2/16 and will expire on 1/1/17. This promotion is a savings of over \$70.82 per month. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon Blue Ridge Communications

Cc. Melissa Dingle