

# #4152604 Cable television company

**Submitted** August 12, 2020, 8:05 PM **Received via** Web Form **Requester** [REDACTED]

**Status** Open **Type** - **Priority** - **Group** Blue Ridge Communications **Assignee** Jeff Crandall

**Complaint Internal Status** Carrier Serve Due Date **Carrier Serve Date** **Company Name**  
 Carrier Response Pending Sep 12 Aug 13 Other

**Company Name (Other)** TV Method **TV Issues** **First Name** **Last Name** **State**  
 Blue Ridge Cable Cable Equipment [REDACTED] [REDACTED] [REDACTED]

**Zip Code** **Phone (where you can be contacted)** **Address 1** **City**  
 [REDACTED] [REDACTED] [REDACTED] [REDACTED]

**Filing on Behalf of Someone** **Contacted Company About Issue** **TV Equipment Sub Issue**  
 No Yes Cable Cards

**Relationship to Company**  
 Current Customer

[REDACTED] Aug 12, 8:05 PM

I am a Blue Ridge Cable Company customer and I don't believe that Blue Ridge is treating me fairly. I have been a customer for approximately four years, however I had five TV's and at one point I had three disconnected. The TV's were disconnected, but the wiring was left in the rooms. Recently I decided to upgrade my service and have the other tv's reconnected. When the serviceman came to reactivate my three tv's he informed me that he would have to go into my attic to install new wiring and it would cost me approximately forty five dollars per line? I queried him and asked him why the tv's couldn't be connected to the existing cable wires? He could not give me a reasonable answer, so I asked him to leave. My concern is that I did not want to have all these loose wires and didn't like them putting more holes in my walls? I would cancel my subscription with their company but they are the only cable company in the area. I believe this constitutes a monopoly and there treatment towards me is patently unfair!

**Mary Izzard** Aug 13, 3:36 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](mailto:carriersupport@fcc.gov).

**Pam Williams** Aug 13, 5:50 PM

Internal note

Request #4150361 "Blue Ridge Communications Adding..." was closed and merged into this request. Last comment in request #4150361:

The consumer has landline, cable and internet service with Blue Ridge Communications. He states that he had service with them but decided to switch to AT&T. He was paying to much with AT&T so he decided to switch back to them. Now they want to give him service but state that they must drill new holes in his walls and provide new cable lines. He has no idea why they are doing this because he had 2 TV's that were working perfectly fine with the cables

already there.

They want to charge him \$45 to drill new holes in the wall, they have holes that they drilled in the past why can't they use those.

Why can't they use the lines that are already there.

Once he questioned them, they are now refusing to speak to him and he needs service.

It's only them or AT&T.

Resolution: He needs service but is not willing to allow them to mess his home up even more by drilling more holes and then paying them to do this.

**CTR-415**

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