

7/02/064

Subject: FW: Serve ticket#: 3030865 Last Name: Deihl

Am - Please type your reply above this line - # #

Due Date: 03/07/2019
Serve Date: 02/05/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3030865>

Subject: Internet/Cable

Tags: billing_internet cable_internet cams_service_quality carrier_response_pending current_customer internet_billing_other no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications (BRC)

Account #: [REDACTED] / [REDACTED]

First: Charles

Last: Deihl

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Virgie Ingram (FCC Complaints)

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.

Charles Deihl

On Feb 1, 2019 I spoke with a Martha in Blue Ridge Communication customer service about combining the 2 different accounts that is at the same address which both are serviced through Blue Ridge Communications . Cable (which is in brothers name) and Internet Account (which is in my name) so I could get a Bundle service to save money and possibly get a upgrade.I was told I couldn't combine them into one account under my name.My brother no longer lives here and can not get incontact with to get ahold of.And I explained that to their customer service lady Martha.When I ask why,was told FCC would not allow them to do that.The Cable service per month is \$96.77 per month for one TV to view and Internet service is now \$42.95 with a extra \$10 for any extra 50GB per overage And when I ask if I was to allow Cable to go unpaid to cancel out Cable service so I can have Cable service added to my internet account I was then told they would shut off my internet service as well,even though that was under my account. I am not allowed to have or combine Cable service with internet on my account or combine Internet with cable through brothers account.Then was told even if I was to bundle I'd also have to include their Telephone service for a added cost and cancel my telephone service through Frontier my provider for telephone .All we wanna do is combine Cable/Internet into one bill under my name at the same address and receive a Bundle discount and possible a upgrade.And we are given any reason they can come up with not to be able to do so.

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

Ticket # 3030865
Status Open
Requester Charles Deihl
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -

February 11, 2019

Virgie Ingram
Consumer Complaints
Serve Ticket#3030865
Last Name: Deihl

Dear Virgie Ingram,

Mr. Deihl's complaint is that he contacted Blue Ridge Communications to combine two different accounts at the same address. Mr. Deihl states he was not allowed to combine his brother's cable service account with his internet account. He had explained that his brother Craig Deihl no longer lives at the address.

On 2/1/19, Charles Deihl contacted Blue Ridge Communications to inquire about adding cable service to his high speed internet account. He also was inquiring about promotions or service specials that he may be eligible to receive. While the customer service representative was reviewing Mr. Deihl's account, it was discovered that there was another active account listed under his brother's name, Craig Deihl, at the same residence. Craig Deihl was a subscriber to cable television service only (Account #65891-01). Charles Deihl was an internet only subscriber (Account#335402-01). Blue Ridge does allow a customer to have two different service types at the same address, and each service can be billed to two different individuals. Blue Ridge does not allow the same service type to be billed to two different individuals at the same address. One person would be responsible and pay for television service and the other person would be responsible for and pay for high speed internet service. A common example of when Blue Ridge allows this is for a roommate arrangement.

When a customer contacts Blue Ridge to disconnect, remove, or add services the account holder must verify the account password and/or security questions to ensure account ownership. When it was discovered that the cable account holder was no longer living at the service address, the customer service representative informed Mr. Deihl that she needed to speak to the account holder. Mr. Deihl then said that he did not know his brother's whereabouts or how to get in contact with him. Following the guideline that Blue Ridge must speak to the account holder to disconnect the account, the customer service representative did not enter a work order to combine the accounts. She informed Mr. Deihl that he would be unable to add cable service to his account until we were able contact the account holder. The customer service representative was unaware that there are other measures in place that allow the service to be disconnected without speaking to the account holder. When these exceptions were reviewed, a return phone call was placed to Mr. Deihl on 2/8/19 to initiate disconnection of the cable service on his brother's account and then to add cable service to his account.

An email was received from the customer service department to the operations department on 2/8/19. It stated that Mr. Deihl was contacted and cable service was activated on his account. According to the email, Mr. Deihl was pleased that he was contacted and his initial requested was honored. The policy that instructs customer service representatives of the procedure for account changes has been updated and redistributed. We feel that this complaint has been resolved to Mr. Deihl's satisfaction. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon

Blue Ridge Communications

Cc. Charles Deihl