

Subject:

FW: Serve ticket#: 3829788 Last Name: Gavin

From: FCC <consumercomplaints@fcc.gov>

Sent: Wednesday, February 19, 2020 2:21 PM

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

Subject: Serve ticket#: 3829788 Last Name: Gavin

Due Date: 03/20/2020

Serve Date: 02/19/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3829788>

Subject: Blue RidgeCable Monopoly

Tags: availability_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge cable

Account #:

First: [REDACTED]

Last: Gavin

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

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:

Tierra Martin (FCC Complaints)

Feb 19, 2:20 PM 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.

Badducks8

Feb 18, 8:03 AM PST

Badducks8 was not signed in when this comment was submitted. [Learn more](#)

We live in Stroudsburg Pennsylvania and we are forced to use Blue Ridge Cable the town will not let any other cable companies service this area. And they force use to pay unbelievable prices with bad service. As I was brought up this is considered a MONOPOLY and this corruption is never investigated by the government anymore so maybe the FCC should look into the illegal kick backs and unethical deals going on here in Stroudsburg PA with the cable company Blue Ridge cable and our local Government. We have no choice they have blocked out a all other cable companies.
Thank you for your time

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

Ticket # 3829788
Status Open
Requester Badducks8
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

February 19, 2020

Tierra Martin
Consumer Complaints
Serve Ticket#3829788
Last Name: Gavin

Dear Tierra Martin,

Mr. Gavin states that he is forced to use Blue Ridge, and Blue Ridge will not allow any other cable company service his area. He also states that Blue Ridge forces customers to pay unbelievable prices for bad service. In Mr. Gavin's opinion, he feels that Blue Ridge has a monopoly, may participate in illegal kickbacks and unethical deals, and has blocked out all other cable companies from providing service.

Blue Ridge Communications does not have a monopoly in Monroe County. Blue Ridge does not receive illegal kickbacks or engage in unethical deals. Blue Ridge cannot force a customers to choose our service. Blue Ridge does not block other cable companies from providing service to the Stroudsburg area. Mr. Gavin can choose between other television providers such as DirecTV or Dish Network. Any cable company can apply for a franchise and provide service.

Blue Ridge offers different levels of pricing for cable, high speed internet, and digital telephone service. When customers bundle their cable service with high speed internet and/or digital telephone service, customers receive additional discounts on these services. Bundled discounts are available to all of our customers. Our service is reliable, our internet is faster, we have free access to WiFi Hot Spots, we are a local company, and we offer free service calls. If Mr. Gavin feels that his service is not performing to his satisfaction, he can contact customer service to request a service technician. We feel our pricing is competitive when you factor in all the benefits the customer receives. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. John Gavin

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net