

**#3398751 franchise fees**

7/50/332

**Submitted**                      **Received via**      **Requester**  
 July 17, 2019, 3:40 PM      Web Form              Mj Stigliano <mj\_stigliano@hotmail.com>

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

**Complaint Internal Status**                      **Carrier Serve Due Date**      **Carrier Serve Date**  
 Carrier Rebuttal Response Pending      Aug 17                                      Jul 18

**Carrier Response Date**    **Carrier Rebuttal Due Date**    **Carrier Rebuttal Serve Date**  
 Jul 25                                      Aug 19                                      Aug 5

**Company Name**    **Company Name (Other)**    **TV Method**    **TV Issues**    **First Name**  
 Other                      Blue Ridge Cable                      Cable                      Billing                      MJ

**Last Name**    **State**                      **Zip Code**    **Phone (where you can be contacted)**  
 stigliano                      Pennsylvania      18324                      570-431-4762

**Account Number**    **Address 1**                      **City**                      **Filing on Behalf of Someone**  
 0205009-03                      110 TOTTERIDGE RD      BUSHKILL      No

**Contacted Company About Issue**    **Relationship to Company**  
 Yes    Current Customer

**Mj Stigliano** Jul 17, 3:40 PM

I have an issue with franchise fees for which I am being double billed by my cable company, once from my municipality and once from the homeowners association in which I live, which is located in my municipality.

**Mary Izzard** Jul 18, 2:52 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).

**Jeff Crandall** Jul 25, 2:54 PM

Internal note

Please see our response and attachment.

**Mary Izzard** Aug 1, 4:00 PM

Hi MJ,

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a

conversation between you and your provider. We received a response from your provider to your Ticket No. 3398751.

Here's what happens next:

- We reviewed the provider's response and based on the information submitted, we believe your provider has responded to your concerns.
- Your provider is required to send you a written copy of its response by postal mail. Keep in mind it could take up to 10 days for you to receive the response.
- Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
- Keep in mind that billing adjustments or other actions by your provider could take time to implement.
- If we do not hear from you within 30 days, your ticket will be closed.
- If you have new issues with your provider, you can file an additional complaint by going to: [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

---

**Mj Stigliano** Aug 2, 10:39 AM

Hello, I received a letter from the cable company, and they do not address all of my concerns:

1. their explanation for being double-billed is still not resolved to my satisfaction. I already pay once for my municipality in which my homeowner association is located, so my homeowner association did not have to give second permission to give right of way
2. they completely ignore my statement about DirecTV and Dish network by advising you that I can use those other services, and their response to this part of my complaint seems more like a sales pitch than an attempt to satisfy this long-time customer. As I mentioned in my complaint, I live in a mountainous setting, and both DirecTV and Dish have been to my home and advised me that due to the topography of my property, their services won't work.
3. they admit that I was provided initially with incorrect information about the cost of this fee and then they say that on 7/17, I was provided with correct information; but they don't confirm what is the correct information, i.e., what is the percentage charged and to what portion of my bill.

Thank you for your help. I look forward to your response.

MJ Stigliano

---

**Jada Barnes** Aug 5, 1:13 PM

Internal note

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

If you have any questions regarding this notice, please contact the FCC at [carriersupport@fcc.gov](mailto:carriersupport@fcc.gov).

---

Support Software by Zendesk



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

August 8, 2019

Mary Izzard  
Consumer Complaints  
Serve Ticket#3398751 (Rebuttal)  
Last Name: Stigliano

Dear Mary Izzard,

In Ms. Stigliano's rejection response, she feels that Blue Ridge's explanation as to why she was being "double-billed" is not resolved to her satisfaction. Ms. Stigliano says Blue Ridge completely ignored her statement about DirecTV and Dish Network. Ms. Stigliano says Blue Ridge admitted to providing an incorrect explanation of the right-of-way fees initially, and she states Blue Ridge did not confirm what the correct information would be.

Ms. Stigliano is not being "double-billed" for franchise fees and right-of-way fees. As we explained in our initial response, private developments such as Saw Creek Estates can charge right-of-way fees to Blue Ridge. Until recently, Blue Ridge has always absorbed these right-of-way fees. Escalating programming costs prohibit us from continuing to absorb this expense, and we have elected to pass through the full amount to the customer. Ms. Stigliano's development, Saw Creek Estates, chose to charge the right-of-way fees at 5%, just like Middle Smithfield Township. These charges are assessed on cable services only. Each fee has its own line item on her monthly statement. Both fees are billed at \$9.65. This information was provided in our original response.

Blue Ridge did not ignore Ms. Stigliano's statement about DirecTV and Dish Network. We were simply stating that Ms. Stigliano has a choice between providers in her area, not just Blue Ridge.

In our original response, Blue Ridge admitted to providing Ms. Stigliano incorrect information about the right-of-way fees, and for that we apologize. Here is the correct information: Saw Creek Estates charges a 5% fee on all video services. The correct fee is \$9.65. The fee is not assessed on phone or internet services. We have taken additional steps to ensure all customer service agents fully understand the changes that have taken place. We feel we have answered her questions and concerns regarding the right-of-way fees. If you have any further questions, please let me know.

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. MJ Stigliano

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**