

Langdon, Jeff

From: Crandall, Jeff
Sent: Wednesday, September 21, 2016 12:32 PM
To: Langdon, Jeff
Subject: FW: Serve ticket#: 1205567 Last Name: Penson

Follow Up Flag: Follow up
Flag Status: Flagged

From: FCC [<mailto:consumercomplaints@fcc.gov>]
Sent: Tuesday, September 20, 2016 2:03 PM
To: Crandall, Jeff
Subject: Serve ticket#: 1205567 Last Name: Penson

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

Due Date: 10/20/2016

Serve Date: 09/20/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1205567>

Subject: Blue Ridge internet service in North East Pennsylvania

Tags: availability_internet cable_internet cams_needs_oi_review cams_oi/nn_transparency carrier_response_pending no_filing_on_behalf oi_nn other pennsylvania

Email: apstack57@57gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: AL

Last: Penson

Address: 104 Yellows Leaf Ct

City: East Stroudsburg

State: pennsylvania

Zip: 18302

Phone where to be contacted: 646-345-8234

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Vicky May (FCC Complaints)

Sep 20, 2:03 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.

Apstack57

Sep 19, 2:02 PM EDT

Apstack57 was not signed in when this comment was submitted. [Learn more](#)

I have been complaining about my service for more than a year now. i am not receiving the speed that I being charged for and all I get is a bunch of feeble service attempts and excuses why my internet is not working properly but I'm still being charged full price with no compensation for my inconveniences. Since it the only service available in my area, I feel like I being held hostage. Blue Ridge has a monopoly in this area. when I call customer service, the average time I spend on hold is at least 15mins. Please we need some help here!!!!

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

Ticket # 1205567
Status Open
Requester Apstack57
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints. Delivered by [Zendesk](#)

October 14, 2016

Vicky May
Consumer Complaints
Serve Ticket#1205567
Last Name: Penson

Dear Vicky May,

Mr. Penson's complaint is that he is not receiving the high speed internet speeds he is paying for. There have been attempts to fix the service but he feels it is still not working properly, without compensation. He states that Blue Ridge is a monopoly and is the only service available in is area.

On 10/5/16, we contacted Mr. Penson to schedule a service appointment for his reported high speed internet service issues. We scheduled a service appointment on 10/10/16. During the visit, the technician replaced an interior cable line that connected to the cable modem. On 10/11/16, I followed up with Mr. Penson to ensure the internet service was working to his satisfaction, and he agreed. I applied credit to his account equal to one month of the internet service.

Blue Ridge Communications is not the only service provider in East Stroudsburg, PA. Customers in this area can choose from other providers, such as DirecTV or Dish Network. According to www.broadbandnow.com, he is able to choose among other internet providers such as Verizon, Dish, or HughesNet. Additionally, any company can apply for a franchise and provide service. We do not prohibit other cable companies from serving this area. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Al Penson

