

## Langdon, Jeff

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**Subject:** FW: Serve ticket#: 1978738 Last Name: MCCARTHY

----- Forwarded e-mail -----

Due Date: 11/12/2017  
Serve Date: 10/13/2017

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1978738>

Subject: Blue Ridge Cable Damaged Box

Tags: billing\_tv cable\_tv carrier\_response\_pending current\_customer no\_filing\_on\_behalf other pennsylvania yes\_contacted\_company

Email: [angiesmom2@yahoo.com](mailto:angiesmom2@yahoo.com)

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name: BLUE RIDGE CABLE

Account #: 033536802

First: KATHRYN

Last: MCCARTHY

Address: 167 HIRO LANE

Address 2:

City: EAST STROUDSBURG

State: pennsylvania

Zip: 18301

Phone where to be contacted: 570-269-4394

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

**James Brown (FCC Complaints)**

----- Forwarded e-mail -----

### 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).

## Angiesmom2

REPLY TO COMMENT

Angiesmom2 was not signed in when this comment was submitted. [Learn more](#)

My 2 year old daughter accidently spilled some juice which entered the cable box, causing damage to the box, I called and reported the damage, service was very ignorant and not understanding at all, I was given several different prices for the box, now to be told the box is nearly \$700.00.. I explained to them I'm on a fixed income, Social Security SSI, I'm a single mother to 3 children and I'm going to have a issue with making the payments they set up installments for 6 months, I called back to see if they can accommodate me with extending the payment plan to make it more affordable, in jeopardy of losing our home, the woman was very nasty to me, told me absolutely not they cant accommodate me NO more then the 6 month installments. I explained to her that with my fixed income, I'm only able to do so much, she more less tells me that's not their problem, they cant help me no further, I yet explained my situation and told her I'm not able to afford the payments in 6 months, I was asking for extension on payment plan to be told well then maybe you need to get a job to pay it off, I'm exempt from working, due to physical and mental issues there for I'm unable to work. I would like for the payment installments to be extended to a 12 month period so I can afford to pay it, without losing my home and other services. I feel very offended by the way these people have treated me, and have spoken to me, they are not willing to work with me, nor do they understand my situation. If something can be done to extend the payment plan, that would be great, or a discount on the box,

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

**Ticket #** 1978738  
**Status** Open  
**Requester** Angiesmom2  
**CCs** -  
**Group** Blue Ridge Communications

**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form

This email is a service from FCC Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

October 24, 2017

James Brown  
Consumer Complaints  
Serve Ticket#1978738  
Last Name: McCarthy

Dear James Brown,

Ms. McCarthy's complaint is that she would like Blue Ridge to change the arrangements she agreed upon to pay for damaged cable equipment. Her request is to change the payment time frame from six months to twelve months.

On 10/23/17, we contacted Ms. McCarthy regarding her payment arrangement request. We informed her that she must keep the payment arrangements for the damaged equipment. We offered her assistance with her billing statement for the next three months to offset some of the cost for the damaged equipment. Ms. McCarthy agreed to the assistance and will receive service credit on her billing statement. She understands the equipment balance must be paid over the agreed six months. Before the phone call ended, Ms. McCarthy said she was very happy and thankful that Blue Ridge was able to assist her with this expense. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Kathryn McCarthy