

#3444667 Blue Ridge Communications Billing Complaint

Submitted	Received via	Requester
August 6, 2019, 12:46 PM	Web Form	CGBNoEmail <cgbnoemail@fcc.gov>

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

Complaint Internal Status	Carrier Serve Due Date	Carrier Serve Date	Company Name	
Carrier Response Pending	Sep 6	Aug 7	Other	
Company Name (Other)	TV Method	TV Issues	First Name	Last Name
Blue Ridge Communications	Cable	Billing	Michelle	Keller
State	Zip Code	Phone (where you can be contacted)	Address 1	City
Pennsylvania	18324	570-828-2915	415 Mallord Lane	Bushkill
Filing on Behalf of Someone	Contacted Company About Issue		Relationship to Company	
No	Yes		Current Customer	

CGBNoEmail Aug 6, 12:46 PM

- They have eliminated the entire line up of their cable
- They keep blaming the FCC
- Consumer is being charged the same amount of money for a lot less service and less quality of service
- Consumer was forced into a DTA mini box
- Consumer only has 15 channels
- Resolution: consumer would like her monthly bill to be reduced for not receiving the proper service

CTR409-phone

Virgie Ingram Aug 7, 2:06 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.

Support Software by Zendesk



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

August 9, 2019

Virgie Ingram
Consumer Complaints
Serve Ticket#3444667
Last Name: Keller

Dear Virgie Ingram,

Ms. Keller's complaint is that Blue Ridge has eliminated the entire cable line up. She says she is being charged the same amount for less service and quality. Her requested resolution is to have her monthly bill reduced for not receiving the proper service. She also states that she was forced to use a DTA mini box to receive her channels.

Blue Ridge has not eliminated an entire line up of its cable offerings. In an effort to control increasing programming costs, on July 1, 2019, Blue Ridge changed its channel lineup in the Bushkill area by eliminating substantially duplicate out-of-market channels and repositioning others. The number one complaint Blue Ridge receives is that our prices are too high. Pike County, where Ms. Keller resides, is designated as the New York market, so Blue Ridge must carry the New York broadcast stations.

Customers in this service area are not losing NBC or CBS programming. Customers will also continue to receive local news and weather alerts from WNEP and WOLF. Both channels are in the Wilkes-Barre/Scranton market area. Primetime and Daytime programming will remain the same on the in-market channel. Removing the duplicate out-of-market channels left room for repositioning other channels to offer a better variety. Programming costs are our number one expense which gets passed on to our customers. Removing duplicated programming will help limit future increases. Ms. Keller receives the proper channel lineup for her area. Therefore, a bill reduction is not needed.

Since Blue Ridge has an all-digital cable system and chooses to encrypt its services, Ms. Keller needs to have a DTA mini set-top box to receive television signals. Encryption reduces theft, which often degrades the quality of cable service received by paying customers. Ms. Keller has been provided two DTA mini boxes at no charge since 1/24/2018. She will continue to receive these set top boxes at no charge until 2/5/2020. After this time period has ended, the cost of the boxes will be \$1.99/month per box. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Michelle Keller

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net