

## Langdon, Jeff

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**From:** Crandall, Jeff  
**Sent:** Thursday, June 22, 2017 3:04 PM  
**To:** Langdon, Jeff  
**Subject:** FW: Serve ticket#: 1710751 Last Name: Evans

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**From:** FCC [<mailto:consumercomplaints@fcc.gov>]  
**Sent:** Tuesday, June 20, 2017 7:21 PM  
**To:** Crandall, Jeff  
**Subject:** Serve ticket#: 1710751 Last Name: Evans

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

Due Date: 07/20/2017  
Serve Date: 06/20/2017

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1710751>

Subject: Absurd data caps

Tags: cable\_internet cams\_advertising\_deceptive\_or\_misleading cams\_oi/nn\_general\_conduct  
cams\_oi/nn\_transparency cams\_service\_plan/advertised\_rates carrier\_response\_pending former\_customer  
internet\_open\_internet\_data\_caps no\_contacted\_company oi\_nn open\_internet\_net\_neutrality\_internet other  
pennsylvania\_behalf\_of washington yes\_filing\_on\_behalf

Email: [sre3219@riseup.net](mailto:sre3219@riseup.net)

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #:

First: Sean

Last: Evans

Address: 699 John St.

City: Seattle

State: washington

Zip: 98109

Phone where to be contacted: 570-977-6144

Filing on Behalf of Someone: Yes

Relationship:

First Name: Nelson

Last Name:Roig

Serve Status: carrier\_response\_pending

Ticket Information:

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## Robin McCullough (FCC Complaints)

Jun 20, 7:21 PM EDT

### 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).

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## Sre3219

Jun 16, 10:23 PM EDT

Sre3219 was not signed in when this comment was submitted. [Learn more](#)

Blue Ridge has no competition in the Stroudsburg/Pocono area. As a result, they charge exorbitant prices and, most insultingly, instituted monthly data caps. Given that they're the sole high speed internet provider, and the only alternative is slow Verizon DSL, it's poor form for them to cap consumers' monthly internet usage. Blue Ridge should eliminate the bandwidth caps on their high speed cable internet service. There is absolutely no reason for them to have monthly data caps. I would like to purchase high speed internet for my father, who is a senior, but I refuse to give money to a company that is so greedy and petty that they would implement data caps, let alone charge absurd prices for internet.

Attachment(s)

[Capture.PNG](#)

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

**Ticket #** 1710751

**Status** Open

**Requester** Sre3219

**CCs** -

**Group** Blue Ridge Communications

**Assignee** Jeff Crandall

**Priority** -



**Corporate Office**

613 Third St.  
**P.O. Box 215**  
Palmerton, PA  
**18071**

June 26, 2017

Robin McCullough  
Consumer Complaints  
Serve Ticket#1710751  
Last Name: Evans

COPY

Dear Robin McCullough,

Mr. Evans' complaint is that he believes Blue Ridge has no competition in the Stroudsburg/Pocono area. He feels Blue Ridge charges exorbitant prices and institutes unfair monthly data caps.

**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 15GB per month.

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

Effective February 1, 2017, we modified the bandwidth policy by measuring the usage levels continuously and by increasing the allowance by level of service, as follows:

<u>Speed</u>	<u>Bandwidth Allowance</u>
1) 10mbps	700 GB downstream
2) 20mbps	800 GB downstream
3) 30mbps	1000 GB downstream
4) 60mbps	1200 GB downstream
5) 100mbps	1500 GB 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 when 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 customers can monitor their bandwidth usage. For the first month of the new program (September 2015), we did not impose any usage fees, but

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FX•610 826 7626

email•brc@ptd.net



**Corporate Office**

613 Third St.

**P.O. Box 215**

Palmerton, PA

**18071**

alerted customers 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 that fewer 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 bills.

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.

Blue Ridge does not prohibit other companies from servicing Mr. Evans's area. Any cable company can apply for a franchise and provide service. As Mr. Evans states, he can choose Verizon as an internet provider in the Stroudsburg/Pocono area.

We feel our pricing is both competitive and fair. We make every attempt for our customers to save on their service. This includes bundle savings when they pair television service with our Internet, Phone, and/or Smart Home services. We offer promotions so customers may try the service at a discounted rate. Our hope is that the customer will see the value in our service(s) and decide to keep the service after the promotional period ends. Customers are under no contract, or obligation to keep services once a promotional period comes to an end. You may learn about our promotions by visiting our website at [www.brctv.com](http://www.brctv.com) or by calling 1-800-222-5377. If you have any further questions, please let me know.

Sincerely,  
Jeff Langdon  
Blue Ridge Communications

COPY

Cc. Sean Evans

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