

Langdon, Jeff

From: Crandall, Jeff
Sent: Thursday, October 06, 2016 10:19 AM
To: Langdon, Jeff
Subject: FW: Serve ticket#: 1231311 Last Name: Crosby

From: FCC [<mailto:consumercomplaints@fcc.gov>]
Sent: Wednesday, October 05, 2016 6:16 PM
To: Crandall, Jeff
Subject: Serve ticket#: 1231311 Last Name: Crosby

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

Due Date: 11/04/2016
Serve Date: 10/05/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1231311>

Subject: High Speed Internet not high speed

Tags: cable_internet cams_advertising_deceptive_or_misleading cams_needs_oi_review cams_oi/nn_transparency
cams_service_plan/advertised_rates carrier_response_pending no_filing_on_behalf oi_nn other pennsylvania
speed_internet

Email: crosbytr@webcrosby.com

Method: - -

Issue:- -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable/Pen Tele Data

Account #:

First: Thomas

Last: Crosby

Address: 1736 Gordon Lane

City: Tobyhanna

State: pennsylvania

Zip: 18466

Phone where to be contacted: 570-350-4657

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Robin McCullough (FCC Complaints)

Oct 5, 6:16 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.

Crosbytr

Oct 3, 11:22 AM EDT

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

Blue Ridge Cable, Inc in Northeastern PA is advertising high speed internet starting at \$19.95. Based on the FCC definitions of high speed (25 Mbps min), all but the top 2 tiers (starting at \$69.95) do not meet the criteria.

Attachment(s)

[brctv.jpg](#)

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

Ticket # 1231311
Status Open
Requester Crosbytr
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](#)

October 18, 2016

Robin McCullough
Consumer Complaints
Serve Ticket#1231311
Last Name: Crosby

Dear Robin McCullough,

Mr. Crosby's complaint is that Blue Ridge is advertising **high speed internet** starting at \$19.95. He states that under the FCC's definition of **high speed**, all but the top two tiers do not meet the criteria.

In January 2015, the FCC redefined **broadband** as download speeds of 25Mbps or faster, and uploads speed of at least 3Mbps. The FCC did not prohibit lesser speeds. Blue Ridge Communications provides its customers access to two **broadband** tiers: 60Mbps/3Mbps and 100Mbps/5Mbps speeds. Blue Ridge offers additional **high speed tiers** (tiers that are faster than DSL or dial up). If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Thomas Crosby

