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Due Date: 01/02/2016

Serve Date: 12/03/2015

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/688490>

Subject: Data cap overage charge and change in the new 24/7 monitoring

Tags: billing\_internet cable\_internet cams\_needs\_oi\_review cams\_oi/nn cams\_oi/nn\_general\_conduct  
cams\_oi/nn\_transparency cams\_service\_plan/advertised\_rates carrier\_response enaing no\_filing\_on\_behalf other  
pennsylvania

Email: rsweeneyjr3@gmail.com

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #: 174905-03

First: Robert

Last: Sweeney

Address : 150 White pine dr

City: pocono lake

State: pennsylvania

Zip: 18347

Phone where to be contacted: 570-534-5225

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket hformation:

## Robin McCullough (FCC Complaints)

UTIL .), IL LO Pill!

### 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](mailto:carriersupport@fcc.gov).

## Rsweeneyjr3

LJEC ) / ' ,AM

Rsweeneyjr3 was not signed in when this comment was submitted. [Learn more](#)

Blue Ridge Cable company has changed the way they monitor Internet usage and added an additional fee. I am being greatly overcharged by this company they used to have peak and free off peak times and have now gotten rid of this in lue of a plan that will only overcharge or force us to pay more for a newer plan. My two children are in a K12 online school and with the streaming requirements we are being charged an average of \$40 TO \$60 more per month than previously charged. These charges are outrageous and affect thousands of people in my area. With very little to no competition in our area we are being forced to pay these outrageous fees per month. Please address this growing problem and help the consumer once again have some ability of recourse than to just cancel our services and be completely disconnected in a world that now almost requires you to be so.

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

Ticket # 688490

Status Open

Requester Rsweeneyjr3

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

December 3, 2015

Robin McCullough  
Consumer Complaints  
Serve Ticket#688490  
Last Name: Sweeney

Dear Julie Benschhoff,

Mr. Sweeney's complaint is that Blue Ridge has changed the way they monitor internet usage. He feels he is forced to pay outrageous fees with very little to no competition in his area.

**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 less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 1 am 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, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	7000GB downstream

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

**Notice:** We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their

bandwidth allowance {Like the wireless phone providers do). We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. For the first month of the new program (September 2015),we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, 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 67 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 bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

If you have any further questions, please let me know .

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Robert Sweeney