

Due Date: 02/04/2023
Serve Date: 01/05/2023

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5948585>

Subject: Blue Ridge Communications

Tags: acp availability_internet cable_internet carrier_response_pending former_customer internet_availability_additional_charges no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

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:

Kimberly Wild (FCC Consumer Inquires and Complaints)

Jan 5, 2023, 3:20 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.

[REDACTED]

Jan 5, 2023, 12:52 AM EST

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

Blue Ridge will NOT put the account in my name even though I am eligible for the ACP. One representative told me that the balance has to zero in order for them to provide me with internet. This is violating your ACP. I am so tired of dealing with this company. My ACP reference number is [REDACTED] My name is [REDACTED]. I live at [REDACTED] PA [REDACTED] Blue Ridge Communications WILL NOT PROVIDE me with internet services.

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

Ticket # 5948585
Status Open
Requester [REDACTED]
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Consumer Inquires and Complaints.