

**Subject:** FW: Serve ticket#: 3457057 Last Name: Scinto  
**Attachments:** FCC Consumer Complaint- Rosemarie Scinto- Serve Ticket#3457057.doc

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

Due Date: 09/12/2019  
Serve Date: 08/13/2019

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3457057>  
Subject: No football on tv  
Tags: availability\_tv cable\_tv carrier\_response\_pending current\_customer no\_filing\_on\_behalf other pennsylvania yes\_contacted\_company  
Email: [REDACTED]  
Method: - Cable  
Issue:- Availability  
Number subject to complaint:

Company Name:  
Other Company Name: Blue ridge  
Account #:  
First: [REDACTED]  
Last: Scinto  
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:

Jada Barnes (FCC Complaints)

Aug 13, 4:03 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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## Warnert6468

Aug 11, 12:12 PM EDT

Warnert6468 was not signed in when this comment was submitted. [Learn more](#)

I live in Tobyhanna Pennsylvania and I'm trying to get the New York channel so I can watch football this season

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

**Ticket #** 3457057  
**Status** Open  
**Requester** Warnert6468  
**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**

September 9, 2019

Jada Barnes  
Consumer Complaints  
Serve Ticket#3457057  
Last Name: Scinto

Dear Jada Barnes,

Ms. Scinto's complaint is that she lives in Tobyhanna, PA and is trying to get New York channels so she can watch football this season.

Blue Ridge carries all of the in-market networks. The network channels include ABC, NBC, CBS, and FOX. Ms. Scinto will be able to view football on these channels. Until recently, Blue Ridge carried out of market networks but with escalating programming fees, we have chosen to remove the out of market channels.

The number one complaint Blue Ridge receives is that our prices are too high. In an effort to control increasing programming costs, on August 1, 2019, Blue Ridge changed its channel lineup in the Tobyhanna area by eliminating substantially duplicate out-of-market channels and repositioning others. Monroe County, where Ms. Scinto resides, is designated as the Wilkes-Barre/Scranton market, so Blue Ridge must carry the Wilkes-Barre/Scranton broadcast stations. Programming costs are our number one expense which gets passed on to our customers. Removing the duplicate programming helps limit future price increases. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon  
Blue Ridge Communications

Cc. Rosemarie Scinto

**PH•610 826 2551**

FX•610 826 7626

**email•brc@ptd.net**