

Please type your reply above this line:

Due Date: 07/02/2015

Service Date: 06/02/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/314512>

Subject: Cable Rates

Tags: billing_tv cable_tv carrier_response_pending no_filing_on_behalf other pennsylvania

Email: michelleagonzalez@hotmail.com

Method: - Cable

Issue: - Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0166086-04

First: Michelle

Last: Gonzalez

Address: 126 Duck Hollow Circle

City: Stroudsburg

State: pennsylvania

Zip: 18360-1685

Phone where to be contacted: 570-664-6197

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Yolanda Giles (FCC Complaints)

▼ MI

Private note

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.

Michelleagonzalez

by b ?v v

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

I live in Stroudsburg, PA and have cable service through Blue Ridge Communications. My bill has doubled in the last 18 months and again today, I received a letter telling me that on 07/01/15 my rates are going up yet again. This is ludicrous! Why are they the only cable provider in the area? I thought monopolies were no longer allowed. They can charge whatever they want and the residents of this area are powerless to do anything about it, because there is no other provider. What can be done about this? Why are these companies allowed to raise their rates every few months? No other company does this, and if they did, we would take our business elsewhere, but in this case, we can't, we would have no television service available to us at all. Please contact me regarding this matter. Thank you Michelle Gonzalez

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

Ticket # 314512

Status Open

Requester Michelleagonzalez

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

fh s email 1s a service from FCC Complaints. Delivered -, Zendesk

June 6, 2015

Yolanda Giles
Consumer Complaints

Serve Ticket#314512
Last Name: Gonzalez

Dear Yolanda Giles,

Ms. Gonzalez's complaint is that her bill has doubled in the last 18 months and that she has received a letter regarding a rate increase on 7/1/15. She has also stated that Blue Ridge Communications is a monopoly in her area.

In December 2012, Ms. Gonzalez signed up for our Triple Play promotional package, which had an introductory rate for one year, to try our service with the hope that she would see the value and continue these services at the full rate. At the end of her one year promotional rate, Ms. Gonzalez was placed on an additional six month promotional rate for cable and internet, and an additional one year promotional phone rate. We can understand why Ms. Gonzales feels that her rates have increased significantly over the past 18 months, but she needs to take into account that she had digital cable and internet promotional rates for 18 months, and a phone promotional rate for 24 months that have now ended and that our costs have gone up considerable over the last two years because of an increase in programming cost.

Blue Ridge Communications does not have a monopoly in Monroe County. We do not prohibit other companies from serving the Stroudsburg area. Other service providers can apply for a franchise at any time and build in her area. Please let me know if you have any further questions.

Sincerely,

Jeff Langdon
Blue Ridge Communications
jlangdon@brctv.com

Cc. Michelle Gonzalez

