

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

Due Date: 12/20/2023

Serve Date: 11/20/2023

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/6588659>

Subject: TV service change

Tags: billing_tv cable_tv carrier_response_pending no_filing_on_behalf other other_customer

pennsylvania yes_contacted_company

Email [REDACTED]

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communication

Account #: [REDACTED]

First: [REDACTED]

Last: [REDACTED]

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:

Renee Moore (FCC Consumer Inquires and Complaints)

Nov 20, 2023, 9:08 AM EST

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 FCC (with a copy to the consumer) 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.

[REDACTED]

Nov 17, 2023, 8:18 AM EST

Thank you for your prompt reply!

One additional piece of information: The complaint form asked if I was a current or former customer. I am currently a customer, but plan to call them today to cancel my service.

[REDACTED]

Nov 17, 2023, 8:06 AM EST

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

Below is a copy of the letter of complaint that I sent to Blue Ridge Cable regarding the change they made to my TV service. They did not respond to me.

Mr. Kevin Nemcovich, Owner
Blue Ridge Communications
613 3rd St.
Palmerton, PA 18701
10-14-23

Dear Sir:

I wanted to give you a chance to respond to my concerns about Blue Ridge Cable before I contact the FCC on 11-15-23.

As of 10-13-23 I had been a customer for several years, and had therefore exceeded the promotional period, and was paying the top rate of \$278.99 per month for TV (5 of them) and

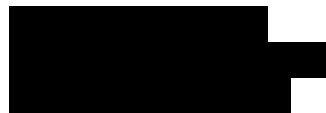
Internet service. On 10-13-23 my TV modem died, and your company replaced what I had with 5 new wi-fi modems. I was told this would be an improvement.

I was NOT told that these 5 new modems would overload my wi-fi, causing me to need to upgrade the speed. I was NOT told that my rate for these modems was only temporary, and in two years would cause an increase in my bill of \$142.80 per year, nor that the increased speed from 400 to 500 Mbps would increase my bill by \$60 per year. In addition, I have yet to determine if even the 500 Mbps is sufficient. I went with it because I was told higher speeds would cause an immediate increase in my bill.

I changed to Blue Ridge because it was a CABLE service, and wi-fi in this area is poor. Now, without giving me any options, you changed my TV service to wi-fi – and you will eventually be increasing my bill by over \$200 per year to boot.

In summary, you changed me to wi-fi TV for YOUR benefit, not mine. I would ask that you prevent my Internet bill from increasing on 10-13-25, and keep it at the current ‘promotional’ rate until such time as an across-the-board increase is approved for all customers, and then only by that across-the-board amount. Also, if I do require a higher Internet speed than 500 Mbps, that it also not increase my bill until an across-the-board increase is approved for all customers.

Thank you for your time. I hope to hear from you soon.



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

Ticket # 6588659
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.