

**Subject:** Serve ticket#: 5649462 Last Name: Greenbau

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

Due Date: 09/04/2022  
Serve Date: 08/05/2022

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5649462>

Subject: Blue Ridge Communication TV Issue

Tags: availability\_tv blue\_ridge\_communications cable\_tv carrier\_response\_pending current\_customer no\_filing\_on\_behalf pennsylvania yes\_contacted\_company

Email: [REDACTED]

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: [REDACTED]

Last: Greenbau

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

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:

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**Arminta Henry (FCC Consumer Inquires and Complaints)**

Aug 5, 2022, 11:09 AM EDT

**Private note**

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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](mailto:carriersupport@fcc.gov).

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[REDACTED]

Aug 4, 2022, 9:48 AM EDT

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

- Blue Ridge Communication Cable which she never had problems for over 20 years.
- Only watches a few channels.
- Husband retired and upgraded the package for him and since he past away she has been trying to down grade her services.
- She pays \$220 a month but since her husband past away she has lost income is unable to afford that and needs a lower package.
- Refuses to give her a package that she can afford. Wants to go back to her regular package that she had before.
- Would like Blue Ridge to give her back her original package which cost her about \$130 a month.

\*\*\*CTR395--phone\*\*\*

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

**Ticket #** 5649462

**Status** Open

**Requester** [REDACTED]

**CCs** -

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

This email is a service from FCC Consumer Inquires and Complaints.