

Langdon, Jeff

From: Crandall, Jeff
Sent: Thursday, September 08, 2016 10:24 AM
To: Langdon, Jeff
Subject: FW: Serve ticket#: 1182000 Last Name: scimeca

From: FCC [mailto:consumercomplaints@fcc.gov]
Sent: Thursday, September 08, 2016 8:02 AM
To: Crandall, Jeff
Subject: Serve ticket#: 1182000 Last Name: scimeca

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

Due Date: 10/08/2016
Serve Date: 09/08/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1182000>
Subject: no phone service since august
Tags: at_t_additional_company_name carrier_response_pending internet__voip_phone no_filing_on_behalf number_portability_phone other pennsylvania
Email: rs2258@yahoo.com
Method: Internet (VOIP) -
Issue: Number Portability (keeping your number if you change providers) -
Number subject to complaint: 570-629-3368

Company Name:
Other Company Name: blue ridge ommunications
Account #:
First: terry
Last: scimeca
Address: 148 darcy dr
City: saylorsburg
State: pennsylvania
Zip: 18353
Phone where to be contacted: 570-977-5520
Filing on Behalf of Someone: No
Relationship:
First Name:
Last Name:
Serve Status: carrier_response_pending

Ticket Information:

Melissa Wetzel (FCC Complaints)

Sep 8, 8:02 AM 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.

Rs2258

Sep 8, 7:53 AM EDT

Rs2258 was not signed in when this comment was submitted. [Learn more](#)

I requested to port my number to ATT on august 15th. Since then, the number has been ported back and forth a few times between the two, leaving me no service. Blue ridge says Att slammed the number illegally, and they took it back on sept 5th. Blue ridge says they own the number, yet I can not receive any calls on the line. I have been calling every day and wasting 2-4 hours daily trying to resolve this issue. This phone line is the line I need to operate my business, which is now falling apart because my clients are receiving a message that the line is no longer in service! I have been trying to be patient but enough is enough. The only reason I need that line is for my in home salon business. I want to be able to port the number to another service provider asap. blue ridge says it will now take another 10 business days to do that. today is Thursday the 8th... that means no phone until the 22nd of sept. that brings me to over a month with no phone! I may as well close up shop! Plus, they cant seem to find out what the problem is that no calls can come through on the line in the first place... how can I be sure they will port the number and not totally lose it? Please help me resolve this as soon as humanly possible... I am losing a business I have worked so hard to establish.

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

Ticket # 1182000

Status Open

Requester Rs2258

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](#)

Rs2258 Sep 12, 6:56 PM

I have finally had my service restored. Apparently both companies had me in their switch. Blue ridge argued that Att slammed the number and then slapped it back from them. this went on and on. I finally had both companies on a three way call, and was able to finally get onto one service provider. I am not happy with blue ridge cable, even though they are the ones that have my number right now ... I plan on leaving them asap. I feel they are taking advantage and ripping off us consumers with their inflated prices because our choices are limited. I wanted to go with ATT,,, they had my permission to port the number... I feel blue ridge had no right to just take it back, then hold it hostage and in limbo for all that time. But I do now have service , and I will try to make a switch again. I do think you should investigate them... as I`m sutre I am not the only one this has happened to. Thank you
Terry Scimeca

On Thursday, September 8, 2016 8:02 AM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv4448056626 table td {border-collapse:collapse;}#yiv4448056626
body .filtered99999 .yiv4448056626directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Support Software by **Zendesk**



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

October 6, 2016

Melissa Wetzel
Consumer Complaints
Serve Ticket#1182000
Last Name: Scimeca

Dear Melissa Wetzel,

Ms. Scimeca's complaint is that she requested to port her telephone number to AT&T on August 15, 2016. She states her phone number has been ported back and forth between Blue Ridge and AT&T a few times and this has caused her to be without telephone service.

Ms. Scimeca informed Blue Ridge that she would be changing video and telephone providers on 8/19/16. On 8/19/16, Blue Ridge granted a valid Firm Order Commitment (FOC) to AT&T to port her telephone number. AT&T's FOC date was valid for 5 business days, until 8/26/16. AT&T did not activate, so the order was revoked. On 8/27/16, Level 3 opened a dispute with AT&T. Because AT&T took the number outside of standard, Blue Ridge has the right to take the number back. AT&T then must submit a new FOC date.

Beginning 8/27/16, Ms. Scimeca began having issues with her telephone service. This is because on 8/26/16, AT&T obtained the phone number back from Blue Ridge without a valid FOC. This was done without a complete and accurate port request sent to Blue Ridge. This caused Ms. Scimeca's telephone number to be present in both Blue Ridge's and AT&T's switches. Because the number was in both switches, her telephone number only received 'on network' Blue Ridge calls successfully. All other calls that were made outside of Blue Ridge's network rang through. However, those callers outside of the Blue Ridge Network would receive an AT&T recording saying, "The mailbox has not been activated." Thus, causing calls to not complete.

On 9/8/16, the "Snap Back" process was completed. This meant that Ms. Scimeca's telephone number would be back on Blue Ridge's telephone network fully. This would allow her to receive in and out of network calls from all callers, including calls outside of Blue Ridge's switch. On 9/8/16, AT&T fully released the phone number back to Blue Ridge.

On 9/20/16, at Ms. Scimeca's request, AT&T correctly initiated a new port out request. Since Ms. Scimeca experienced telephone service issues when attempting to port the telephone number to another provider, Blue Ridge credited her account in the amount of \$29.40. On

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

9/23/16, Blue Ridge received notification that Ms. Scimeca's telephone number successfully ported out to another telephone provider. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Terry Scimeca

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FX•610 826 7626

email•brc@ptd.net

