

#4466604 Change in bundled service

Submitted Received via Requester

January 4, 2021, 4:06 PM Web Form

Status Type Priority Group Assignee

Open - - Blue Ridge Communications

Complaint Internal Status Carrier Serve Due Date Carrier Serve Date Company Name

Carrier Response Pending Feb 4 Jan 5 Other

Company Name (Other) Phone Method Phone Issues First Name Last Name State

Blue Ridge Communications Wired Billing [REDACTED] [REDACTED] [REDACTED]

Zip Code Phone (where you can be contacted) Telephone Number Subject of Complaint

[REDACTED] [REDACTED] [REDACTED]

Address 1 City Filing on Behalf of Someone Contacted Company About Issue

[REDACTED] [REDACTED] No Yes

Relationship to Company Phone Billing Sub Issue

Current Customer Other

[REDACTED] Jan 4, 4:06 PM

Blue Ridge Communications is consumers provider for phone and internet. The person opened the account no longer lives there. She wanted to make changes to the account and provider would not allow that to happen. She has been continuing to pay for services since January of 2019. She provided documentation that there was a protection order so the person was removed from the home. The District Attorney advised her to have this account placed in her name. She spoke to the supervisor of collections and asked if they would close account and allow her to open the account in HER name. Provider refused to assist. She does not feel it is right that they are holding her responsible but will not allow her to make changes. Provider is still holding her responsible for the account. Consumer wants provider to allow her to cancel account in existing name and re open it in her name.
CTR 392-phone

Pam Williams Jan 5, 3:53 PM

Internal 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.

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