

Subject: Serve ticket#: 5487582 Last Name: [REDACTED]

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

Due Date: 06/19/2022

Serve Date: 05/20/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5487582>

Subject: Blue Ridge Cable Billing Issues

Tags: billing_tv blue_ridge_communications cable_tv carrier_response_pending current_customer

no_filing_on_behalf pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - Cable

Issue:- Billing

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

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:

Mary Izzard (FCC Consumer Inquires and Complaints)

May 20, 2022, 11:19 AM 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.

████████████████████
May 19, 2022, 10:59 AM EDT

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

She is calling about Blue Ridge Cable.
She has cable and phone.
She said she called Blue Ridge Cable because they shut her phone down, they told her that her bill was \$550.00.
Then she called back and got another representative and they told her that her bill was \$750.00
She told them that she did pay her bill on time.
She advised them that she did pay her bill and she has paid it on time all the time.
She did not get a message or anything about disconnection.
She said Blue Ridge Cable do not advised her that she needed to make a payment.
She sai9d that Blue Ridge Cable would not let anyone go without paying no bill for 3 months.
She would Blue Ridge Cable to remove charges from her bill because she has documentation that she has paid her bill every month on time.
Her last payment was for \$247.18 in 05/2022

CTR414-phone

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

Ticket # 5487582

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.