

\* Please type your reply above this line JJ:il

Due Date: 01/30/2016

Serve Date: 12/31/2015

\*\*\*

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/729804>

Subject: Blue Ridge Communications

Tags: billing\_internet cable\_internet cams\_needs\_oi\_review cams\_oi/nn\_general\_conduct c  
no\_filing\_on\_behalf oi\_nn other pennsylvania

Email: mbloom259@gmail.com

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account # :

First: Maya

Last: Bloomfield

Address: 351 Braeside Ave

City: East Stroudsburg

State: pennsylvania

Zip: 18301

Phone where to be contacted: 610-704-3833

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket information:

## Vicky May (FCC Complaints)

Dec 31, 7:35 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](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](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).

## Mbloom259

Uec. c.9. 9.0b PM

Mbloom259 was not signed in when this comment was submitted. [Learn more](#)

Blue Ridge Communications has implemented a data cap on their internet service and is charging outrageous overage fees of \$ 10 per 50/GB of data over your allowance.

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

Ticket # 729804  
Status Open  
Requester Mbloom259  
CCs -  
Group Blue Ridge Communications  
Assignee Jeff Crandall  
Priority -  
Type Ticket  
Channel Web Form

This 0mail is a service from FCC Complaints. Delivered by [Zendesk](#)

January 4,2016

Vicky May  
Consumer Complaints  
Serve Ticket#729804  
Last Name: Bloomfield

Dear Vicky May,

Ms. Bloomfield's complaint is that Blue Ridge implemented data caps on internet service and is charging outrageous fees over the allowance,

**History:** Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 5 GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 11pm and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we notified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service for all customers, as follows:

	Speed	Bandwidth Allowance
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100mbps	700GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

**Notice:** We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their

bandwidth allowance (Like the wireless phone providers do) . We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3<sup>rd</sup> party.

**Reason:** Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy . Data allowances are the fairest method to allocate the variable cost of internet service. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Maya Bloomfield