

Langdon, Jeff

Subject: FW: Serve ticket#: 2266374 Last Name: Peralta

Please type your reply above this line - #2

Due Date: 03/30/2018
Serve Date: 02/28/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2266374>

Subject: BlueRidge Communication

Tags: availability_tv cable_tv carrier_response_pending current_customer no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue: - Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communication

Account #:

First: Robinson

Last: Peralta

Address: [REDACTED]

Address 2:

City: Long Pond

State: pennsylvania

Zip: 18334

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Eric Gamage (FCC Complaints)

FEB 28, 2018 11:01 AM 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.

C300benz

Feb 26, 2018 5:05 PM PST

C300benz was not signed in when this comment was submitted. [Learn more](#)

Hello,

I was a cable tv customer with Blue Ridge communication not too long ago but became unemploy and had to cut back on bills.

I cancelled my tv and kept only my internet service with blue ridge. with this change I was not able to see any paid channels or premium channels however I continued to receive signals for free channels available such as the local news channels etc.

blue ridge made an upgrade to their system to only provide digital cable and on the screen of my tv a message popped running continuously across the screen advising me to connect the digital tv box that was sent to me, I never received any digital tv box. A few days later my tv just show a black background with the message asking to connect the mini digital box. I could no longer access the news or any of the public free channels. I contacted Blu Ridge today 02/26/18 at 8 pm and spoke to a representative who told me that I needed to order paid services and order the mini boxes. The price was to increase to 99.49 cents per months to only receive the local channels, I ask if that was the only cost and if there was a contract with this new service and if this was a mandatory law to pay for local channels he said that I was not supposed to receive free local channels anytime in the pass and that is the reason they did the digital upgrade. He added that there was an additional installation fee of \$99 dollars and change. I said that I wanted to order the services but I offer to install the digital tv boxes myself, i explained I could do it because I'm handy the representative said that they needed to send a representative for the installation regardless if I was handy because they needed to do the connection and charge the fee. I explained how could it be possible that they decide to make a digital upgrade to their system and then hit the customers with a fee. This also make mandatory for all to Oder mini tv boxes and pay more regardless of economic situations among customers.

If there is any law to avoid this type of customer service abuse I would really appreciate hearing from you.

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

Ticket # 2266374

March 19, 2018

Eric Gamage
Consumer Complaints
Serve Ticket#2266374
Last Name: Peralta

Dear Eric Gamage,

Mr. Peralta's complaint is that Blue Ridge recently made an upgrade to its television system to only provide digital cable service. He says he was a cable subscriber not long ago, but he is an internet only subscriber now. He states he was receiving local news channels without a television subscription. Before the upgrade, he says that there was a message on the TV advising him to connect a digital box that was sent to him. He never received a box and then was unable to access local news or other channels that he deems as free public channels. When he contacted Blue Ridge, he was informed that he needs to be a subscriber to a television service package in order to continue receiving television signals. He was provided with all installation and pricing details and fees.

Blue Ridge has converted all of its television signals to fully encrypted digital signals. Since we have chosen to encrypt our services, customers will need a digital set-top or cable card for every television set in a customer's home on which they want to continue viewing cable programming. Prior to the digital conversion, Blue Ridge had sent up to two Digital Transport Adaptors (DTAs) to all of our existing non-digital television subscribers. Blue Ridge also ran periodic messages to remind its television customers that all digital boxes and DTAs must be connected to ensure no signal loss would be experienced after the conversion.

Since Mr. Peralta is a high speed internet only customer, no DTAs were mailed to him. It was possible, prior to the conversion, if he had televisions connected to cable outlets, he was able to view some channels. Once the conversion took place, the channels he was able to view went dark because he was not a television subscriber. FCC information about the cable system encryption can be referenced online at www.fcc.gov/consumers/guides/cable-system-encryption.

When Mr. Peralta contacted Blue Ridge on 2/26/18, he spoke to a customer service representative who advised him that he must subscribe to television service to continue receiving channels. Service options, rates, and installation fees were explained to Mr. Peralta. Mr. Peralta offered to install the digital boxes himself, however, professional installation was recommended since he has not been a television subscriber since May 2016. The technician would verify the service is working properly, but they would ensure that the integrity of the inside wiring is up to FCC standards. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Robinson Peralta