

From: FCC <consumercomplaints@fcc.gov>
Sent: Thursday, September 17, 2020 6:35 PM
To: Crandall, Jeff <jcrandall@pencor.com>
Subject: Serve ticket#: 4231642 Last Name: Stimpfel

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PLEASE TYPE YOUR REPLY ABOVE THIS LINE !!!

Due Date: 10/17/2020
Serve Date: 09/17/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/4231642>
Subject: Charged for 250 mb internet but only get 40
Tags: cable_internet carrier_response_pending current_customer internet_speed_less_than_advertised_speed no_filing_on_behalf_other_pennsylvania_speed_internet yes_contacted_company
Email: [REDACTED]
Method: - -
Issue: - -

Number subject to complaint:
Company Name:
Other Company Name: Blue ridge cable

Account #:
First: [REDACTED]
Last: Stimpfel
Address: [REDACTED]
Address 2:
City: East [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:

Robin McCullough (FCC Complaints)

Sep 17, 2020, 6:34 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.

[REDACTED]

SEP 16, 2020, 4:49 PM EDT

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

Only cable co in the area bills for 250mb internet service but provides only 40 to 50 mb most times.

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

Ticket # 4231642

Status Open

Requester [REDACTED]

CCs

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority

Type Ticket

Chann Web Form

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This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerston, PA

18071

October 8, 2020

Robin McCullough
Consumer Complaints
Serve Ticket # 4231642
Last Name: Stimpfel

Dear Robin McCullough,

Mr. Stimpfel's complaint is he feels that Blue Ridge is billing him for the up to 250 MBPS high speed internet service, but providing him with only 40-50 MBPS of service.

On January 13, 2020, a technician was dispatched to Mr. Stimpfel's home due to the internet equipment dropping intermittently. While on location, the technician noted the problem wasn't occurring. Later that same day, Mr. Stimpfel spoke with one of our agents to report his internet equipment goes out multiple times during the day. The agent offered to schedule an appointment to investigate the issue, but due to the wait time for a technician, the customer stated he would take the equipment into the local office to exchange. Our records indicate the equipment was not exchanged at that time.

On February 8, 2020, Mr. Stimpfel spoke with one of our agents to report the internet service stops working or becomes extremely slow, and he needs to constantly reboot the internet equipment. An appointment was scheduled for February 12, 2020, to investigate the issue, but on February 11, 2020, the appointment was cancelled through Mr. Stimpfel's online account.

On April 17, 2020, a technician was dispatched to Mr. Stimpfel's home due to the internet speed dropping intermittently. Upon investigating, the technician determined there was an issue with the cable line going into the customer's home and replaced it.

On April 21, 2020, Mr. Stimpfel spoke with one of our agents to report that his internet speed was still slow and he was receiving around 80 MBPS download when he should be receiving up to 250 MBPS download. Mr. Stimpfel requested that we swap the internet equipment and an appointment was scheduled for April 25, 2020, to investigate the issue. The technician replaced the internet equipment at that time.

On June 24, 2020, Mr. Stimpfel reported his internet equipment was offline and not working. A technician was dispatched, and it was determined this was due to an outside plant related issue, which was resolved.

On September 16, 2020, Mr. Stimpfel spoke with one of our agents to report he was having an issue with his internet speed and wanted a technician dispatched to his home. Mr. Stimpfel advised the issue had been ongoing since the equipment was upgraded months prior and he needed to constantly reboot the equipment. An appointment was scheduled for September 21, 2020, to investigate the issue.

PH-610 826 2551

FX-610 826 7626

email-brc@ptd.net



Corporate Office

613 Third St.

P.O. Box 215

Palmerston, PA

18071

On September 20, 2020, Mr. Stimpfel spoke with one of our agents to cancel the appointment stating a technician had been working in the area a few days prior and since then the issue had been resolved.

On September 23, 2020, a Blue Ridge representative contacted Mr. Stimpfel to discuss the speed issue with his internet service and to schedule an appointment for a technician to investigate the wiring and the equipment within the home. Mr. Stimpfel advised that a technician had been in the area a week prior and since then the issue had been resolved. Mr. Stimpfel declined an appointment as he is receiving the correct speed and is no longer experiencing issues with the equipment. In speaking with Mr. Stimpfel, we feel the issue within his complaint has been addressed and resolved to his satisfaction.

Please contact us if you have any further questions.

Sincerely,

Blue Ridge Communications

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net