

- Please type your reply above this line #

Due Date: 06/02/2016

Serve Date: 05/03/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/944540>

Subject: Can't obtain internet service...

Tags: availability_internet cable_internet carrier_response_pending no_filing_on_behalf other pennsylvania

Email: luckvmeforever10@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: Marie

Last: Marcolongo

Address: 1127 Mill St, Apt 2

City: Tobyhanna

State: pennsylvania

Zip: 18466

Phone where to be contacted: 570-236-8666

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Beth Alleman (FCC Complaints)

May 3, 8 17 AM

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.

Luckymeforeverl 0

10/17/17 1:11 PM

Luckymeforeverl 0 was not signed in when this comment was submitted. [Learn more](#)

Previous tenant (Todd) is paying for the internet w/ an automatic withdraw and Blue Ridge will not cancel his service without a request from him. He has not lived in the apartment for the last 5 years. She is requesting service to her apartment because she now has a new computer and wishes to work from home.

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

Ticket # 944540
Status Open
Requester Luckymeforeverl 0
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from 1 rCC Complaint< Delivered by Zendesk

May 5, 2016

Beth Alleman
Consumer Complaints
Serve Ticket#944540
Last Name: Marcolongo

Dear Beth Alleman,

Ms. Marcolongo's complaint is that she has requested internet service to her residence and Blue Ridge will not cancel the active cable service since it is not in her name. She states the account holder has not lived at this residence for the last 5 years, although the account is still active.

The service address, 1127 Mill St. Apt. 2 Tobyhanna, PA, has been an active account since 8/3/2005. The reason service has not been cancelled is because we have not heard from the landlord or received a disconnect order from the active account holder. We have reached out to the account holder by phone and email multiple times, and no reply has been received. On November 1, 2014, we spoke to the landlord and requested a copy of the lease to verify that Marie Marcolongo is the renter. However the landlord did not comply with that request.

As of 5/4/16, Marie Marcolongo has provided a utility bill to our local office in her name showing her service address. We will provide high speed internet service by running a separate cable drop to this residence. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Marie Marcolongo

