

Langdon, Jeff

Subject: FW: Serve ticket#: 3444667 Last Name: Keller

From: FCC <consumercomplaints@fcc.gov>
Sent: Wednesday, August 28, 2019 10:52 AM
To: Crandall, Jeff <jcrandall@pencor.com>
Subject: Serve ticket#: 3444667 Last Name: Keller

- Please type your reply above this line -##

Rebuttal Due Date: 09/11/2019
Rebuttal Serve Date: 08/28/2019

REBUTTAL

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3444667>

Subject: Blue Ridge Communications Billing Complaint

Tags: attachment_previous billing_tv cable_tv cams_bill_shock carrier_rebuttal_response_pending
carrier_response_date_added current_customer explain_charges_policies_carrier_handled
no_carrier_handled_monetary no_filing_on_behalf other pennsylvania rebuttal_review_needed
yes_contacted_company

Email: cgbnoemail@fcc.gov

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: Michelle

Last: Keller

Address: 415 Mallord Lane

Address 2:

City: Bushkill

State: pennsylvania

Zip: 18324

Phone where to be contacted: 570-828-2915

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_rebuttal_response_pending

Ticket Information:

Jada Barnes (FCC Complaints)

Aug 28, 10:51 AM EDT

Private 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.

James Brown (FCC Complaints)

Aug 28, 8:05 AM EDT

Private note

The consumer called to add:

- Blue Ridge Never addressed that they have never resolved her issues.
- She does not appreciate having to pay for the mini boxes.
- Yesterday she requested a new line up be sent to her and a list of the new packages they are going to.
- Also, they have changed her to Milford service; her service is completely different.
- She used to get 26 viable channels and now she only gets 11 so if she is stuck with Milford she wants a price reduction in her service.
- Caller disagrees with pretty much everything Blue Ridge is saying.
- They have eliminated all the stations that were cable stations and she can only get what she could get with an antenna.
- She is housebound and this is the first thing they are taking from her.
- The basic is \$32; the Basic + is around \$100 – this is terrible she has to choose whether she has TV or food.

-
- Resolution she seeks is to be switched back to East Stroudsburg; she was under East Stroudsburg for 18 years; why now after all of these years have they changed her?
-

Robin Bailey (FCC Complaints)

Aug 13, 10:44 AM EDT

Hi Michelle,

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. 3444667.

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

Jeff Crandall (FCC Complaints)

Aug 12, 7:59 AM EDT

Private note

Please see our response and attachment.

Attachment(s)

FCC Consumer Complaint- Michelle Keller- Serve Ticket#3444667.doc

Virgie Ingram (FCC Complaints)

Aug 7, 2:06 PM 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.

CGBNoEmail

Aug 6, 12:46 PM EDT

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

- 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

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

Ticket # 3444667

Status Open

Requester CGBNoEmail

CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

September 3, 2019

Jada Barnes
Consumer Complaints
Serve Ticket#3444667 (Rebuttal)
Last Name: Keller

Dear Jada Barnes,

Ms. Keller states that Blue Ridge never addressed or resolved her issues from her initial complaint. She says she disagrees with everything that Blue Ridge is saying in its original response.

On 8/29/19, Blue Ridge reached out to Ms. Keller by phone to clarify the points she has made in her complaint and ask why she felt Blue Ridge failed to address her concerns and resolve them to her satisfaction. We also wanted to be able answer additional questions that she may have had. While speaking with Ms. Keller, she identified two main concerns. First was with the channel lineup change that took effect on 8/1/19 and the other is that she feels she was forced to use a DTA mini box to receive channels.

Ms. Keller stated the only way she felt her issue would be resolved is to provide her with the previous channel lineup she had before the change. We explained to Ms. Keller that there were a few reasons for the channel changes. First, Blue Ridge changed the channel lineup to reflect the designated market area where she resides. She lives in Pike County, which is in the New York market area, not the Wilkes-Barre/Scranton market. Second, rising programming costs aided in the decision to remove the duplicate out-of-market channels. Blue Ridge's number one complaint is that our prices are too high. The removal of the duplicate out-of-market channels will help limit future increases. Some channels were repositioned to provide a better variety and a slight rate decrease took place.

Ms. Keller has received a DTA mini set top box at no cost since 1/24/18. She will continue to receive the box free of charge until 2/5/20. After this time period has ended, the cost of the boxes will be \$1.99/month per box. Since Blue Ridge has an all-digital cable system and chooses to encrypt its services, Ms. Keller needs to have the DTA mini set top box to receive television signals.

Ms. Keller states in the rebuttal that she used to receive 26 channels, but now only receives 11. The previous channel lineup included channels 2-25. She received a total of 21 channels. Now the new channel lineup has a total of 18 channels, not 11 as she claims. If she would like specific channels added to the lineup, channel requests can be made by contacting customer service. This can be done via telephone, email, chat, or in person at one of our local payment centers. Ms. Keller's resolution is to receive the channels she had prior to the August 1, 2019 change. Blue Ridge will continue to provide the current channel lineup that is

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net



Corporate Office

613 Third St.

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Palmerton, PA

18071

designated for her area. Although Ms. Keller does not agree with the recent changes Blue Ridge has made to its channel lineup, we will continue to provide the lineup she currently receives until the designated market areas change or programming costs are reduced. 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