

Please type your reply above this line -#.Jt

Due Date: 02/04/2016

Serve Date: 01/05/2016

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/734243>

Subject: wireless router breach

Tags: cable\_internet carrier\_response\_pending no\_filing\_on\_behalf other pennsylvania privacy\_internet

Email: albiet864@yahoo.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0245592-04

First: Alfred

Last: Tasca

Address: 605 Country Acres Court

City: Effort

State: pennsylvania

Zip: 18330

Phone where to be contacted: 570-460-1725

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

**Pam Williams (FCC Complaints)**

Jan 5, 8:50 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](mailto:carriersupport@fcc.gov).

**Albiet864**

Jan 12, 1:31 PM

Albiet864 was not signed in when this comment was submitted. [Learn more](#)

someone has hacked into my wireless router even though I encrypted it with a long pass code. I tried to block them but I think I failed.

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

Ticket # 734243  
Status Open  
Requester Albiet864  
CCs -  
Group Blue Ridge Communications  
Assignee Jeff Crandall  
Priority -  
Type Ticket  
Channel Web Form

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

January 19, 2016

Pam Williams  
Consumer Complaints  
Serve Ticket#734243  
Last Name: Tasca

Dear Pam Williams,

Mr. Tasca's complaint is that someone hacked into his wireless router even though it was encrypted with a password.

Unfortunately, there is no fool-proof way to prevent an attack on a wireless router. But there are some common-sense steps that can help:

- Follow the manufacturer's directions to properly set up your router.
- After installing a new router, update the firmware. Continue to access updates on a regular basis, since they are usually not automatic.
- Change the router's default username and passwords. Make them something unique and complicated. Note, some router firmware will not allow you to change the username, so this may not be an option.
- Clear the browser cache and cookies after changing any router setting.
- Use WPA2 security protocol instead of WEP. WEP works by using secret keys or codes to encrypt data. It is defined as the 802.1 standard and aims to provide security by encrypting data over radio waves as they are transmitted from one point to another. Since the same codes are generally used for long periods of time, they can be hacked more easily. WPA2 is the latest implementation of WPA, and offers a higher level of assurance that only authorized users can access the wireless network. It is based on 802.11 standard and provides government grade security. The type of security you use is dependent upon the wireless router vendor, so reference the user manual for your router.
- While Wi-Fi Protection Setup provides an easy to use WPA2 configuration, it has its own flaws. It is recommended that WPS be turned off to avoid leaving a potential vulnerability open to the public.
- Turn off remote administration
- Avoid questionable links.

Please let me know if you have any further questions.

Sincerely,

Jeff Langdon  
Blue Ridge Communications  
Cc. Alfred Tasca

