

Subject:

FW: Serve ticket#: 3398751 Last Name: stigliano

From: FCC <consumercomplaints@fcc.gov>

Sent: Thursday, July 18, 2019 2:53 PM

To: Crandall, Jeff <jcrandall@pencor.com>

Subject: Serve ticket#: 3398751 Last Name: stigliano

##- Please type your reply above this line -##

Due Date: 08/17/2019

Serve Date: 07/18/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3398751>

Subject: franchise fees

Tags: attachment_previous billing_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #: [REDACTED]

First: [REDACTED]

Last: stigliano

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)

Jul 18, 2:52 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.

Stigliano

Jul 17, 3:40 PM EDT

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

I have an issue with franchise fees for which I am being double billed by my cable company, once from my municipality and once from the homeowners association in which I live, which is located in my municipality.

Attachment(s)

[FCC compalint about franchise fee.pdf](#)

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

Ticket # 3398751

Status Open

Requester Stigliano

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 22, 2019

Mary Izzard
Consumer Complaints
Serve Ticket#3398751
Last Name: Stigliano

Dear Mary Izzard,

Ms. Stigliano's complaint is that she is being double billed by Blue Ridge for franchise fees. She also states in her complaint that competition is non-existent in her area. She says there are no other cable providers to choose from and DirecTV and Dish Network are impractical due to her mountainous woodland setting. Ms. Stigliano refers to Pennsylvania law that prohibits "exclusive provider" agreements for cable services. She feels that the notice she received does not advise what the dollar amount of the fee would be.

Franchise fees are annual fees charged by local governments to television companies as payment for using public property it owns as right-of-way for its cable. Franchise fees are not an indication of "exclusive provider" agreements. These fees are permissible pass-through fees, but not a tax or charge mandated by the government. These fees are assessed on cable services. Telephone and high speed internet services are exempt from this fee. The federal Cable Act authorizes cable operators to collect from customers the full amount of franchise fees paid to local governments. Ms. Stigliano's franchise authority, Middle Smithfield Township, has elected to charge a 5% franchise fee. Private developments sometimes also charge Blue Ridge a fee to use their private rights-of-way. Saw Creek Estates, where Ms. Stigliano resides, chose to charge Blue Ridge a fee of 5% of cable service revenue.

Previously Blue Ridge absorbed the costs charged by Saw Creek Estates, but escalating programming costs prohibit us from continuing to do so. Blue Ridge recently added the Saw Creek Estate right-of-way fee to resident's bills as a separate line item. Unfortunately, when Ms. Stigliano initially inquired about this fee, she was not provided with the correct rate. On 7/17/19, she was provided correct information and rate for all cable services.

Blue Ridge does not prevent any cable company from providing service in the Bushkill area. Any cable company can apply for a franchise and provide service. Ms. Stigliano can choose between providers such as DirecTV and Dish Network. Our service is reliable, our internet is faster, we have free access to Unleashed Wi-Fi hotspots, we are a local company, and we offer free service calls. If you have any further questions, please let me know.

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. MJ Stigliano

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net